UCT LIBRARIES REPORT
2022/23

Contents

Executive director overview

Ujala Satgoor: Executive Director UCT Libraries

Wrapping up 2021 on a high note, having been awarded the Vice Chancellor's Award for Service Excellence in recognition of the Virtual Library Service, was indeed a feather in the cap for UCT Libraries. While this was a very visible and superb acknowledgement of what UCT Libraries has become, we were still confronted with the uncertainties of continued lockdown, the return to campus and the implementation of a hybrid working and service model for UCT Libraries, and the work required to recover from the Jagger fire. It was also clear that the future lay in challenging our thinking and having the courage to do things differently. Tony Robbins says, "The path to success is to take massive, determined action," and that is exactly what we did during this reporting period. The processes undertaken and the decisions made were all underpinned by clarity of purpose, detailed planning, collective ideas and intelligence, healthy energy, determination, long hours and the commitment of the Libraries Management Team and every staff member to make UCT Libraries accessible during an inaccessible time.

During this reporting period we succeeded in flipping the VUCA (volatile, uncertain, complex and ambiguous) world we occupied on its head by focusing on vision, understanding, clarity and agility. The decisions made and massive, determined actions taken for UCT Libraries relate to:

Strengthening management and leadership capabilities in terms of:

- the UCT Libraries leadership building block series, including the administration of the StrengthsFinder and OmniView 360-degree assessment tools. This series, held over an 18-month period, included personal introspection, professional reflections and robust engagements, which led staff to a deeper understanding of their strengths, perceptions and roles towards the articulation of a new strategic plan for the libraries.

- gauging the state of health of the libraries through the administration of a staff engagement survey. The success of an organisation is directly connected to its people, culture, values and ways of engaging. The impact of the COVID-19 lockdown, the Jagger fire, the return to campus and organisational changes were felt variously across UCT Libraries. As part of our ongoing strategic and organisational development trajectory, we conducted a UCT Libraries-wide staff engagement survey, which enabled us to determine the "state of health"

of UCT Libraries as an organisation, to identify areas of concern and progress, and to guide new ways of engagement.

Business continuity in terms of:

- the return to campus and its concomitant implications for engendering a safe and healthy environment for the return of students and staff, albeit in limited numbers and incremental space allocation

- sustained and disruptive service innovation to enable UCT Libraries to assert itself as a partner to teaching, learning and research through an advanced Bibliometrics Service and Research Landscape Analysis, and as a contributor to the knowledge project of the university by broadening the scope of open publishing through a social justice lens and assuming the responsibility of hosting UCT Press within UCT Libraries once again

The implications of the Jagger fire in terms of:

- the reconciliation of material losses through painstaking physical auditing of the different collections

- the recovery and the "normalisation" thereof by ensuring the requirements and capabilities necessary for the ongoing recovery and rebuilding of the Special Collections were in place

- engendering a deeper understanding of the correct valuation of library holdings, especially after benchmarking and financial modelling to ascertain a reasonable replacement value and finalise the insurance claim

- highlighting the huge cost of recovery from a disaster of this nature and scale, and the financial impact on UCT Libraries and the university. By adopting a phased approach, attracting limited grants and prioritising our restoration efforts, we have managed to contain cost up to a point.

- leveraging the moment for having crucial conversations about archives (their role, future and sustainability), understanding the impact of human and natural disasters on the preservation of documentary heritage in the region and determining who is responsible for the preservation process.

- affirming who we are as a library, librarians and archivists and reflecting on the confidence of individuals, alumni and academics from within and beyond UCT when they entrust their valuable personal libraries and collections into our care

- the Special Collections team, who have embraced recovery as their "new normal" and have continued with a more conscious values-based way of

working. However, their continued resilience and endeavour in the face of challenge and success cannot underestimate the emotional and psychological impact of this experience on the well-being of everyone.

Futureproofing UCT Libraries for continued relevance and sustainability in terms of:

- strategic planning for institutional alignment
- risk identification and mitigation
- reconceptualising, through master planning, the entire network of libraries, including the rebuilding of the Jagger Library.

As I look back on these two years, they are defined by a strong sense of achievement in recovery, service delivery, business continuity, and resilient and trusted leadership. They showed us what is possible, what we need to continue working on and how we can do things differently with the right attitude and values.

I wish to acknowledge and thank the UCT Libraries team for rising to the various challenging situations and conditions experienced over these two years. By embracing new ways of being, thinking and doing, we succeeded in making a huge paradigm and mindset shift!

I also wish to acknowledge Associate Professor Lis Lange (former DVC: Teaching and Learning) and Professor Harsha Kathard and Emerita Professor Linda Ronnie (in their respective roles as Acting DVC: Teaching and Learning), the Library Working Group and the other UCT divisions for their unstinting support for and confidence in UCT Libraries. By challenging, collaborating and partnering with us, you also contributed to us thinking and doing things differently. Together we will rebuild and reimagine the libraries we want for UCT.

Introduction: DVC Teaching and Learning

Professor Harsha Kathard, Acting DVC: Teaching and Learning (2022/23)

We worked collaboratively to strategically reposition UCT Libraries as a learning organisation to energise critically orientated educational change. Post COVID, UCT Libraries continued with its Virtual Library Service while also providing safe, inclusive and transdisciplinary library spaces amid load-shedding challenges.

The UCT Libraries team actively participated in implementing the Integrated Student Support initiative as well as Teaching and Learning committees to strengthen systems and processes for student success and belonging.

UCT Libraries supported the undergraduate curriculum change process by making visible the rich assemblage of African and Global South knowledges via UCT Press and Ibali, while continuing to hold repositories of colonial knowledges.

They integrated Leganto with Amathuba to support staff with developing critical insights into reading lists. They set out to reimagine libraries while also implementing the Jagger recovery plan. The leadership team made a concerted effort to strengthen team dynamics by working through complex relational challenges.

Professor Linda Ronnie, Acting DVC: Teaching and Learning (2023)

As UCT Libraries successfully engages in a rethink of its use, design and symbolic value and moves towards the creation of dynamic and vibrant study and learning spaces, we celebrate its welcoming environment where students and staff feel at home and are supported by a team of committed and knowledgeable librarians and related staff.

UCT Libraries actively partners in the broad educational enterprise where students are part of essential networks – whether they be social or academic. Developing students as intellectual citizens is one of UCT Libraries' objectives. Within their spaces they seek to extend and inculcate knowledge beyond classroom activities.

Learning spaces require functionality, adaptability, accessibility, variety, environmental suitability, safety and security,[1] and should have an energy that captures the minds of users and the spirit of the university. Despite challenging financial constraints, UCT Libraries continues to aspire to these goals.

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[1] McDonald, A. (2006). "The Ten Commandments revisited: The qualities of good library space." *LIBER Quarterly*, 16(2), 104–119.

UCT Libraries in 2022/23

Libraries in the UCT network 9

39 **mixed-use library spaces**
(including five 24/7 spaces)

NEW

- **Library Learning Lounge @ Chris Hani**
- **Research Commons @ the Bongani Mayosi Health Sciences Library**
- **Government Publications @ the Main Library**

Floor space (all library spaces) $17\ 200\ m^2$

54 km **of shelving**

Study desks 2 500

450 **student computers**

Acquisitions

Budget

R108 929 818 (2022) **R107 581 289 (2023)**

Subscriptions

	2022	2023
Print journal subscriptions (current)	458	402
Ejournal subscriptions (current)	730	711
Print and ejournal subscriptions	23	22
Database subscriptions (current)	186	174

Books and audiovisual orders
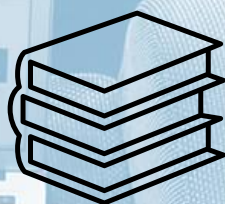
	2022	2023
Print books purchased	2 954	2 134
Ebooks purchased	1 129	796
Audiovisual items purchased	314	53

Circulation

Loans

29 462 (2022)
36 322 (2023)

Short loans

1 802 (2022)
3 430 (2023)

Interlibrary loans

	UCT patrons		External libraries	
	2022	2023	2022	2023
South African libraries	1 103	1 078	1 116	983
International libraries	214	304	97	126

UCT Libraries staff

Total staff

112 (2022)   **108** (2023)

Gender (2023)

66%

women

34%

men

Ethnic origin

Legend: ■ 2019 ■ 2020 ■ 2021 ■ 2022 ■ 2023
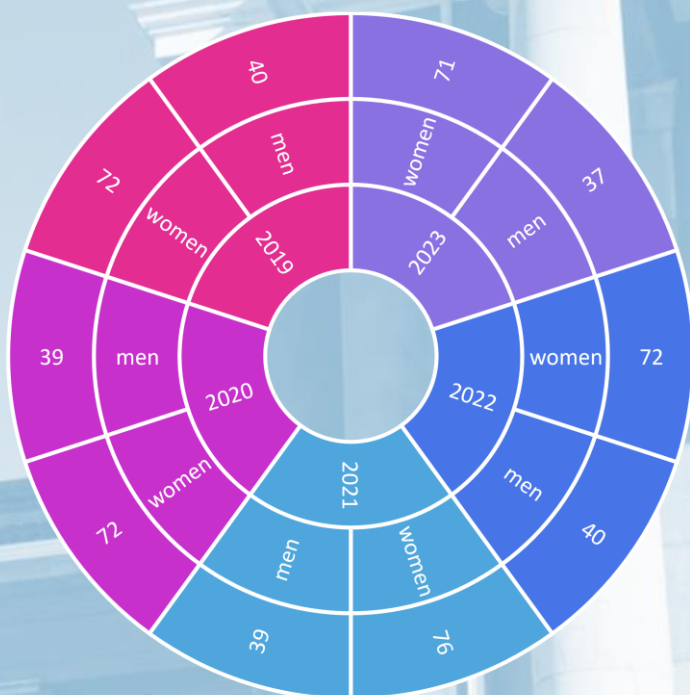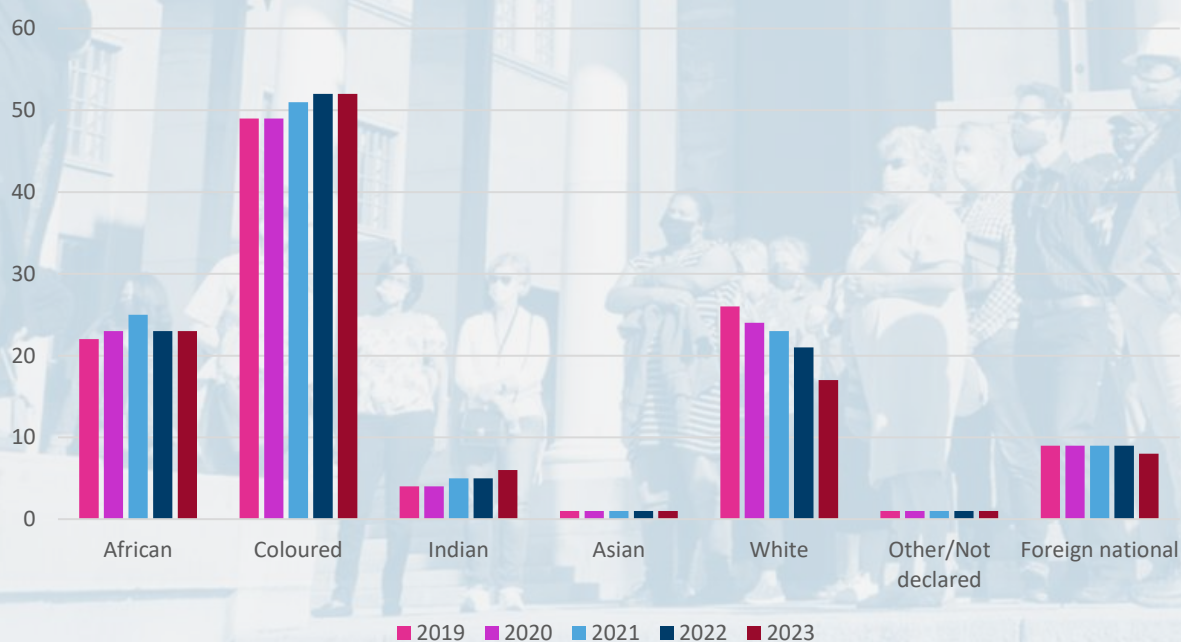
Staff Engagement Survey 2023

Response rate

84% (well above the participation norm of 72%)

48% fully engaged	33% engaged	11% not engaged	8% disengaged
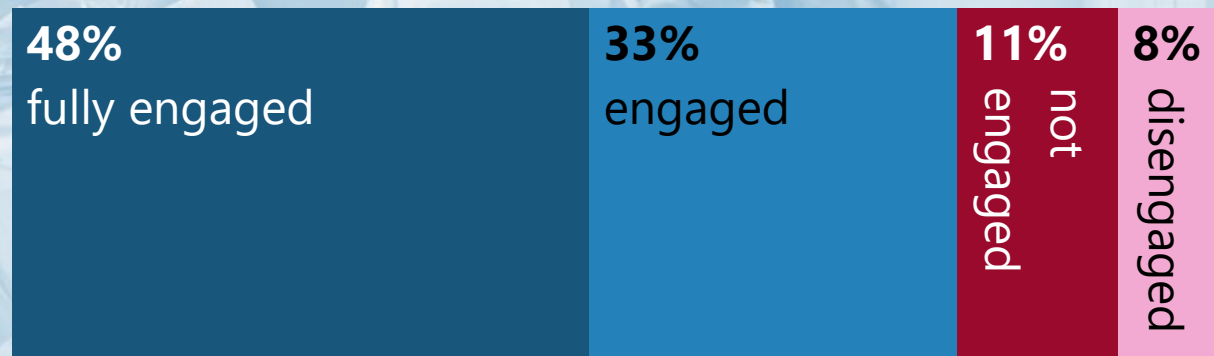
Drivers of engagement (out of 10)

Driver	Score
Strategic alignment	7,7
Manager intent	7,6
Feedback	7,6
Employee voice	7,4
Recognition and praise	6,8
Personal development	6,9
Organisational environment	7,4
Team relations	7,8
Talent fit	7,4
Resilience and change readiness	7,2
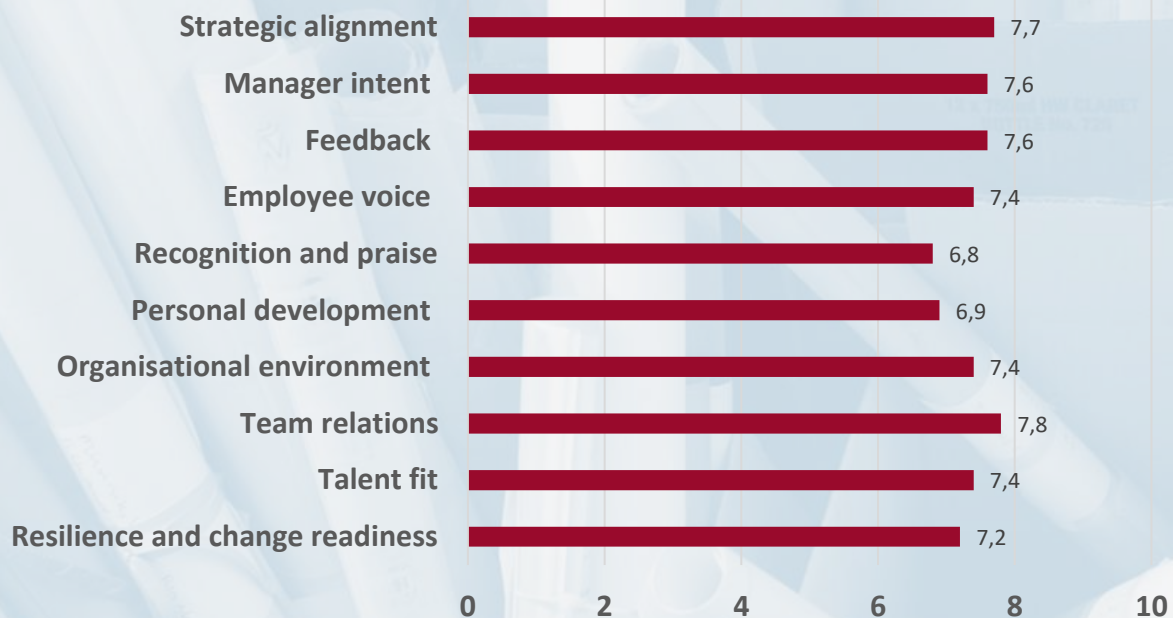
These scores indicate a good understanding of the UCT Libraries vision, strategies and goals, with room for improvement.

