



UCT LIBRARIES REPORT

2021



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

UCT LIBRARIES REPORT 2021

☎ (+27) 21 6503703/04

✉ libraries@uct.ac.za

💻 www.lib.uct.ac.za

🐦 @UCTLibrary

📘 uctlibraries

© 2021 University of Cape Town.
All rights reserved. No portion of
this publication may be reproduced
in any form without permission
from the University of Cape Town.

Writer: Natalie Simon:
Simon Communications
Editor: Simone van der Merwe
Design: Gaelen Pinnock:
polygram.co.za

WWW.LIB.UCT.AC.ZA



CONTENTS



PART 1

INTRODUCTIONS ——— 04

Introduction by Ujala Satgoor, ——— 04
Executive Director: UCT Libraries

Introduction by Associate ——— 06
Professor Lis Lange, Deputy
Vice-Chancellor for Teaching and
Learning

Introduction by Professor Laura ——— 07
Czerniewicz, 2021 Chair Library
Working Group

THE JAGGER LIBRARY ——— 08 FIRE

What we lost in the fire ——— 10

- Storage locations ——— 10
- Materials evacuated from ——— 11
the Jagger basements

Remembering Jagger ——— 12

The Jagger Salvage and ——— 16
Recovery Project

- A snapshot of salvage operations ——— 16
- UCTL disaster management ——— 17
response
 - An integrated project management ——— 17
approach
 - Disaster recovery ——— 20
- A visible operation ——— 24
- Reconciliation: a systems approach ——— 23
- Global show of support ——— 24
 - Goodwill and giving ——— 24
- Looking to the future: ——— 25
Closing remarks by Ujala Satgoor –
Executive Director: UCT Libraries



PART 2

“THE SHOW MUST GO ON” — 26 – NORMAL BUSINESS CONTINUES

Introductions — 26

- Nikki Crowster – Director: Information Systems & Resources — 26
- Reggie Raju – Director: Research and Learning — 27

2021 at a glance — 28

- Circulation — 28
- Inter-library loans — 28
- Budget spend — 29
- 2021 Collection — 29

UCTL recognised in the Vice-Chancellor’s Excellence Awards 2021 — 30

Research collaborations — 31

- Research Contracts & Innovation and UCTL — 31

Bibliometrics: coming into its own — 31

- Supporting researchers — 31
- Partnering with an international engineering — 31

Library as publisher — 32

- First Sesotho open-access book launched — 32

- Continental platform — 33

- An award-winning student publication — 33

Digital Library Services — 33

- DLS work featured internationally — 33
- ZivaHub: Open Data UCT — 33
- Launch of Ibali: Digital Collections UCT — 34

Riding the COVID waves in 2021 — 35

Reimagining orientation — 36

- DestinationUCT: a pre-arrival WhatsApp tool — 36
- Virtual orientation — 36
- Ask-a-Librarian virtual platform — 36

Library facilities — 37

- Access and maintenance — 37
- A breath of fresh air: upgrade to the HVAC systems — 37

Staff well-being and care — 38

- Post-Jagger fire interventions — 38
- Staff well-being and ICAS — 38
- Lockdown observations — 38

UCTL: A learning organisation — 39

PART 3

UCTL GOVERNANCE — 40

UCT Libraries Executive — 40

UCT Library Management Team principal librarians — 40

- Research and Learning — 40
- Information Systems and Resources — 40

The Library Working Group — 41

- LWG members 2020 — 41
- LWG members 2021 — 41

INTRODUCTIONS



Ujala Satgoor

Executive Director: UCT Libraries

As we entered 2021 there was no doubt that we continued to live in a volatile, uncertain, complex and ambiguous (VUCA) world. In attempting to make sense of, and pin down, the certainties within the uncertain conditions of our functioning, it was difficult to forecast what was to come. While we were gaining a better grip on the Virtual Library Services (VLS) and managing UCT Libraries (UCTL) under COVID-19 conditions, our foundations were shaken to the core with the unexpected fire that destroyed the Jagger Library on 18 April 2021. These two unprecedented situations required a new compass to navigate the crises and enable recovery. Hence 2021 may be defined as a year of business interruption and business continuity.

Aviad Goz, a thought leader on personal and organisational development, recommends the following strategies during times of uncertainty and ambiguity:

1: Give a clear direction

VLS became the primary mode of service, and every effort was made to refine and adapt the service for the benefit of teaching, learning and research during the different lockdown levels in 2021. The effectiveness of this service resulted in UCTL being a recipient of the 2021 Vice-Chancellor's Award for Service Excellence.

After the fire, staff and volunteers came out in numbers to evacuate the Jagger basements of all their holdings and stabilise every item removed for future restoration or rehabilitation. The disaster recovery plan informed the subsequent actions, which have enabled considerable positive outcomes for the recovery of the UCTL Special Collections.

2: Focus on people

The values of care, kindness and compassion underpinned all our decisions and planning in 2021. Recognising the impact of the lockdown and the fire, staff were proactively supported and encouraged. Engagements with staff took many forms, including one-on-one sessions and team and section meetings, and tokens of appreciation were delivered to all staff in June and December 2021.

3: Bring your humanity to the workplace

As leaders and managers, sharing your vulnerabilities allows you to connect to team members with greater empathy and sensitivity. This was evident in the shared grief and loss after the second wave of COVID-19 and the Jagger fire.

4: Be transparent

The fire caught us off guard, so we consulted with experts in the field to help us plan a way forward. It took us a week or so to settle into a rhythm and routine, which enabled a smooth operation for our context and circumstances.

In addition, the regular executive director communiqués provided transparent and frequent information about UCT decisions and the UCTL implementation

thereof, UCTL decisions, and the fire salvage and recovery activities. A detailed report of the UCTL activities was also tabled at every Senate-appointed Library Working Group meeting, held quarterly.

Deputy Vice-Chancellor for Teaching and Learning Professor Lis Lange and Deputy Vice-Chancellor for Research and Internationalisation Professor Sue Harrison were also invited to address the Library Management Team, during which they shared their portfolio priorities and expectations of UCTL towards realising their strategies. By sharing relevant information at the right time, it is hoped that this continues to engender trust and inspire hope as we go forward.

5: Develop self-leadership

Crises require all those affected to go beyond the boundaries of their own concerns and uncertainties. The Jagger Salvage and Recovery Project required the team to trust in the capabilities of those who stepped forward to help and to respect the expertise