Commitment: 8.0/10　　**Willingness: 7.7/10**

Chapter 1
The Jagger Library recovery

"The destruction of a library or archive, be it deliberate or random, means the loss of identity and memory of a people and their various cultures, without which there can be no understanding or remembering of the past or an ability to move forward to a better future." **– Leonie Twentyman Jones, Head of Manuscripts and Archives, UCT Libraries, 1975–95**

The Jagger Library, for years a safe home to cultural and heritage collections of national and international research importance, experienced two elemental disasters due to the unexpected fire that ravaged Table Mountain on 18 April 2021. The Jagger Reading Room was lost to fire – a devastating moment for the university, country, continent and world – and the Jagger basements were flooded with the water used to douse the intense fire over 24 hours.

After two years of careful planning, and the adoption of a responsible phased approach, the restoration and preservation of the Special Collections, which were held in the Jagger basements in readiness for the generations to come, is close to completion. (It must be noted that these collections were not the only collections held by UCT Libraries. A major part of Special Collections is held in different sites across the university.) Our responsibility now is to reimagine the Jagger Library and new archives to house the Primary and Published collections that constitute Special Collections, allowing them to rise from the ashes and surpass that which they were.

Remembering our loss

The first anniversary

On 18 April 2022 we marked the first anniversary of the Jagger Library fire. It was an important moment to reflect on a year of exhaustion and exhilaration, a year of retreat and advance, a year that tested our resilience and our capacity to recover in the face of overwhelming odds.

Two exhibitions were launched to commemorate the anniversary, to show gratitude for all the personal sacrifices and to acknowledge the generosity of the human spirit:

A Tribute to the Human Spirit – a Jagger wrap-around exhibition that honoured the contributions of every person involved in the salvage process – opened on 19 April 2022.

Of Smoke and Ash – a collaborative initiative between the Centre for Curating the Archive and UCT Libraries at the Michaelis Galleries – ran from 20 April to 13 May 2022.

The ash used in the *Of Smoke and Ash* exhibition represented the collections painstakingly developed and managed in this space since the early 1950s. These materials represent the evolution of an academic and research African Studies Collection from the 1950s onwards, a time when libraries and access to libraries were political. The ash also represented the bravery and tenacity of the people and professionals behind the scenes who sourced materials from the continent, of the continent and for the continent.

In addition to these events, the revised Jagger Fire and Recovery Collection website, launched on Ibali on 18 April 2022, provides an intimate window into the ongoing recovery process.

A symposium on 18 and 19 April 2022, co-hosted by the Archive and Public Culture Research Initiative and the Institute for Humanities in Africa at UCT, reflected on the broader questions of archives and loss in Africa and African studies.

Finally let us take courage and hope from the Stars of Hope mounted in the entrance way of the Main Library, which were created by teen members of the Oceanside Public Library in New York and sent to us after they heard about the Jagger fire.

By journeying together, we will reach our new destination.

At a special commemoration on 19 April 2022, staff were able to share their memories and reflections within the Jagger site.

"As we reflect on this year and everything that has come to pass, I wish to acknowledge every person who contributed to the salvage of the Jagger basement holdings and the Special Collections team who have brought us to this point of recovery. I also wish to acknowledge all staff who ensured the business continuity of UCT Libraries during this time so that we continued providing a service to the UCT community."

– Ujala Satgoor, Executive Director: UCT Libraries

The second anniversary

On 18 April 2023 we came together again to recognise a year of achieving small but significant successes, the incredible efforts of our collective human endeavour and the importance of keeping sight of the goal despite the noise in the wings.

The second anniversary of the Jagger Library fire was marked by the launch of *Stories from the Ashes: Africa's Story Through the Last Millennium*, which was driven by the refrain, "Our stories don't die, they multiply." Printed with ink composed of ash and rubble collected from the Jagger site, the book is a compilation of texts from remnants and salvaged items that weaves together deep and personal reflections of thought leaders and several alumni. These include Justice Albie Sachs, Nkosinathi Biko, Carl Manlan, Musa Ngqungwana and professors Timm Hoffmann, Joan Hambidge and June Bam-Hutchison.

"While we have been able to make significant progress with our recovery in the past year, we are going forward with a greater sense of hope and cautious optimism as it will be a year of fundraising, advocacy and professional engagement that will make 'rising from the ashes' a reality."

– Ujala Satgoor, Executive Director: UCT Libraries

"We have delivered more successes than not, and the work of UCT Libraries in response to the fire continues to receive admiration from peers and other influencers. [The date of] 18 April will always be a sad commemoration of a life-changing event and also a reminder to all of us that we are stronger than we think, especially when we have each other to lean on and to support." **– Nikki Crowster, Director: Information Systems and Resources**

"I wish to honour each person who contributed as best they could 'down the mine'. I hope that this ... experience of the workings of an archive and library, hidden from so many and now brought to light, benefits our shared institutional understanding of the sheer physicality of a preservation library such as Special Collections." **– Michal Singer, Principal Archivist: Primary Collections**

"Some days when the number of books to be checked in and the number of donated and purchased materials for cataloguing and processing is too daunting, I remember what a colleague said to me: 'Future librarians and users will thank us!' We take one crate, one book at a time and remain grateful that so much was salvaged."
– Mandy Noble, Principal Librarian: Published Collections

Keeping Jagger in the public eye

Since August 2023 Special Collections has provided guided tours of the Jagger Library site and the recovery site in Mowbray to the UCT community, colleagues from other institutions and members of the public. Showing dignitaries like Buti Manamela, the Deputy Minister of Higher Education, and other stakeholders the Jagger Library site is essential to maintaining awareness of the salvage and recovery efforts. Thankfully, the local press has remained engaged, with the *Financial Mail* and *Rapport* running articles on the ongoing recovery process.

Recovery, reconciliation and restoration

Recovering Special Collections

In 2022/23 Special Collections was fully engaged in the recovery of its surviving holdings at the recovery site in Mowbray, an office block called Birkdale 3 (formerly Maitland House 2) that has become the temporary home for most of the staff in Special Collections. The teams also hosted visiting conservation professionals, conservation students and an onsite vendor, Memorist (and their studio for the duration of the digitisation project), at Birkdale 3.

The Special Collections' library and archival teams, working with the UCT Libraries Facilities team, have overcome numerous challenges associated with working off campus in a building designed for corporate use. The team has accomplished a great deal, but the recovery, reconciliation and restoration of the Special Collections is an enormous undertaking that will take many years.

Senior Archivist Isaac Ntabankulu rearranging the architectural collections salvaged from the collections

Primary Collections

Recovery and reconciliation of the archives

In 2022/23 the Primary Collections team focused on auditing the collections affected by the Jagger Library fire, including Manuscripts and Archives (MSS), Photography and Audiovisual archives (AV).

The team is approximately halfway through checking in the MSS collections (120 of 246 completed), accounting for each box file, rehousing all items and recording what is missing. Once reshelved, items will be made available for researchers.

The photographic collections continue to be assessed and rehoused, with the audit of smaller photographic collections being completed in mid-2022. While the negatives were housed in the Immelman cold storage unit and were not impacted by the fire, the audit revealed that many prints housed in the Jagger basements were affected by water.

The AV archives suffered severe water damage. Since the fire, the AV archivists were focused on preparing the AV collections for digitisation. This involved auditing the collections, assigning reference numbers and providing quality assurance to the project, which was outsourced to a local company – Video Restoration Television.

Recovery of services and access to archives

With less than half of the MSS collections housed in the Jagger Library, the Primary Collections team managed to sustain its Virtual Library Service in 2022/23. However, with limited space and infrastructure, the department was unable to provide in-person access until November 2023.

Primary Collections audit 2022/23

	2022	2023
Audiovisual archive	**25 227** items counted **21 628** items digitised (86%) **481** items damaged (2%)	
Manuscripts and archives	**58** collections salvaged (**492** archival boxes)	**60** collections salvaged (**1 278** archival boxes)
NIHSS project	**13 069** items digitised	**43 822** items digitised

The reimagining of preservation at UCT Libraries must prioritise the safety of its staff and users, so access can only be offered in accordance with the infrastructure

available to staff. As their recovery efforts mature, the capacity of the archives to provide services will continue to improve.

> "Recovery is a slow process. It requires patience, underpinned by a careful and methodical process of the intake of all salvaged materials – in an environment where everything needs to be considered from the ground up: new premises, personnel, priorities, challenges, opportunities – towards a reimagining of preservation at UCT Libraries." **– Michal Singer, Principal Archivist: Primary Collections**

Published Collections

The Jagger Library fire had an enormous impact on the African Studies Collection in the Special Collections. One of the most comprehensive research collections on African studies on the continent, researchers came from Africa and further afield to consult materials. Despite the losses, much of the African Studies book and pamphlet collections and the Rare and Antiquarian Books collections survived the fire.

The Published Collections team, assisted by post-retiree contract staff, have spent over two years checking each book and pamphlet on Alma, the library's management system, to show what survived the fire and what is now available for users. This task will continue into 2024. We are extremely grateful to have been the recipient of many donations, which will assist with rebuilding the collections.

The Published Collections team (from left): Thundeza Mafungwa, Belinda Southgate, Mandy Noble, Busi Khangala, Dan Ndzitshe, Bev Angus and Tebogo Moselakgomo

While the Jagger Library fire devastated the physical collections, it also destroyed the staff's professional home – some of the team worked with the African Studies Collection for most of their professional careers. The team has been encouraged, under the aegis of UCT Libraries' 10-year master plan, to envision the Jagger Library from a Special Collections perspective

Published Collections audit 2022/23

	2021	2022	2023
	Lost to fire	**Returned to the collection**	**Returned to the collection**
African Studies Book Collection	**39 718**	**19 131**	**8 645**
African Studies Film Collection	**3 850**		
Rare and Antiquarian Books	**6 024**	**21** returned to the collection **590** restored	**10 390** returned to the collection **195** restored
Pamphlets and Ephemera	**4 292**	**21 310**	**5 736**
Government Publications	**43 040**	**196**	**38**

Published Collections new and donated items 2022/23

	2022	2023
African Studies		
New print book titles	**1 887**	**3 197**
New pamphlets	**164**	**807**
New DVDs	**295**	**176**
Government Publications		
New books	**414**	**267**
New journals	**1 578**	**674**

By the end of 2023 all the books and pamphlets in the African Studies Collection salvaged from the Jagger Library had been checked against Alma/Primo, and the location on the holding record was changed to "Survived the Fire 2021". A note reading "Survived the Jagger Library fire 18 April 2021" is also being added to the item record.

Coming out of retirement

Published Collections reconciled the estimated 30 000 African Studies books and 35 000 pamphlets salvaged against the UCT Libraries' catalogue (Primo). Of these, 27 776 books and 27 046 pamphlets were checked in by the end of 2023. This work owes much to Valerie Bruce and Allegra Louw, the retired UCT Libraries staff members employed to assist with this project. Their contracts were renewed for 2023 to continue work on the African Studies books and to check in the salvaged Rare and Antiquarian Books. Moira Baard, a retired and highly experienced cataloguer, was contracted to catalogue the new and donated African Studies materials, and Bev Angus helped to rebuild the African Studies Film Collection.

Read more.

Discovery Services kindly offered the assistance of their librarian to help with the cataloguing of new titles, allowing Special Collections to focus on cataloguing donations and clearing the backlog of new items. The Discovery Services librarian catalogued 2 013 new and donated items in 2022 and 1 928 new and donated items in 2023, of which 967 and 779 respectively were for Special Collections and the rebuilding of the Jagger collection. Thanks to the reconstituted African Studies Collection, Published Collections was able to give researchers access to approximately 100 items in 2023. Although 10 400 items from the Rare and Antiquarian Books collection were checked in during 2022/23, these items are still stored in crates awaiting shelving and are, therefore, unfortunately still inaccessible.

The refurbished Government Publications area in the Chancellor Oppenheimer building

The reconciliation of the Government Publications collection against the UCT Libraries catalogue has not been completed. While waiting to move into their newly refurbished space in the Chancellor Oppenheimer Library, the team has spent their time cataloguing the new donated and purchased materials. The refurbished Government Publications area in the Chancellor Oppenheimer building was completed in 2023. The team will move into this space in February 2024.

The newly established Conservation Unit

In 2022/23 the new Conservation Unit successfully treated and restored a total of 356 objects, including posters, watercolour paintings, photographs, paper prints on canvas, maps and architectural plans.

Leading up to the establishment of the unit, Special Collections was supported by Tina Lohr, a Cologne-based conservator. During her six-week visit in early 2022, thanks to a German Foreign Office grant, Tina assisted the Special Collections team with moving damaged items to the Conservation Unit in Mowbray. In her short time at UCT, she worked with a team of interns to determine the relevant workflows and remedial practices required to facilitate the ongoing recovery of collections and commenced the conservation work accordingly.
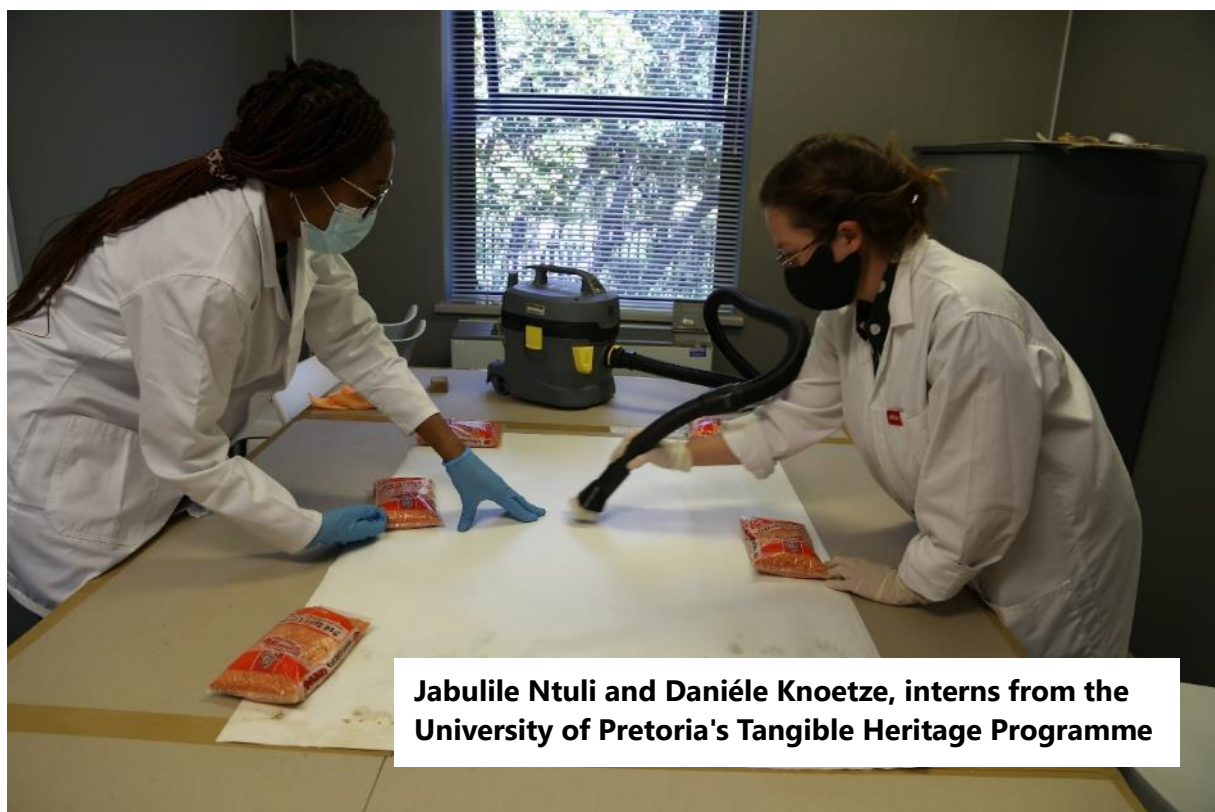
Jabulile Ntuli and Daniéle Knoetze, interns from the University of Pretoria's Tangible Heritage Programme

Nancy Child, who provided critical input on best practices for disaster management after the Jagger fire, was recruited in August 2022 as a contract Senior Conservator. She spent an intensive year working with the UCT Libraries team to implement workflows in the Conservation Unit and acquire resources, materials and equipment. She also advised other UCT Libraries branches on the safety, health and preservation needs of their collections. Nancy was assisted by Junior Conservator Daniéle Knoetze, who joined the team in September 2022.

By early 2023 the unit received the materials crucial for conservation, including brushes, sponges, glassware, Japanese paper and adhesives for stabilising and restoring objects after mould-cleaning, drying and flattening. A stand-up freezer, chemical storage cabinet and ductless fume hood (with charcoal and HEPA filters) were also acquired.

Supported intermittently by international interns from Germany and France, and local interns from Pretoria, the Conservation Unit's work included documenting the condition of books, posters, photos and other paper-based items before beginning the meticulous process of dry cleaning, tape removal, tear mending, wet washing and in-painting, as required.

> "The conservation operations enabled an enhancement of every piece in the collection: from a simple brush cleaning to a full repair of fragmented documents with appropriate Japanese paper."

– Michal Singer, Principal Archivist: Primary Collections

Research initiatives to advance the Conservation Unit's work include streamlining the documentation process, exploring the use of UVC (black light) for treating mould and finding local substitutes for specialised (but overpriced) materials.

Three major restoration projects

UCT Libraries received funding for three major projects to facilitate the restoration and preservation of the Special Collections:

- DK Conservators, who were contracted to restore the damaged antiquarian books from the **Rare and Antiquarian Books** collections, brought 661 books back to life (466 in 2022, 195 in 2023).

  In 2022 the team focused more on restoring the cloth books, whereas in 2023 their time was almost exclusively spent on severely damaged leather books. A few highlights include a copy of John Milton's *Paradise Lost* in Dutch from 1728 and a book on civil wars in France from the early 17th century.

  > "No matter how many books we restore, each time we do a little happy dance when we get to place another one in the completed crate." **– Lara Kemp Reusch, senior book conservator, DK Conservators**

  Read more about the restoration process.

- Thanks to a generous donation from the Government of Flanders and KU Leuven, and the financial and student support from the UCT Centre for Film and Media Studies, Video Restoration Television began the arduous process of cleaning, rewinding and digitising the entire **Primary Collections Audiovisual repository and the VHS tapes related to the African Studies Film Collection** in January 2022. The digitisation of the AV archive was completed in December 2023. The project catalogued and digitised a total of 21 628 assets from a range of ageing, obsolete and variously damaged and degrading formats.

  Read more about UCT Libraries' valuable AV archive.

- Funded by a National Institute for the Humanities and Social Sciences (NIHSS) grant, a project started in April 2022 to begin the remedial conservation and digitisation of **selected collections in Special Collections**. UCT Libraries' Special Collections and Digital Library Services spearheaded the work, with additional capacity being provided by Memorist South Africa.

  The Digital Library Services' work on the NIHSS project included digitising the South African College/UCT Prospectus and Handbooks: 1875–2012 and the African Studies posters (1 090 medium and 410 small).

Memorist SA (formerly Arkhenum) was originally contracted to restore and digitise the Herbert Baker Collection. The Memorist work was so successful that it soon expanded to include the architectural collections of Hawke and McKinley, and Black and Fagg, as well as the drawings of renowned architect Max Policansky. Memorist also digitised relevant selections from the James Stewart Papers (Lovedale College), the Neville Alexander Papers and the Monica Wilson Papers.

> "The Herbert Baker Collection was especially water damaged during the Jagger Library fire. Water had seeped into the drawers of the cabinets housing the original drawings and plans of over 500 building projects led by the renowned South African architect and his partners." **– Michal Singer, Principal Archivist: Primary Collections**

Read more about the restoration of the Herbert Baker Collection.

Memorist SA also completed the stabilisation and digitisation of the Africana pamphlet collection. In all, approximately 3 000 of these rare pamphlets published pre-1925 were digitised.
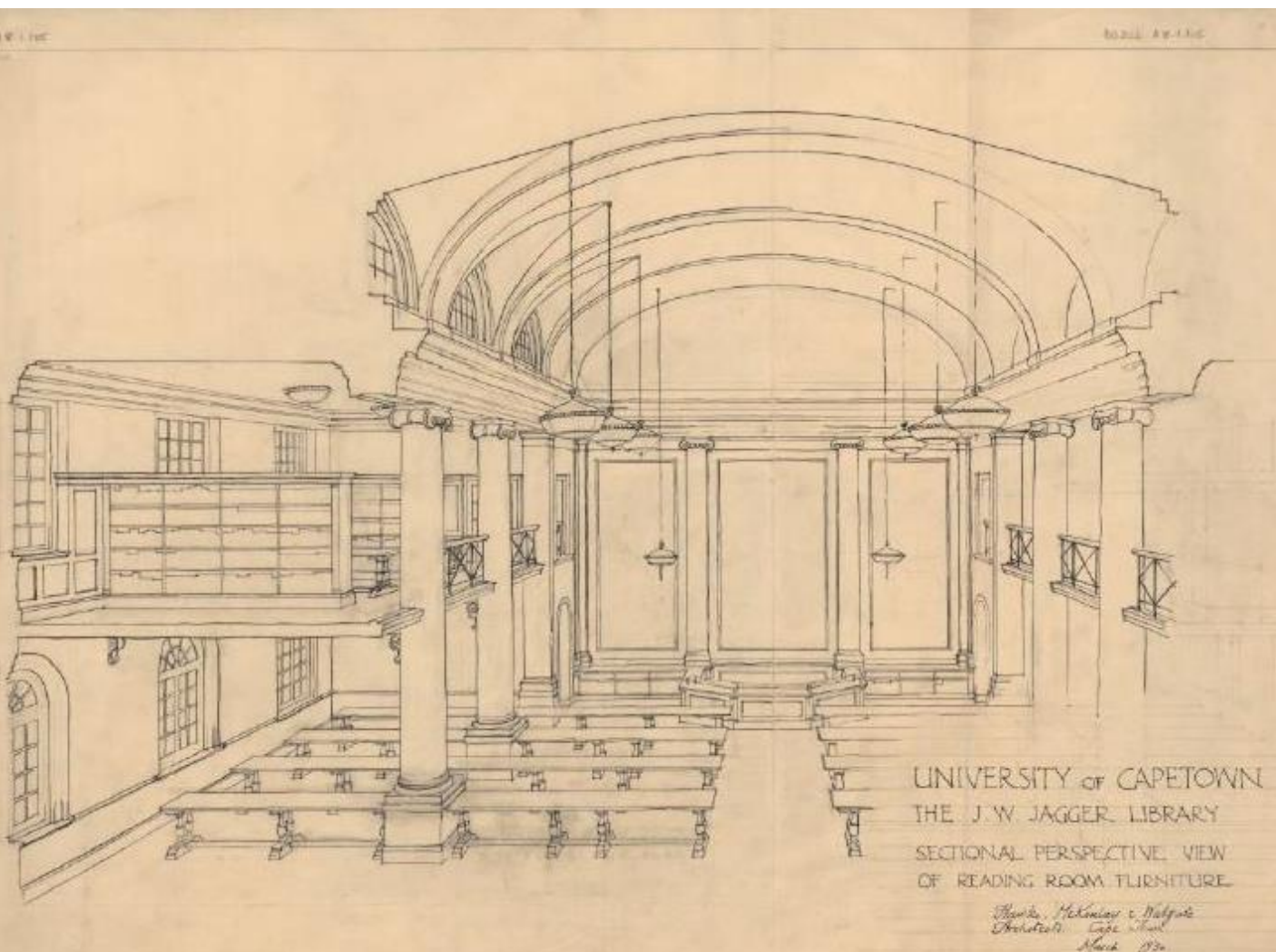
Rebuilding Special Collections

Donations and prospects

Despite the extensive losses caused by the Jagger Library fire, Special Collections remains a highly regarded repository of significant cultural and heritage collections in Africa. This is evident in the number of new donations received in 2022/23 and several prospects for future acquisitions. These include:

Organisations

- In January 2022 the **Taylor & Francis Group** donated approximately 180 hardcover books published by AA Balkema, a significant portion of which will either replace African Studies books lost in the fire or be added to the African Studies Collection.

- **Stanford University** canvassed American university libraries for duplicate copies of books in their African Studies and African Government Publications collections. A total of 192 titles selected from the lists provided to Stanford arrived at UCT Libraries in March 2022.

- **LexisNexis** donated a full set of the Statutes of the Republic of South Africa, classified and annotated from 1910, and a set of the Revised Laws of Mauritius in 2022.

- **SCOLMA**, the UK Libraries and Archives Group on Africa, coordinated the donation, selection and shipping of African studies materials kindly donated by UK academics.

Individuals

- The family of the late Harold and Annmarie Wolpe donated the papers and extensive personal libraries of **Harold Wolpe, Annmarie Wolpe and Jack Kantor** to Special Collections in late 2023. Most of the published Wolpe Collection will be added to the Rare and Antiquarian Books collection, but African titles will be added to the African Studies Library to replace items lost in the fire.

- Associate Professor Vishwas Satgar and Professor Michelle Williams donated large portions of their personal collections. The **Satgar Williams Collection** will be added to the Rare and Antiquarian Books collection.

- Donations to the African Studies Collection from **Steve Askins**, a private donor in the US, and retired and current UCT staff – including **professors Saunders**, **Seekings** and **Kallaway** – were received in 2022.

- A donation from **Diana Cammack** of South African and Southern African material was received in 2023.

- The book and manuscript collection of the late **Professor Cumpsty** was welcomed into the Rare and Antiquarian Books collections in May 2022.

- **Professor Gerhard Totemeyer**'s collection of literature and writings on Namibia (predominantly during the colonial periods) was added to the African Studies Collection and Government Publications respectively in 2022.

- **UNISA Emeritus Professor Jane Carruthers** donated an original Cape of Good Hope bank note in 2023.

- South African and Southern African published material from the estate of **Brian Warner** was received in 2023.

- In 2023 a donation of Swahili books and personal papers was received from **Edward Elderkin**.

- **Frank Fischbeck**'s remarkable collection of South African political photography, which resulted in his exile, was donated to UCT Libraries in 2022.

Special Collections are in discussions with various academics and individuals about prospects for future donations.

African Studies Collection books salvaged from the fire and awaiting shelving at Birkdale 3

Funding, donations and grants

The generous donations and grants from local and international governments and institutions contributed immensely to the successes of the Jagger recovery project.

In addition to the grants and donations listed below, the cost of recovery and restoration of the Special Collections has been met by UCT Libraries funds and the UCT Imprest Fund.

We would like to gratefully acknowledge the assistance of:

- the **NIHSS**, who donated R3 million for the conservation and digitisation of identified collections of national heritage value, research importance and institutional relevance. The Herbert Baker Collection was identified for its national impact on the expansion of architecture across colonial South Africa.

- the **Government of Flanders** and **KU Leuven**, who donated EUR25 000 each (a total of R842 568), which was used for the AV restoration project

- the **German Foreign Office**, who donated EUR21 500 (R377 789) for a six-week visit by an expert conservator from Cologne

- the **Prince Claus Fund**, which contributed EUR27 212 (R458 559) towards the replacement of destroyed archival stationery

- the **Raith Foundation**, which provided R1 730 000 for two vacuum freeze dryers used by the Conservation Unit

- the **UCT Fire Fund** and **all other donors**, whose contributions totalled R1 922 664.

Calculating the cost of the recovery

Determining the full insurance value of the lost materials, heritage buildings and assets has taken almost two years to finalise as there were many variables to consider.

By the end of 2023 our recovery costs for the Special Collections impacted by the Jagger fire were estimated at R75 million, which covered:

The immediate disaster response (guided by local and international advice, expertise and resources), including:

- the removal of all holdings to avoid further damage and loss

- the assessment of the site and materials

- the treatment of vulnerable material and relocation to safe storage.

The medium to long-term response, including:

- on-site conservation, managed by UCT Libraries, including finding suitable premises and establishing the UCT Libraries Conservation Unit

- the appointment of local and bespoke service providers to restore specific aspects of the collections

- the reconstitution of the archive/library, including:
  - staffing and workspace requirements and allocations

  - the continuing development of the collections (replacement costs)

  - the ongoing management of the collections (staffing, shelving, film scanners, stationery, etc.).

The Jagger Library fire has engendered a deeper understanding of the valuation of library holdings, especially after completing calculations to arrive at a reasonable replacement value of the lost collections and finalise the insurance claim.

While UCT Libraries managed to contain costs up to a point by adopting a phased approach and prioritising their restoration efforts, a fundraising campaign needs to be formulated in collaboration with the Development and Alumni Department.

Reimagining Special Collections

"Let us not be blinded by the smoke and boldly embrace this crucible moment to rethink Special Collections and the African archives, the re-creation of the physical space and place for greater meaning and relevance within our African context."
– Ujala Satgoor, Executive Director: UCT Libraries

There is still a mountain of work to be done, which will take a few years and require additional personnel and funding, but reconceptualising and rebuilding the Jagger Library should not be rushed. Located within UCT Libraries' 10-year spatial and design plan, the reconstruction of the Jagger Library will ensure that it continues to be the library of Afrikan memory and identity as manifested in its print, visual, audiovisual and digital collections.

Given our chequered political history and continued socio-economic disparities, this is an opportunity to rethink Special Collections and how we – as the library, librarians and archivists – build, preserve and make accessible these collections.

An option being considered is the separation of Special Collections into the African Studies Collection (currently Published Collections) and UCT Libraries Archives (currently Primary Collections). Relocating the African Studies Collection to the new and redesigned Jagger Library will allow it to occupy a central space and place, and acquiring a space for consolidated UCT Libraries Archives will create a fit-for-purpose and consolidated working archive and research facility.

To broaden the scope of Special Collections' development, rebuilding and management, UCT Libraries will proactively purchase relevant rare and antiquarian books, solicit the donation of appropriate collections and engage with local communities to ensure the inclusion of community voices and histories.

UCT Libraries will also build conservation and preservation capacity by focusing on the training and development of UCT staff and those from other institutions with the aim of building a cohort of conservators to bolster this scarce skill nationally.

Chapter 2

Open scholarship

"At UCT Libraries the open scholarship agenda is being driven by social justice – supported by the four core pillars of access, participation, equity and inclusion."

– Dr Reggie Raju, Director: Research and Learning Services

Open scholarship encompasses open access, open data, open educational resources (OERs) and all other forms of openness in the scholarly and research environment.

UCT Libraries continues to be a leader in, and has established itself as a leading advocate for, open access publishing. The expanded publishing model aims to create and provide resources based on work done by researchers at UCT and other institutions across the country and continent, thereby helping them to make their work visible and freely accessible in various ways.

Library as Publisher

Due to the rapid shift from print to online publication, and the ever-evolving world of scholarly practices, libraries globally are increasingly assuming publishing roles, becoming active partners in the creation and dissemination of research.

UCT Libraries' Library as Publisher service is premised on the principles of social justice and aims to ensure inclusivity and equitable access to content by publishing open access journals, monographs and textbooks. The service practises Diamond

Open Access, in which content is free to the reader, and the author does not pay article- or book-processing charges.

In 2022 three open access monographs were published, including *Appendicitis and Appendectomy: A novel dramatised teaching video*, which is the first teaching video with closed captions, affording the ability to include multilingual text in the video. A practical paediatric guide, *Paeds in a Pinch: A practical guide for students, by students with specialist review*, was a co-recipient of UCT's Open Textbook Award 2022. The third monograph was *Medical Devices Innovation for Africa: Enabling industrialisation*.
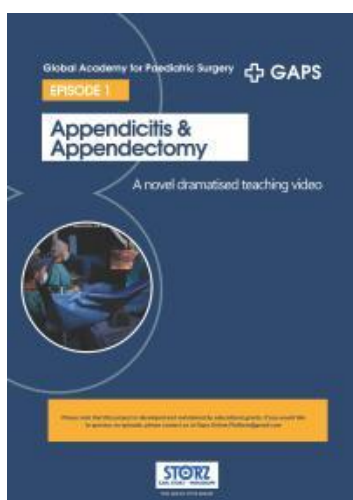
In 2023 two open access monographs were published, namely *Creativity Explained: From music and art to innovation in business* (the second Commerce faculty textbook) and *More than Learning: Entrepreneurship at UCT*. In 2023 the *Southern Journal of Engineering Education* became the seventh journal to be published as an open access resource by UCT Libraries.
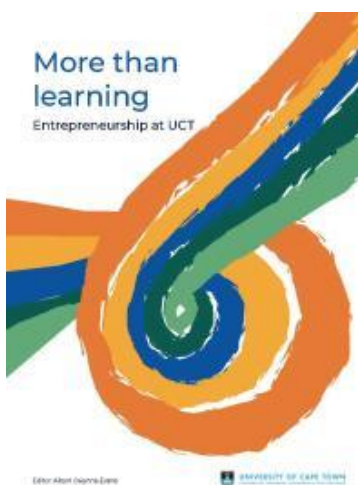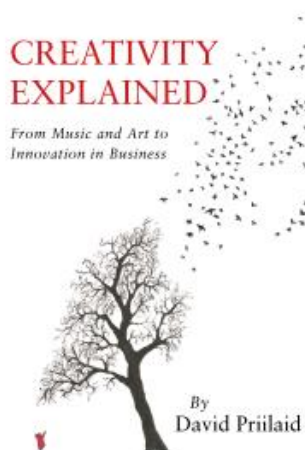
Since January 2022 the open access *Journal of Construction Business and Management* has been included in the Directory of Open Access Journals (DOAJ). This is part of the accreditation lists of the Department of Higher Education and Training, making it the first local journal, published by UCT Libraries, that has become DOAJ accredited.

In 2023 the *Journal of African Real Estate Research* was accredited by the DOAJ. Concerted efforts have been made to accredit further journals from UCT, South Africa and the continent with the DOAJ.

UCT Libraries is now working with the *Journal of African Real Estate Research* editorial team to submit their application for Scopus accreditation.

African Platform for Open Scholarship

Conceptualised and created by UCT Libraries in 2019, the African Platform for Open Scholarship (APOS), previously known as the Continental Platform, allows the African research community to create and share its own scholarly content, including open access journals, monographs and textbooks.

Providing the digital space and infrastructure to make their scholarship available contributes directly to the growth and development of local African research. By the end of 2023 APOS had a total of 22 open access journals available to researchers.

APOS accepted its first French journal, *Fréquence Sud* (the Cameroonian journal of information and communication), in 2022. It continues to receive requests from African universities – most recently from Ghana, Namibia, Zimbabwe, Benin and Nigeria – to include their local journals on the platform.

APOS has caught the interest of leading open access advocates across the world. For example, the Open Book Collective – a programme within the Community-Led Open Publication Infrastructures for Monographs (COPIM) partnership – has asked to solicit funding to ensure the sustainability of the platform. In May 2022 UCT Libraries signed an MoU with the Association of African Universities, which endorsed the use of APOS for the publication of African scholarship. This is a hugely significant partnership for advocating open access publishing and enhancing the visibility of, and accessibility to, quality African research outputs.

As a result of this success, UCT was invited to join the international Harnessing Openness, Participation and Engagement in Scholarship (HOPES) project, led by Dr Juan Pablo Alperin at Simon Fraser University, which aims to develop partnerships to advance diversity, participation and engagement in research.

UCT Libraries became the African hub for the Directory of Open Access Books (DOAB), having signed a memorandum of understanding to join the DOAB's platform network as a trusted partner in November 2023. This will index and expand the visibility and reach of its peer-reviewed open access books.

A total of 26 Library as Publisher books and 64 UCT Press books are now available on APOS.

Read more about APOS.

OpenUCT

OpenUCT, the university's open access institutional repository, makes UCT scholarly outputs freely available digitally, including theses and dissertations, journal articles, book chapters, technical and research reports, and OERs.

UCT Press

UCT Press was launched in 1994, but due to operating constraints Juta Publishing was asked to run the press in 1998. After 23 years the imprint has returned to UCT and has been located in the Main Library since January 2022. An outlet for scholarly

publishing, UCT Press is key to sharing the ideas and discoveries of our researchers and championing the institution's intellectual agenda.

The UCT Press Management Committee was created in May 2023, with a full-time library staff member appointed to manage operations. The technical processes and publishing activities of the press are being provided by African Sun Media.

UCT Press is currently functioning as a quasi-commercial publisher, but the overwhelming evidence of increased visibility, accessibility and discoverability is driving the transition of the press towards open access publishing. As part of this drive, UCT Libraries has converted back catalogue titles into ebooks (having obtained permission from the authors), making them freely available.

UCT Press has published 64 back titles. The books which have been added to the platform have seen significant downloads since being made available, with the two most downloaded titles in 2022/23 being *A Dictionary of South African Indian English* by Rajend Mesthrie and *Multilingualism in the Classroom: Teaching and learning in a challenging context*, edited by Margaret Funke Omidire.
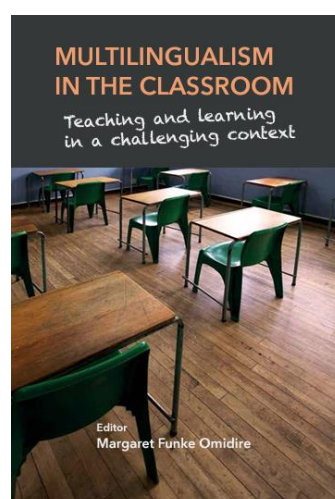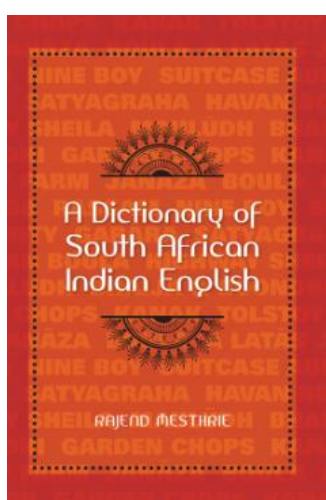
The authors whose works have been published by UCT Press have been delighted with the increased visibility afforded by open access:

> "It is far beyond anything that we could have dreamt of if we … just made it a Malawi publication. So, while we're glad to have the book available in Malawi, what has been really exciting for us is the wide international reach that it has had through UCT Press."

> **– Professor Kenneth R. Ross – Zomba Theological College, Malawi**

Beyond Impunity: New directions for governance in Malawi

> "I noticed that … this book has jumped up to my most cited publication just recently. And it's got over 500 citations. So, it's not just that it's been downloaded, it's also been used, and cited, which, of course, is wonderful."

– Professor Marie Huchzermeyer, University of the Witwatersrand

Informal Settlements: A perpetual challenge?

> "I knew that open access would indeed encourage people who don't normally buy books, people who distrust academics and academic work, nevertheless, out of curiosity, once they heard that the way that they speak and use words like 'bunny chow' and 'lannie' and 'gatsby' in Cape Town are actually taken seriously in the dictionary."

– Emeritus Professor Rajend Mesthrie, UCT

A Dictionary of South African Indian English

In mainstream publishing an academic monograph has an average print run of 250 copies. The table below lists the download numbers of the more popular titles made available by UCT Press.

Title	Downloads
A Dictionary of South African Indian English	**7 608**
Multilingualism in the Classroom: Teaching and learning in a challenging context	**1 687**
Upgrading Informal Settlements in South Africa: A partnership-based approach	**1 203**
Who Gets in and Why? Race, class and aspiration in South Africa's elite schools	**1 038**
The Anatomy of a South African Genocide: The extermination of the Cape San peoples	**989**
Beyond Impunity: New directions for governance in Malawi	**988**
Cities with 'Slums': From informal settlement eradication to a right to the city in Africa	**982**
Traditional African Religions in South African Law	**977**
Fighting Poverty: Labour markets and inequality in South Africa	**467**

Relaunching UCT Press

The relaunch of UCT Press was held on 19 October 2023 with around 100 guests, including authors who had published with UCT Press since its inception in 1994.

Keynote speaker Emeritus Professor Crain Soudien urged UCT to "hold onto this particular role that we are playing here of talking to the world from this vantage point, where we can see things that other people can't see … particularly around these questions of inequality."

According to Professor Sue Harrison, DVC: Research and Internationalisation, "Our new model of the UCT Press is taking back our scholarship from commercial entities and making that accessible to all Africans who have access to the internet. In so doing, UCT Press ensures no compromise on academic rigor. There's an explicit commitment to uphold the highest academic standards."

The Vice-Chancellor (Interim), Professor Dhaya Reddy, called on members of the UCT community to embrace the opportunities that UCT Press presents as "it benefits the academic community, as well as the global knowledge ecosystem."

Read more about the relaunch of UCT Press.

Funding proposals for open access publishing

UCT Libraries has been recognised both on the continent and internationally for its expanding work in the field of open publishing, as evidenced by increasing offers of support and funding, which are outlined below.

Open Book Collective

UCT is a partner in a £5.8 million project led by Lancaster University, which will deliver a more sustainable future for open access books. Open Book Futures, which started on 1 May 2023, builds on the pioneering work of COPIM, a programme of which UCT Libraries was a founding member.

Hewlett Foundation funding

Recognising UCT Libraries as a leader on the continent when it comes to library publishing, the Hewlett Foundation committed US$59 900 in grant funding for the training of librarians across Africa on library publishing. UCT Libraries successfully hosted its Library Publishing Workshop after the African Library and Information Associations and Institutions (AfLIA) conference in Accra, Ghana, in May 2022.

CARLI/UCT Libraries proposal

A collaborative pitch for a joint funding proposal with the Consortium of Academic and Research Libraries (CARLI) in Illinois (with a membership of 129 academic libraries) was taken to the Illinois Foundation, which requested a full proposal for US$1 million to support open textbooks.
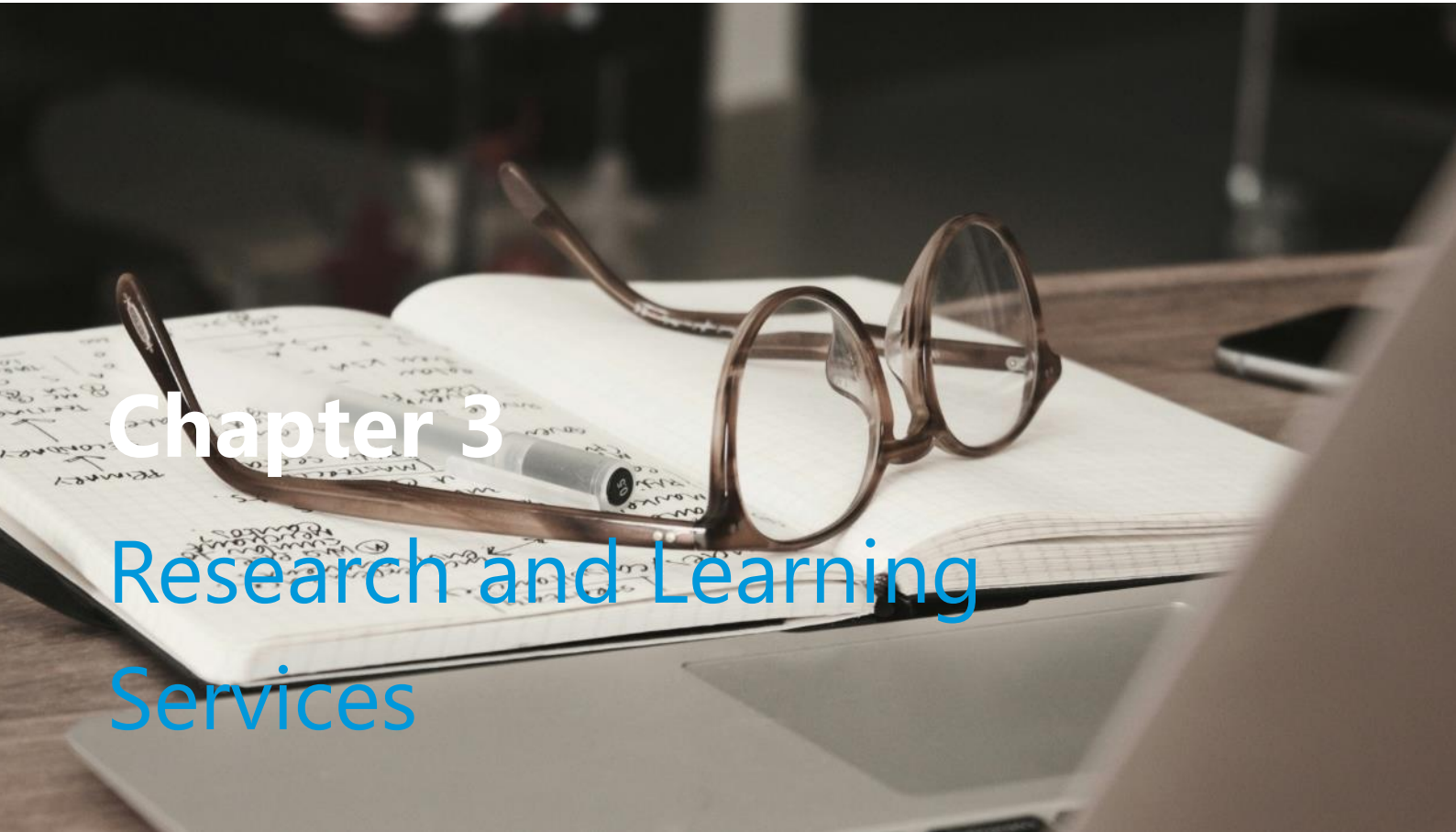
Chapter 3
Research and Learning Services

Introduction: Reggie Raju

Director: Research and Learning Services

In recent decades, academic libraries have undergone significant transformation. They have reshaped their strategic priorities from a focus on collections to a broader emphasis on student success and the provision of full-scale research support for their service communities, particularly within the digital environment. The COVID-19 pandemic significantly accelerated this transformation.

As much as COVID-19 presented academic libraries with extraordinary challenges, it offered UCT Libraries unprecedented opportunities to reimagine its services and reaffirm its value to the academy. The response to the pandemic demanded a multi-pronged approach, including mind shifts, upskilling and/or reskilling of staff, adopting new practices and embracing flexibility within the workplace.

Bold steps also had to be taken to provide reimagined, fit-for-purpose services in a post-pandemic era. The rationale for retaining a physical short-collections service, for example, came under scrutiny. Changes in legislation and pedagogy, and ubiquitous information on the subject, supported the relinquishing of core facets of a bastion service. Though it was an extremely bold move, the decision proved befitting. The short-collections service was reimagined with the introduction of Leganto, a course reading list management system.

The default to focusing on student success and greater support to the research community was affirmed through the mainstreaming of the Virtual Library Service, the growth of the Library as Publisher service and the growth of evidence synthesis as a service, among others. The increased support of the university's research agenda is evidenced in the consolidation of UCT Press and the rollout of the high-level Bibliometrics Service.

Amid all these changes, UCT Libraries has forged ahead in scholarly communication, a field in which it has become a global leader. Testimony to this is the consolidation of APOS via the signing of MoUs with the Association of African Universities and the DOAB. This has led to national projects, including the development of a repository for the country as a prototype for the continent.

Returning to campus full time and embracing the new normal after the pandemic gave UCT Libraries the ideal springboard to reimagine traditional services, rethink priorities, revamp existing practices and reinvent their expertise.

UCT Libraries has clearly demonstrated its value to the academy.
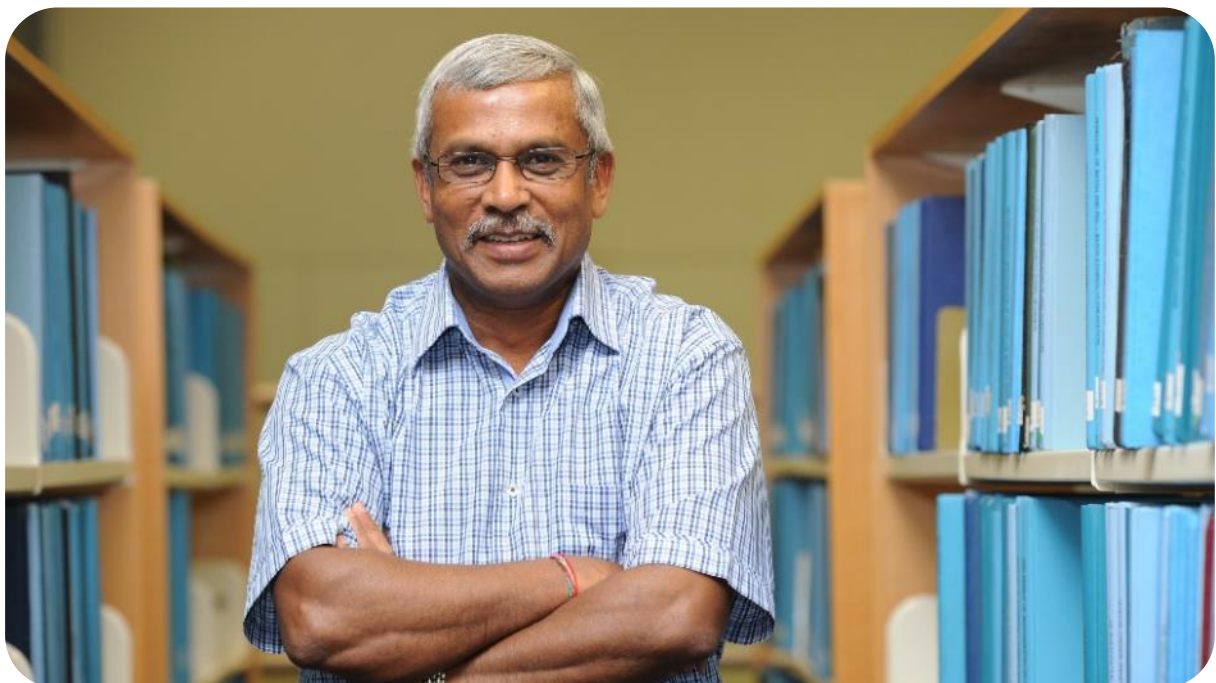
Ensuring access to services

The university's commitment to face-to-face teaching and learning and the practicalities of such gave UCT Libraries the opportunity to work on a hybrid service model, that is, to provide a service on campus and to provide as equal as possible a service to those that cannot and do not come onto campus.

Introducing the revised service model

First rolled out in April 2022, the revised service model was developed to service users both on and off campus in the wake of the COVID-19 pandemic and the limitations its lockdowns imposed on physical interactions. While some of the components of the model required a longer period of planning before rollout, the bulk of the services were rolled out as of the beginning of the second term 2022:

- The managed loans service was withdrawn and replaced with the **contactless issuing and returning of books**, with the promise of users returning to browsing the physical library and self-issuing items.
- To support off-campus access, UCT Libraries continued with their **scan and email service** (within copyright legislation).
- Rather than placing articles and chapters of books on reserve, academics were successfully encouraged to **make reading materials available on Vula**. Librarians also assisted academics with identifying open access books and OERs to support their teaching.
- Users will have the option of **loaning books via an app**, which is fully integrated into UCT Libraries' automated library system. UCT Libraries has also provided a curb-side service for the delivery of books.

Virtual Library Service

Providing hybrid services (on campus and virtually) as part of the revised service model was a challenge, but UCT Libraries' established services offered a stable platform for the consolidation of these efforts. The Virtual Library Service (VLS), as conceptualised at the start of the COVID-19 lockdown period, became the core of UCT Libraries' hybrid services. The VLS has since been mainstreamed, thereby enabling UCT Libraries to pivot from a contact to a virtual service as required.

To support the VLS, a series of bespoke videos were created to introduce new postgraduates to UCT's services and resources. The UCT Libraries video focused on those aspects of the VLS that assist postgraduates with choosing relevant topics and completing their theses and dissertations.

The installation of a new telephony platform by UCT's Information and Communication Technology Services in May 2023 allowed UCT Libraries to provide the VLS with telephonic support in a whole new way by integrating the network of libraries into a single telephonic contact point. UCT Libraries' Unified Contact Centre is being managed by a multidisciplinary team of library staff.

Web-based communication tools

UCT Libraries continues to expand its offering of web-based communication tools and integrate these into the UCT Libraries website, systems and services offerings.

Ask-a-Librarian, an online extension of UCT Libraries' in-person services that saw increasing use during the pandemic, enables flexible staffing from a desktop, laptop or smartphone. Bringing together real-time webchat, searchable knowledge bases, email and text messaging, the service received 2 184 queries in 2022 and 1 254 queries in 2023.

In 2022 UCT Libraries introduced LibCal Seats, a seat-booking module that allows users to book either entire spaces or individual seats. This was especially important for ensuring equity during the pandemic when there was increased demand for seats in limited areas. The module was first rolled out for the Vincent Kolbe Knowledge Commons and the Commerce Business Corner for Bloomberg Terminals.

LibGuides, a user-friendly content management system, allows libraries to curate content and share information, and to create and manage websites. UCT Libraries boasted a total of 115 LibGuides by the end of 2022 and 115 by the end of 2023, with 181 649 and 155 992 total views respectively.

The guides with the most views by the end of 2023 were the *Research Impact Library Guide*, the *South African Government Policy Library Guide*, the *Researching South African Law Library Guide*, the *Health Sciences Undergraduate Library Guide*, *Vancouver Referencing Style @ UCT* and the *Primo Library Guide*.

The *Nelson Mandela Resource LibGuide* was published on Mandela Day 2022, utilising content from previous physical and digital Mandela exhibitions created by the Special Collections teams.

Learning support services

Scholarly and Research Capabilities

"The reimagination of information literacy in the form of scholarly and research capabilities is underpinned by the need to address the inequities within the education system and the provision of the students with context to embrace scholarly and research capabilities."
– Dr Reggie Raju, Director: Research and Learning Services

Through engagements with the Centre for Higher Education Development (CHED) and the Teaching and Learning Task Team, UCT Libraries produced a series of four modules for the Scholarly and Research Capabilities (S&RC) programme. The first of these, "Tackling your first assignment", was taken by Alison Meadows to the relevant forums for wider adoption. This and additional modules – "Information gathering", "Literature review", "Reference management" and "Academic integrity" – are being designed as OERs and will highlight the diverse and inclusive fundamentals of S&RC. The intention is to launch this as a formal OER in early 2024.

The S&RC programme has solicited keen interest from international institutions, with significant discussions having already been held with Sheffield University and Cornell University. These engagements resulted in a co-presentation at the International Association of University Libraries (IATUL) annual conference in March 2023. The engagements will be converted into an OER in 2024.

Orientation is another element of the S&RC programme, and UCT Libraries has been developing an inclusive audio tour of the library. The self-guided tour – which is available in English, Afrikaans, isiXhosa or sign language – showcases nine different areas of the Main Library. Accessible from a mobile device or computer from any location, it encapsulates the S&RC principle of "leaving no one behind".

Dynamic reading list management

Leganto, UCT's reading list management tool, is a simple and dynamic way for academics to create, maintain and share interactive course reading lists with students. By embedding reading lists within Vula and linking directly to UCT Libraries resources, with the support of library staff, Leganto makes access to course materials quick and easy. System analytics allow lecturers to monitor the use of their recommendations by students and to promote student engagement (students can recommend resources and post comments).

Despite the recognised benefits of Leganto, its adoption was slow, and the uptake of the service was limited. Going forward, library staff will likely create and populate Leganto reading lists according to course outlines and then engage with lecturers. Furthermore, in collaboration with the Centre for Innovation in Learning and Teaching, a webinar: Integrating Leganto into Your Course Site was offered on 8 July 2022 to those academics involved in the Amathuba pilot, and it was decided that Leganto will be the default reading list tool on Amathuba.

Innovative research support

Bibliometrics Service

The UCT Libraries Bibliometrics Service is fast gaining momentum as it explores new ways to align with UCT's commitment to broaden research assessment. The service aims to help researchers showcase their research impact, particularly post-publication. One-on-one consultations with researchers also ensure that their author profiles and IDs are connected to their ORCID records on the central hub.

Using analytical library databases, the Bibliometrics team has been able to source impact indicators for inclusion in researchers' impact reports. These reports accompany and support researchers' applications for National Research Foundation (NRF) ratings, South African Research Chairs Initiative (SARChI) reviews and close-out reports, ad-hominem promotions, research group reviews and researcher nominations for prestigious memberships, such as the Academy of Science of South Africa and the UCT College of Fellows.

In late 2022, for example, the Research Office provided the Bibliometrics team with a list of NRF-rated researchers whose ratings were expiring at the end of 2023. By prioritising the C-, P- and Y-rated researchers, followed by the A- and B-rated researchers, the team was able to effectively support their applications.

The success of the Bibliometrics Service resides in the agility of the staff, who quickly adapted their skills to the different faculty and promotion requirements.

Academics supported by the Bibliometrics Service in 2022/23

	2022	2023	Total
Grant application	2	0	2
Nominations: College of Fellows	1	1	2
Nominations: ASSAf membership	5	7	12
Awards: merit award and upgrade employment contract, UCT Young Researcher's Award	2	0	2
Ad-hominem promotion	66	52	118
SARChI reviews and close-out reports	9	24	33
NRF Rating	51	21	72

Research Landscape Analysis

Widely used across the Faculty of Health Sciences, and now part of the Research Office's Early Career Researcher Programme, UCT Libraries' Research Landscape Analysis service gained traction in 2022/23.

Thanks to the expertise they developed over the past four years, the UCT Libraries Bibliometrics team has been able to advise the university more widely about research areas of excellence, leading researchers at the university, international new research areas and potential collaborations. By identifying areas of weakness and/or gaps in UCT's current research, the Research Landscape Analysis service can help the university and faculties to determine their research growth trajectories.

While the Research Landscape Analysis service is designed to assist postgraduates with identifying their research topics, it is also being used by senior researchers to identify niche areas for research and publication and to support the International Academic Programmes Office with funding proposals for projects.

Minding the gaps

Using SciVal and Elsevier's trends module, the Bibliometrics team determined that UCT is ahead of most South African institutions in terms of publication numbers in infectious diseases, a research area that attracts the highest number of research publications. But the university's growth trajectory is between only 17 and 18%, which trails behind the 33% average growth trajectory in this field across South Africa and the 45% growth attained by one institution. This example demonstrates the potential of institutional bibliometrics to determine the scope of, and gaps in, institutional research output and to guide the library in terms of collection development.

Evidence synthesis

The Systematic Review (SR) service in the Bongani Mayosi Health Sciences Library assists researchers with translating their research questions into search strategies. The librarian involved helps to define the search terms, recommends databases and offers guidance about reference managers and screening software. If the librarian's role is more involved, this may lead to co-authorship, confirming the librarian's increasing role as a research partner.

The demand for an evidence synthesis service has expanded to include the faculties of Humanities, Commerce, Science and Engineering & the Built Environment. In response to the increasing demand for this research methodology, the Research and Learning Services management team established the UCT Libraries SR Working Group. Librarians from faculty teams across UCT Libraries have been shadowing the Health Sciences Library team to build SR capacity.

The current SR service has expanded to include literature searches for the family/typology of reviews, such as scoping reviews and rapid reviews. The workflow for these review methodologies is similar to the SR workflow.

SR stats for the Faculty of Health Sciences in 2022/23

	2022	2023
Systematic reviews	97	104
Scoping reviews	74	64
Rapid reviews	14	8
Total	**185**	**176**

While the SR service is clearly valuable, it is time consuming and staff intensive, and users have a poor understanding of the service's methodology and processes. An SR Review Service Framework is being created to provide clear guidelines on the library's involvement in the SR process. For greater impact and efficiency, the possibility of a larger team of trained librarians providing SR services that go beyond literature searching is under deliberation.

To ensure that the revised SR service model at UCT Libraries is benchmarked against international best practices, we will meet with colleagues at research institutions from across the world before final refinement and adoption.

Embedding librarians in research projects

The Bongani Mayosi Health Sciences Library is collaborating with the newly established Regional Scientific Hub, a five-year project funded by the Wellcome Trust and sanctioned by the World Health Organization Africa region.

A dedicated librarian funded by the project was appointed to establish a repository of evidence-based research and relevant journal articles for all involved in the National Immunisation Technical Advisory Groups (NITAGs) from Africa. In addition to this, UCT Libraries had to negotiate with vendors holding copyright for temporary access for the NITAGs for the duration of the project.

This is just one more example of how UCT librarians are playing an increasingly central role in research projects.

Celebrating 60 years

In September 2022 we celebrated the 60th anniversary of what has become one of the top law libraries on the continent. Established with the Van Zyl Collection of Legal Antiquarian Materials, which were gifted to UCT in June 1949, the Brand van Zyl Law Library officially opened as a branch library in 1962.

The library opened its doors with a clear course of action: to serve students and academics in UCT's Faculty of Law by providing them with the resources they need to accelerate teaching and learning, and research. With an ever-growing multi-format collection that caters for different academic needs, research and learning styles, the Brand van Zyl Law Library has demonstrated its responsiveness to a changing scholarly landscape, which augurs well for its future.

A digital exhibition for the anniversary celebration was showcased on Ibali.

Read more about the anniversary.

Chapter 4

Information Systems and Resources

Introduction: Nikki Crowster

Director: Information Systems and Resources

The impact of the global COVID-19 pandemic and the disaster of the Jagger Library fire demanded the attention of the Information Systems and Resources (IS&R) division. The responses by staff to these challenges included resilience, persistence and tenacity wrapped in ever-present professionalism and progressive thinking. These were underpinned by a pioneering spirit and awareness of teamwork and the inter-relatedness of the functions in IS&R and beyond, which contribute to the successes of UCT Libraries.

IS&R is often misguidedly pigeonholed as a technical service. The positioning of IS&R within the UCT Libraries ecosystem is demonstrated here as complementary and, in aspects, as a key contributor to the digital components of research at the university in addition to the technology employed to support the outputs of research.

The recovery phase of the Jagger Library fire matured during this period with the establishment of a Conservation Unit guided by international standards and practice. Internships, study visits, guided tours and staff skills development became the norm as the pace of recovery increased, leading to successfully making materials fully discoverable for research use as documented. The development of staff expertise was another outcome, which resulted in presentations at conferences, participation in

workshops and addressing the university community on disaster management responses, digitisation projects, reclaiming unique primary collections through conservation, setting standards for conservation practices and the general sharing of knowledge gained since the fire in 2021.

The mandates of the IS&R division make it highly suited to remote work, which facilitated the pivot at the onset of the pandemic. Returning to a residential campus setting after the pandemic highlighted the need to review the individual mandates of the IS&R sections, how these were executed and their harmony with cognate and other UCT Libraries functions and those of the university. Conversations in this regard, started pre-pandemic and paused during that period, were restarted with the added focus of the review of UCT Libraries' strategy and the growing integration of digital technology into services.

Research support through digital scholarship strengthened as digital platforms matured and their affordances manifested into services such as digital showcasing, assistance with developing data management plans and providing opportunities for the reuse of data in keeping with the principles of open science.

Other units in IS&R ensured high operational proficiency in support of UCT Libraries infrastructure, health and safety, and the supply of goods for operations.

The active and well-received involvement of IS&R staff in UCT Libraries and in university research activities variously and more widely has contributed meaningfully to the success of UCT Libraries during this period.

Facilitating the return to campus

After a staff consultative process in March 2022, the decision was made that UCT Libraries staff would return to campus with effect from 4 April 2022. The guiding principles of this return were for UCT Libraries to:

- support contact teaching, learning and research

- ensure an integrated and dynamic learning experience for students

- create a safe and healthy environment for staff and students.

The return to campus was also premised on the hybrid service model instituted by Research and Learning Services, which prioritised user-facing services to support teaching, learning and research. In conjunction with the new hybrid model, the UCT Libraries Facilities team refreshed the Main Library, which included painting and deep cleaning the library spaces to make them fit for use post-COVID.

Aligned to UCT protocols, and guided by the university's Office for Health and Safety, the various UCT libraries were reconfigured to create safe and secure spaces. Incrementally increasing the numbers of students and staff allowed in library spaces gave the Facilities team adequate time to implement the physical changes required. Eventually the seat-booking system, which was introduced to prevent queues and a waste of study time, proved invaluable during this time of uncertainty.

Acquisitions

Book and subscriptions expenditure

Acquisitions is the major line item on the UCT Libraries budget, with R108 929 818 allocated in 2022 and R107 581 289 allocated in 2023 (a drop of 1.2%). This includes print and electronic book purchases, electronic subscriptions (databases and serials), print subscriptions (serials), audiovisual items and professional affiliations.

The restrictions imposed by the COVID-19 pandemic meant that fewer users were able to access physical library spaces, and more budget was spent on electronic media in 2022 and 2023 than on physical items.

The book budget was well spent towards the end of 2022, with additional bequest and donor funds also being used. The replacement of items lost in the Jagger Library fire commenced with seed funding from UCT Libraries, and the costs were reclaimed from the centre.

The 2023 subscription funds were hit hard by the weakening ZAR exchange rate across the main currencies. Budgeted at R15.13/US$1 (as advised by the UCT Finance Department for the 2023 budget preparation), the average rate from January to April 2023, when most of the subscription invoices were processed, was R18.60.

The South African National Library and Information Consortium

High-quality scholarly information, predominantly electronic, is integral to the advancement of teaching, learning and research in public higher education and research. But libraries are faced with the rising costs of data and high-quality scholarly electronic information; declining library budgets, resulting in the cancellation of resource subscriptions; and the impact of currency depreciation.

The South African National Library and Information Consortium (SANLiC) negotiates for and supports member institutions to acquire better value-for-money digital collections than they could individually. As a member of SANLiC, UCT Libraries enjoys cost containment through this collective purchasing power, which puts us in a better position in terms of the collections-to-budget ratio.

Book and subscriptions expenditure in 2022/23

		Spend in 2022*	Spend in 2023*
	Print books purchased	R3 167 489	R2 077 135
	Ebooks purchased	R4 201 264	R3 843 946
	Print journal subscriptions	R1 930 985	R2 001 106
	Ejournal subscriptions	R22 586 822	R10 668 955
	Print and ejournal subscriptions	R370 560	R331 468
	Audiovisual items purchased	R336 353	R112 554
	Database subscriptions	R56 942 676	R79 868 047

* including bequest and donor funds

UCT Libraries provides access to 650 614 ebooks and 130 688 ejournals through its discovery service, Primo. A total of 486 databases are listed on the UCT Libraries' A to Z databases list, including subscription databases and free resources that have been selected by librarians for inclusion.

Introducing Rialto

The Acquisitions Department introduced and implemented Rialto – a one-stop vendor-neutral marketplace for academic content that is also being used to purchase electronic books. Integrated into Alma, Rialto has offered improved workflow efficiencies.

Read and Publish agreements

Read and Publish agreements are transformational agreements with publishers that repurpose the library's subscriptions expenditure to cover both reading and publishing in that publisher's journals. Publishing in one of these journals allows authors to publish directly to open access without article-processing charges.

It is clearly beneficial for researchers and academics to become familiar with the relevant journals and publications listed in transformational agreements, as they allow their articles to be accessible immediately.

Having conceptualised transformational agreements, UCT Libraries was invited by SANLiC to join their task team as experts to drive transformational agreements and negotiate subscriptions. SANLiC has negotiated several transformational agreements for South Africa, which have significant Read and Publish implications.

Publications (research outputs) in transformational agreements in 2022/23 with UCT-affiliated corresponding authors

Publisher agreement	Articles in 2022	Articles in 2023
Association for Computing Machinery	2	2
ACS Publications		7
Cambridge University Press	14	26
Elsevier		67
Emerald	7	10
IOP Science		5
Oxford University Press		14
Royal Society	6	9
SAGE Publishing	22	33
Springer		75
Wiley	60	72

Discovery Services and Web Management

Discovery Services and Web Management is the portal to UCT Libraries' digital resources. The team collaborates with colleagues in UCT Libraries to provide systems support, infrastructure support and troubleshooting relating to services, projects and activities, which they then provide to the UCT community.

UCT Libraries is a member of the University Web Governance Working Group and manages its websites as per the Web Governance Framework. A focus of the website work in 2022/23 was preparing for the successful migration of several UCT Libraries websites to Drupal 8 and adjusting services to adapt to the changing circumstances on campus, including hybrid teaching, orientation and extensions to library hours.

Alma IT General Control Review

Deloitte was appointed to perform an IT General Control Review of Alma, UCT Libraries' key library management system. Running from October to December 2022, the audit affirmed the investment that the university made in this library services platform. Taking note of the audit's recommendations, work has commenced, where possible, to contain or reduce identified risks.

Digital Library Services

Regular engagement with digital technologies while studying, teaching or researching has seen the emergence of digital scholars.

The UCT Libraries' Digital Library Services (DLS) aims to improve digital scholarship skills at UCT by offering a diverse set of tools, platforms and services to support staff and students. The DLS includes Digital Scholarship, Data Curation, Digital Preservation, Geographic Information Systems (GIS) and Research Data Management.

The DLS actively hosts regular webinars and training through their Digital Scholar Series, focusing on research data management and data management plans.
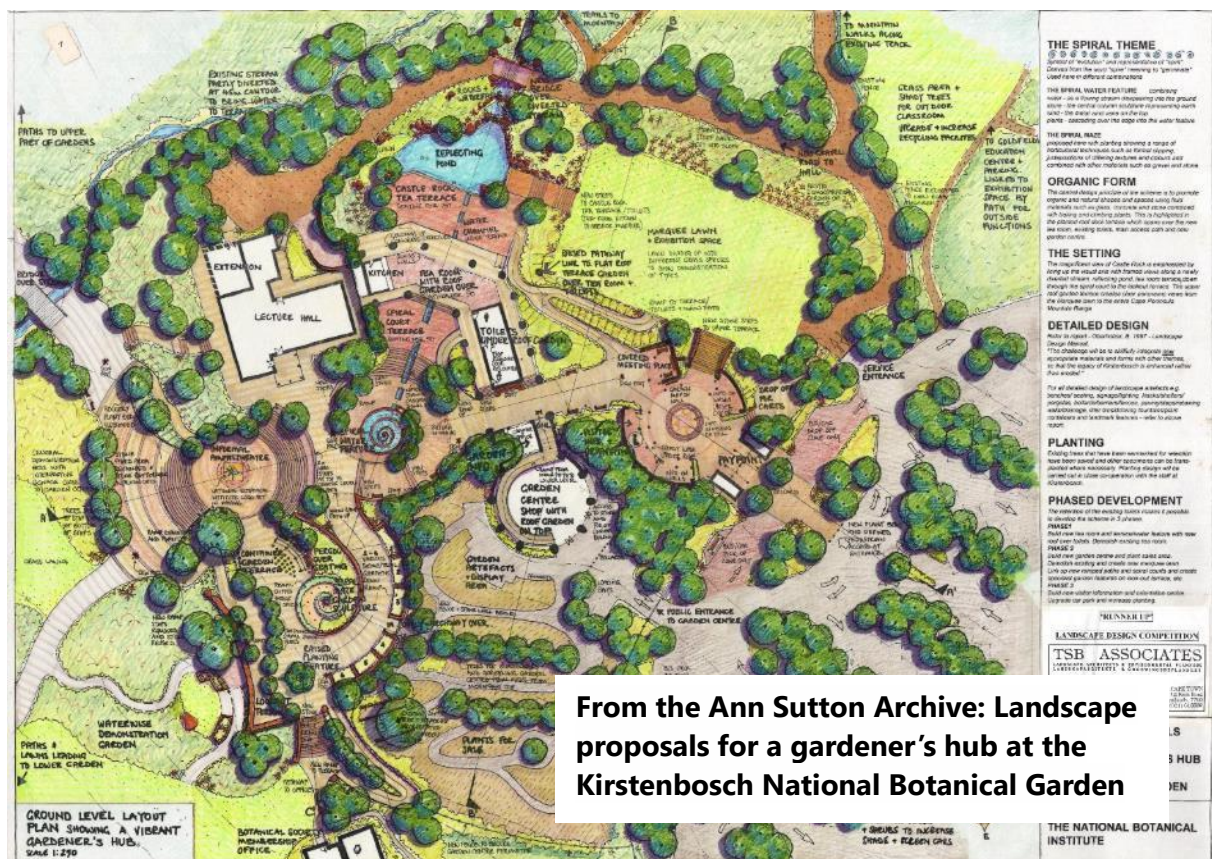
From the Ann Sutton Archive: Landscape proposals for a gardener's hub at the Kirstenbosch National Botanical Garden

ZivaHub

ZivaHub (Ziva is the Shona word for knowledge), UCT's institutional open data repository, is a publishing and access platform for research data and scholarly outputs. ZivaHub data is harvested and discoverable in sites and directories such as DataCite Commons and OpenDOAR (the global Directory of Open Access Repositories).

ZivaHub continued to grow over 2022/23, as evidenced by the increasing data deposits and the acquisition and publishing of new collections. This included the publication of over 30 000 plant specimens from the Bolus Herbarium Library.

ZivaHub overview for 2022/23

	2022	**2023**	**Total**
Data deposits	**11 471**	**27 538**	**72 230**
Views	**1 436 406**	**1 511 412**	**3 622 477**
Downloads	**784 486**	**604 057**	**1 736 065**
Authenticated users	**143**	**126**	
Public items	**33 163**	**22 034**	**59 650***

* 59 620 articles, 21 projects and 9 collections

Digitisation

The DLS Digitisation unit, which offers long-term preservation of, and access to, digital collections, completed the digitisation of 72 110 items in 2022/23, including processing and uploading 191 064 continuous PDFs. While the bulk of the digitisation requests usually come from academics and faculty departments, the team's focus in 2022/23 was on working with Special Collections to digitise materials recovered from the Jagger Library fire.

Research data management

Research data management – the organisation, storage and preservation of data created during research – has become an increasingly important service as research projects move inexorably towards digital scholarship. DLS manages a collaborative platform for active research data management in accordance with the Open Science Framework, a free and open platform that supports research and enables collaboration.

Data Management Plans

Submitting a data management plan (DMP) is not only a requirement for many funding applications but also a means to articulate research data needs, address research issues and focus on areas that need further thought. The adoption of DMPs continued to grow in 2022/23.

DMP users and plans in 2022/23

	2022	2023	Total
New plans	709	923	1 632
New users	831	702	1 533

Ibali Digital Collections UCT

Powered by Omeka S – an open-source web publishing platform – Ibali is UCT's platform for showcasing digital collections with a wide variety of media and interrelated content. A new feature added in 2023 enables searches across all the collections on Ibali, allowing users to draw connections between diverse sets of digital objects.
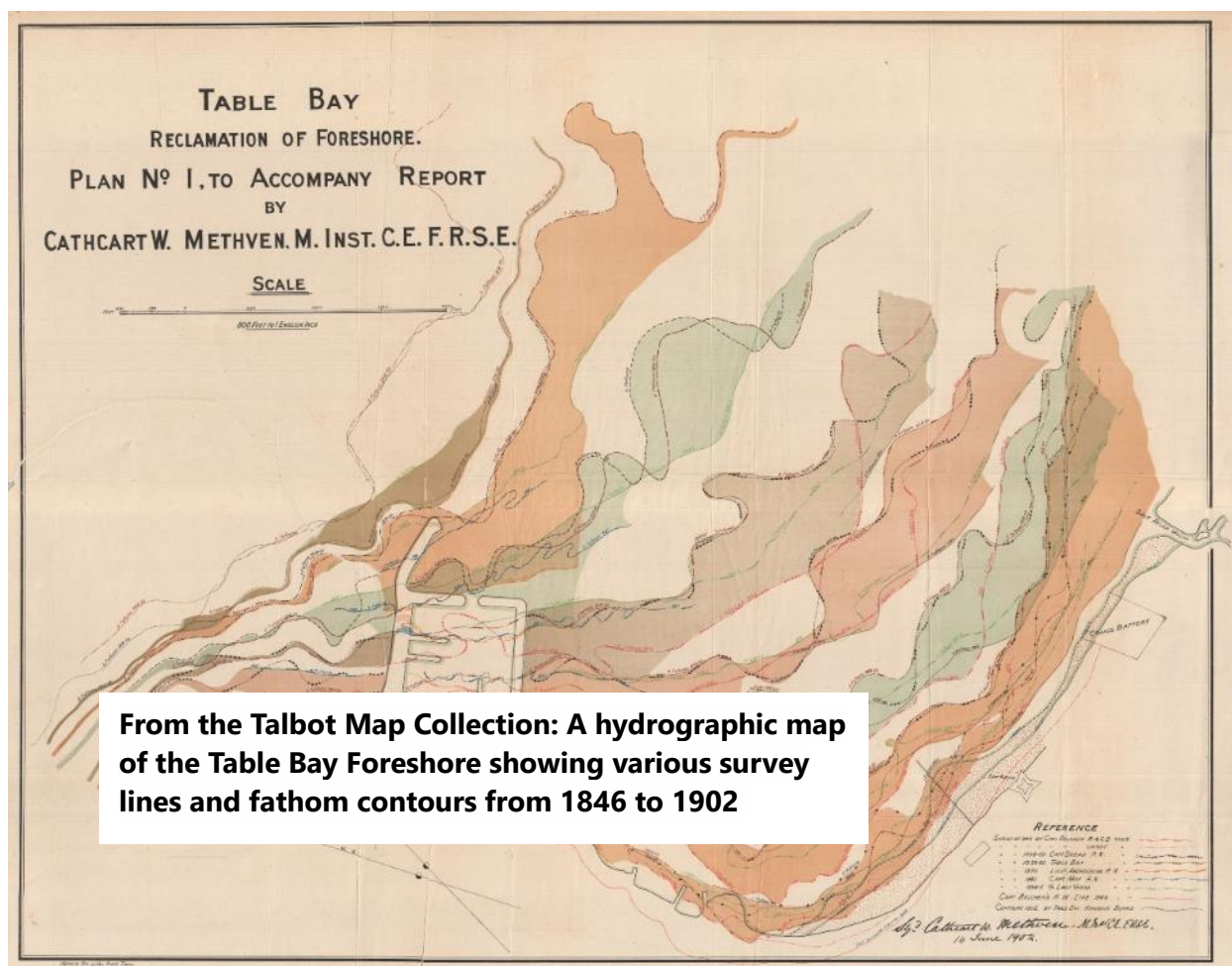
From the Talbot Map Collection: A hydrographic map of the Table Bay Foreshore showing various survey lines and fathom contours from 1846 to 1902

Digital collections on Ibali in 2022/23

	2022	2023	Total (since launch)
Site visits	301 000	319 000	765 000
Items	30 049	20 614	63 708
Objects	26 646	19 482	54 557
Live sites	5	31	45
Collections and sites in development	3	4	11

Selected highlights on Ibali in 2022/23:

- The Humanitec digital collections were migrated to Ibali in 2023, which were among the first digital humanities showcases at UCT.

- Over 30 Ibali Indaba webinars have been hosted to highlight the process of installing and running collections on the platform.

- Ibali's Curator's Corner allows researchers to showcase their digital collections, for example, Reimagining Tragedy from Africa and the Global South, the Centre of Theatre, Dance and Performance and collaborations with the Digital Bleek and Lloyd researchers.

From Ibali's Curator's Corner: The Medicine Chest is an experimentally curated website that showcases one object – a small medicine chest housed in UCT's Manuscripts and Archives Department – and the multitude of resonances that hint at novel connections.

Selected sites launched on Ibali in 2022/23 include:

- [rePhotoSA](#) – an archival and research project run by the Plant Conservation Unit in the Department of Biological Sciences

- [Repository on African Law and Society](#) – an accessible thematically organised online repository of African research and teaching materials

- [The Jagger Fire and Recovery Collection](#) – a site that chronicles the impact of the Jagger Library fire

- [The History of UCT Library](#) – launched in January 2022, the site gives an overview of a century of UCT Libraries.

Data Stewards and Champions

UCT Data Stewards and Champions form a community of practice around good data practices within research by developing and maintaining a vibrant, sustainable data culture at the university. This community is part of driving innovation at UCT in open science, digital scholarship, digital curation and research data management.

Data Stewards and Champions serve as an important network between researchers and digital librarians. While Data Champions are (typically) higher-ranking academics who advocate for good data management practices within their departments, Data Stewards are more hands-on within these communities. DLS assists Data Stewards with curating and publishing data, creating and reviewing DMPs, performing Data Curation Profile interviews and more.

At the end of 2023, UCT had 64 Data Stewards and 22 Data Champions.

Chapter 5

Professional engagements

"Libraries are ever-changing spaces, particularly when it comes to evolving technological advances. Sharing knowledge and expertise allows libraries across the continent and the globe to engage more efficiently with new or common challenges, allowing us all to advance, expand and improve our services to better serve the academic enterprise."

– Ujala Satgoor, Executive Director: UCT Libraries

The following is a selected list of the national and international engagements attended by UCT Libraries members, as well as the national and international collaborations and partnerships UCT Libraries entered into, or continued with, in 2022/23:

Conferences, symposiums and workshops

- In collaboration with AfLIA, UCT Libraries hosted a Library Publishing Workshop after the AfLIA conference in Accra, Ghana, from 22 to 28 May 2022.

- Ujala Satgoor attended the 15th International Southern African Online Information Meeting in Pretoria as an invited speaker from 9 to 10 June 2022.

- Nikki Crowster, Ujala Satgoor, Theresa Schoeman and Ingrid Thomson attended the Library and Information Association of South Africa–Standing

Conference of Eastern, Central and Southern African Library and Information Associations (LIASA–SCECSAL) Conference in Johannesburg from 3 to 7 October 2022.

- Susan Mvungi and Andrea Walker attended the International Federation of Television Archives World Conference in Cape Town from 4 to 6 October 2022.

- On behalf of the International Federation of Library Associations and Institutions (IFLA) Academic and Research Libraries (ARL), UCT Libraries hosted a webinar entitled The Call to Action: Academic libraries' responses to the SDGs on 2 November 2022.

- Ujala Satgoor, in her capacity as an IATUL board member and a keynote speaker, attended the 43rd IATUL Annual Conference and General Meeting in Dubai from 11 to 16 March 2023.

- Sanjin Muftic attended the 18th International Open Repositories Conference as a workshop facilitator and presenter from 12 to 15 June 2023.

- All members of the Digitisation unit attended the African Continent Conference on Digitisation online from 30 to 31 August 2023.

- Kaela De Lillie, as a recipient of an IFLA grant, attended the 2023 IFLA World Library and Information Congress in Rotterdam, Netherlands, from 21 to 25 August 2023.

- Ujala Satgoor, in her capacity as a newly appointed member to the IFLA Advisory Committee on Cultural Heritage, attended the 2023 IFLA World Library and Information Congress in Rotterdam, Netherlands, from 21 to 25 August 2023.

- Susan Mvungi and Andrea Walker presented at the 54th International Association of Sound and Audiovisual Archives Conference in Istanbul, Turkey, from 11 to 15 September 2023.

- Dr Reggie Raju attended and contributed to the second Global Summit on Diamond Open Access at the Autonomous University of Mexico State in Toluca, Mexico, from 23 to 27 October 2024. UCT Libraries will be hosting the third conference in December 2024.

- A total of 17 UCT Libraries staff members attended the 2023 Annual LIASA Conference in Somerset West from 10 to 13 October 2023 as delegates, presenters, chairs and facilitators of sessions. They were Nikki Crowster, Zaahier Eksteen, Malixole Hlemfu, Busi Khangala, Thundeza Mafungwa, Dr Patricia Makwambeni, Bridgette Monyaise, Tebogo Moselakgomo, Itumeleng

Mpofu, Dr Lena Nyahodza, Susanne Noll, Anthea Paulsen, Roberto Sass, Ujala Satgoor, Kashiefa Shade-Lucas, Tamzyn Suliaman and Ingrid Thomson. They were involved in the programme as follows:

- o "Use Voice" – Nikki Crowster

- o "Rising from the Ashes: Jagger Library Rebuilding" – Busi Khangala, Thundeza Mafungwa and Tebogo Moselakgomo

- o "Towards a Framework for the Practical Implementation of Artificial Intelligent Technologies in Academic Libraries in Africa" Dr Patricia Makwambeni

- o "Enabling Informed Policy: Librarians' vital role in National Immunization Technical Advisory Group (NITAG) studies" – Susanne Noll

- o "The Future of Law Libraries: The Brand van Zyl Law Library, University of Cape Town" – Anthea Paulsen

- o "Developing a Multidisciplinary Evidence Synthesis Team: A UCT Libraries case study" – Tamzyn Suliaman and Malixole Hlemfu

- Michal Singer represented UCT Libraries at a symposium in honour of Harold and AnnMarie Wolpe that was arranged by the Harold Wolpe Trust at the Wits School of Governance on 5 October 2023.

- DLS attended and presented at the International Association for Social Science Information Service and Technology Regional Workshop from 18 to 20 October 2023.

- Mzodidi Tutuka, as a recipient of a grant, attended the seventh No Time to Wait conference in Prague from 8 to 10 November 2023, which focused on open media, open standards and digital audiovisual preservation.

Collaborations/partnerships

- As a result of the success of APOS, UCT accepted the invitation to join the HOPES project in January 2022. This project aims to develop partnerships to advance diversity, participation and engagement with research and scholarship.

- In partnership with the National Library of South Africa, the Endangered Archives Programme of the British Library and the National University of Lesotho, UCT Libraries hosted a Round Table on the Preservation and Conservation of Documentary Heritage from 8 to 9 October 2023.

Leadership roles of UCT Libraries staff

Ujala Satgoor

- Board member (Africa representative), IATUL (2020–23)
- Board member, Sabinet (2023–)
- Member, IFLA Advisory Committee on Cultural Heritage (2023–25)

Dr Reggie Raju

- Board member, COPIM
- Member, IFLA ARL Standing Committee
- Co-convenor, IFLA Special Interest Group: Library Publishing
- Board member, Library Publishing Coalition (LPC)
- Member, LPC Curriculum Board
- Member, LIBSENSE working group
- Interim chairperson, SPARC Africa
- Member, *Journal of Librarianship and Scholarly Communication* editorial board
- Advisor, SANLiC Open Publishing and Access Task Team

Nikki Crowster

- Chair, South African Book Development Council Board (2022)
- Member, IFLA Libraries Buildings and Equipment (2022)

Jill Claassen

- Member, Penn State University Open Publishing Advisory Board (2022)
- Member, IFLA Library Publishing Special Interest Group (2022–25)
- Member, LIBSENSE working group on infrastructure (2020–)
- Deputy chairperson, UCT Department of Knowledge and Information Stewardship's advisory committee (2022–23)
- Management committee member, SPARC Africa (2020–)

Tamzyn Suliaman

- Member, Penn State University Open Publishing Advisory Board (2023–24)

Caroline Dean

- Member, Sabinet Advisory Council (2022/23)

Mandy Noble

- Member, Sabinet Advisory Council Cataloguing and Metadata Group (2022/23)

Rosie Watson

- Member, Sabinet Advisory Council (2022/23)

UCT Libraries memberships

- International Federation of Library Associations and Institutions (IFLA)
- Library and Information Association of South Africa (LIASA)
- International Association of University Libraries (IATUL)
- Committee for Higher Education Libraries of South Africa (CHELSA)
- South African National Library and Information Consortium (SANLiC)
- Digital Preservation Coalition (DPC)
- African Library and Information Associations and Institutions (AfLIA)
- International Group of Ex Libris Users (IGeLU)
- International Association of Sound and Audiovisual Archives (IASA)
- Medical Library Association (MLA)
- National Information Standards Organization (NISO)
- Southern African Online User Group (SAOUG)

Chapter 6

Staff development and achievements

UCT Libraries prides itself on being a learning organisation. The continuing professional development of UCT Libraries staff through formal studies not only enhances the performance of individuals in their current roles but also helps to advance them along their career paths.

The following UCT Libraries staff members were studying towards diplomas or degrees in 2022/23:

UCT Libraries staff studying towards postgraduate diplomas

- Deidre Goslett (Archivist Officer, Special Collections – Primary Collections): Postgraduate Diploma in Library and Information Studies

- Thandokazi Maceba (Data Curation Officer, DLS): Postgraduate Diploma in Library and Information Studies

UCT Libraries staff studying towards undergraduate degrees

- Zaahier Eksteen (Library Assistant, Access Services): Bachelor of Arts in Archive and Records Management

- Priscilla Gege (Library Assistant, Access Services): Bachelor of Arts in Information Science

- Masood Malan (Library Assistant, Special Collections – Primary Collections): Bachelor of Arts in Information Science

- Greg Martin (Library Assistant, Health Sciences): Bachelor of Arts in General Archives and Records Management

- Levina Stevens: (Library Assistant, Health Sciences): Bachelor of Arts in Information Science

- Steve Renaldo Swigelaar (Shared Services, Library Facilities): Bachelor of Arts (Hons)

UCT Libraries staff studying towards master's degrees

- Amina Adam (Principal Librarian: Science and Engineering): Master of Philosophy in Library and Information Studies

- Kaela De Lillie (Principal Librarian Assistant, Access Services): Master of Philosophy in Digital Curation

- Ya'qub Ebrahim (Data Curation Officer, DLS): Master of Arts in Information Technology

- Simone Hansen (Principal Library Assistant, Research and Innovation, Scholarly Communications and Research): Master of Philosophy in Information Technology

- Jamie-Lee Hendricks (Principal Library Assistant, Commerce, CHED and Enterprise): Master of Library and Information Studies with the Department of Knowledge and Information Stewardship

- Malixole Hlemfu (Principal Library Assistant, Undergraduate Services, Scholarly Communications and Research): Master of Library and Information Studies

- Faadiel Latief (Librarian, Science and Engineering): Master of Library and Information Studies

- Zanele Majebe (Junior Librarian, Commerce, CHED and Enterprise): Master of Philosophy with the Department of Knowledge and Information Stewardship

- Philisa Mzuku (Principal Library Assistant): Master of Library and Information Studies

- Galiema Parker: (Principal Library Assistant, Acquisitions): Master of Library and Information Studies

- Jaimee Reid (Undergraduate Support, Scholarly Communications and Research): Master of Library and Information Studies

- Roberto Sass (Junior Librarian, Research and Innovation, Scholarly Communications and Research): Master of Library and Information Studies

- Bonga Siyothula (Librarian, Humanities, Hiddingh Hall Library): Master of Library and Information Studies

- Ingrid Thomson (Senior Librarian, Humanities, Hiddingh Hall Library): Master of Philosophy in Digital Curation

- Andrea Walker (Digital Archivist, Special Collections – Primary Collections): Master of Intellectual Property Law

UCT Libraries staff studying towards doctoral degrees

- Jill Claassen (Manager, Scholarly Communications and Research): Doctor of Philosophy in Library and Information Science

- Nikki Crowster (Director: IS&R): Doctor of Philosophy in Information Science

- Lena Nyahodza (Junior Librarian, Scholarly Communications and Publishing, Scholarly Communications and Research): Doctor of Philosophy in Library and Information Science

Influential Library Leader

Ingrid Thomson, Branch Librarian of the Hiddingh Hall Library, was the joint winner of the 2023 LIASA-Sabinet Influential Library Leader Award. The award recognises the achievements, contributions and leadership of a remarkable librarian during their career. Ingrid's career as a librarian began in 1982 and was shaped by her time in the public, school and academic library sectors. Previously a Senior Librarian in Research and Learning Services at UCT Libraries, Ingrid assumed the role of Branch Librarian: Hiddingh Hall Library in 2022. She shares the award with Karin Muller, Divisional Head: Library and Information Services for the City of Ekurhuleni.

Read more.

Chapter 7

The future of UCT Libraries

UCT Libraries' strategic plan 2024–28

As the library service of the leading research university in Africa, it is critical that UCT Libraries' strategic plans are premised on continual futureproofing. In response to this imperative, the Libraries Management Team, through their Leadership Building Blocks programme, drafted the UCT Libraries strategic plan 2024–2028.

Mission

UCT Libraries will partner with commensurate institutions, internal and external, to advance UCT's Vision 2030 and higher education in general through the provision of innovative and courageous library and information services.

Purpose

To drive and lead world class access to knowledge and services as a partner to teaching, learning and research.

Context

Academic libraries are undergoing a fundamental shift away from providing access to information resources to advanced online service provision and partnering in content creation. The shift has been accelerated by a commitment to social justice; the

impact of COVID-19 on new ways of thinking, doing and being; and technological advances.

Removing barriers to academic success in the South African context is essential, and UCT Libraries is committed to offering library spaces as a service, improving access to collections and information, and inclusion (making all users welcome and safe).

Five strategic pillars

Aligned with UCT's Vision 2030, the UCT Libraries plan consists of five strategic pillars.
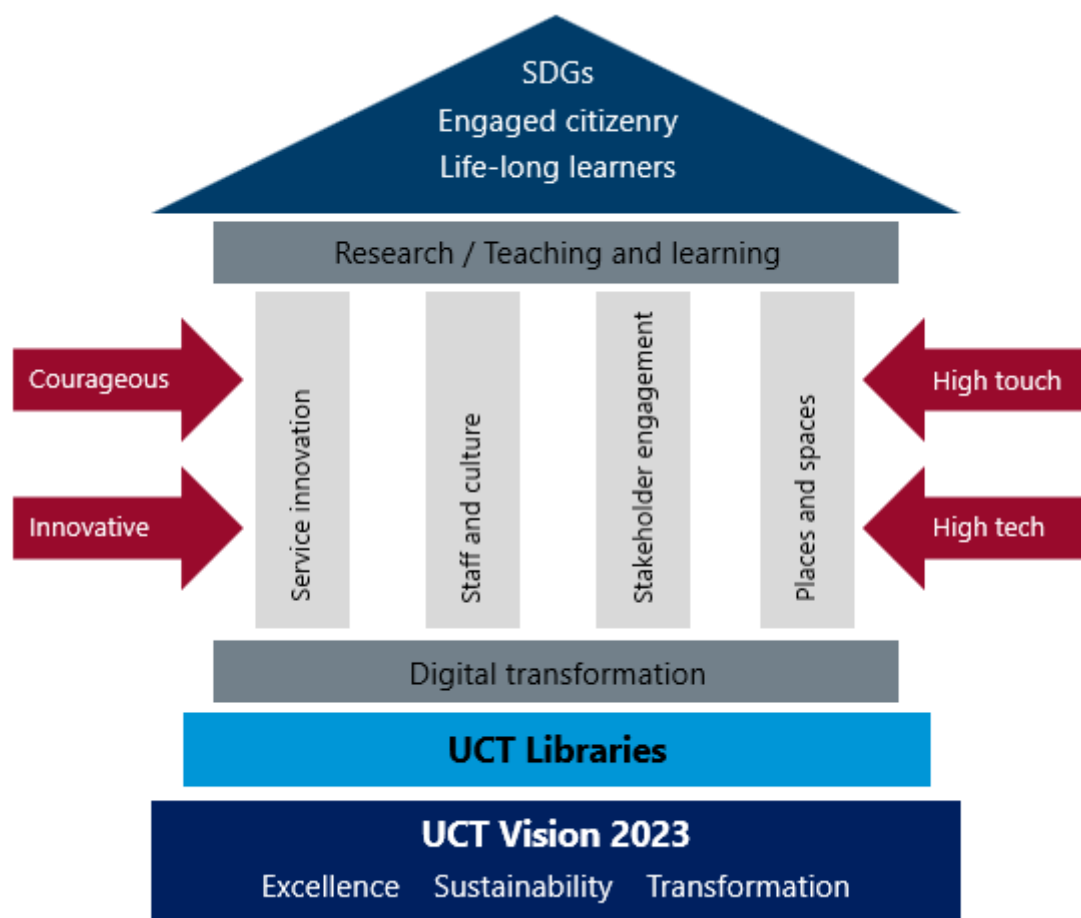
Digital transformation

Digital transformation is the foundational layer for the four pillars that follow. Rapidly changing technology means that digital-first policies, online instruction, open access publishing and virtual library services have become the norm. Libraries will undergo further substantial transformation, with highly automated collections of electronic texts manipulated by sophisticated AI-based applications.

Staff and culture

Thanks to digital advances, users are now able to access collections and information independently. Staff previously engaged in user support are now being reskilled, contributing to the reimagination of services and the introduction of new services.

Places and spaces

UCT Libraries is transforming into a multipurpose space where students increasingly use library spaces to enhance their educational experiences. Special Collections are being reimagined as a bastion of preserving, and providing access to, collections of cultural and heritage resources.

Service innovation

Responding to changes in higher education pedagogy, UCT Libraries is exploring, adapting to and adopting innovative services. UCT Libraries has embraced open-everything principles, making UCT's scholarship and data freely available, and we will continue to work and develop in this space.

Stakeholder engagement

Effective stakeholder engagement is crucial for navigating transformation. Engaging with stakeholders allows UCT Libraries to raise awareness of its resources and service offerings, informs strategic decisions and improvements, and leads to more productive collaborations.

UCT Libraries Risk Register

Together with the Risk and Compliance Office, the Libraries Management Team finalised the Libraries Risk Register in November 2023. A total of 13 risks were identified in four functional areas:

- collection development and management (6 risks)

- information technology (4 risks)

- departmental management (2 risks)

- infrastructure (1 risks).

The potential impact of these risks, the business processes or controls in place and mitigating actions were identified and articulated.

UCT Libraries' 10-year master plan

UCT Libraries' strategic plan 2024–28 should be seen within the context of UCT Libraries' wider 10-year spatial and design plan.

Modernisation of the network of UCT Libraries

Over the past three decades, the global academic library has evolved from a quiet collection-centric environment into a user-centric desired space. The vision of the 10-year master plan will see UCT Libraries shift from "Collections to Connections" by transforming the once-static library space into a multi-use place for all users.

The user-centric reconfiguration of library spaces incorporates the accessibility and mobility of users throughout the libraries, and a blend of technology-enabled and traditional services will encourage greater intra- and interinstitutional collaboration, increased networking and enhanced student self-sufficiency. UCT Libraries will become a space for highlighting creative expression (exhibition and gallery spaces) and celebrating research successes (visualisation walls for research visibility), and it will serve as an intellectual space for dialogue and engagement.

UCT Libraries' physical spaces will be informed by the use of colour and furniture to differentiate spaces, uses and communities; adopt green principles for environmental sustainability; and offer visible branding and signage, including the use of touch screens across all sites. An African aesthetic that resonates with the decoloniality and

transformation (ideological and visual) priorities of UCT as a leading African university will be prevalent.

The 10-year master plan reimagines, redefines and repurposes the physical UCT Libraries spaces to reflect its changing role within the academy, evolving user and learning experiences, and its continued value as a scholarly space. This includes:

- distinctive styles of learning, scholarship and social engagements

- the library as a work/study destination for individuals, groups and collaborations

- consolidating/reducing collections spaces and introducing new learning spaces

- creating environments that bring together service, space and expertise.

Rebuilding the Jagger Library

The reconstruction of the Jagger Library is, of course, a core component of the 10-year master plan. The architect's project brief for master-planning the network of libraries – incorporating the post-fire rehabilitation, refurbishment, upgrade and integration of the Jagger Library – has been signed off. The next step is the appointment of an architect in accordance with Properties and Services processes.

In memoriam

Mogamat Philemon, Principal Library Assistant: Interlibrary Loans, passed away on 26 March 2022 after a long battle with cancer and was buried according to Muslim rites. Despite his pain and discomfort, Mogamat remained positive in his outlook on life until the very end.

Gcobisa Xalabile, Librarian: Science and Engineering, passed away on 27 March 2022 after her battle with cancer. Gcobisa remained resolute about continuing her work despite her physical debilitation and distress.

Leonard Krieger, Library Assistant: Acquisitions, passed away on 25 August 2022. A quiet and unassuming person, Leonard took great pride in his work and in being a member of the Acquisitions team.

Alex D'Angelo, Principal Librarian: Humanities, passed away on 30 November 2022. Alex joined UCT Libraries in 1996 after completing his master's degree and PG Dip Library and Information Science. A consummate and scholarly professional librarian, he immersed himself in his knowledge base. Despite his many challenges and pressures at work, Alex remained a gentle soulful man of integrity.

UCT Libraries Governance

Professor Harsha Kathard Acting DVC: Teaching and Learning (2022/23)

Professor Linda Ronnie Acting DVC: Teaching and Learning (2023)

UCT Libraries Executive

Ms Ujala Satgoor Executive Director

Ms Nikki Crowster Director: Information Systems and Resources

Dr Reggie Raju Director: Research and Learning Services

UCT Library Management Team: principal librarians

Research and Learning Services

Ms Jill Claassen Manager: Scholarly Communications and Research

Ms Namhla Madini Principal Librarian: Humanities

Ms Amina Adam Principal Librarian: Science and Engineering

Mr Brandon Adams Principal Librarian: Bongani Mayosi Health Sciences Library

Ms Glynnis Johnson Principal Librarian: Commerce, CHED and Enterprise

Mr Sadiq Keraan Principal Librarian: Law

Mr Niel Mostert Principal Librarian: User Access Services

Information Systems and Resources

Ms Caroline Dean Manager: Acquisitions

Ms Heather Hodgson Principal Librarian: Discovery Services

Ms Mandy Noble Principal Librarian: Special Collections (Published Collections)

Ms Michal Singer Principal Archivist: Special Collections (Primary Collections)

Vacant Manager: Digital Library Services

In addition

Ms Mignon van der Merwe Finance Manager, Accounts

Ms Barbara Jones HR Business Partner

The Library Working Group

The Library Working Group (LWG) is accountable to and advises Senate on library strategy. It also advises, and is consulted by, the Executive Director: Libraries.

The LWG has no line responsibilities and meets at least three times a year. In fulfilment of its responsibilities, it met on 22 March, 26 August and 5 December 2022 and on 31 March, 25 August and 6 December 2023. The UCT Libraries executive are present at all LWG meetings.

LWG members 2022/23

Professor J Hattingh Senate appointee, Chair

Professor H Chitonge Senate appointee, Deputy Chair

Associate Professor L Lange ex officio DVC: Teaching and Learning (2022)

Professor H Kathard ex officio Acting DVC: Teaching and Learning (2022/2023)

Professor L Ronnie ex officio Acting DVC: Teaching and Learning (2023)

Ms U Satgoor ex officio Executive Director: Libraries

Mr R van Huyssteen ex officio Executive Director: Information and Communication Technology Services

Professor J Raju Head: Department of Knowledge and Information Stewardship

Professor H Suleman Senate appointee

Dr M Shongwe Senate appointee

Y Sibeko student representative undergraduate (2022)

MH Makanda student representative: postgraduate (2022)

TBA student representative: undergraduate (2023)

TBA student representative: postgraduate (2023)

TBA CHED

Associate Professor D Thiam Commerce

Dr T Cloete Engineering & the Built Environment

Professor J Fagan Health Sciences (2022)

Dr S Rothemeyer Health Sciences (2023)

Dr I-M Rijsdijk Humanities

Professor M Paleker Law

Associate Professor M Vichi Science

By invitation

Ms N Crowster (Director: Information Systems and Resources)

Dr R Raju (Director: Research and Learning Services)

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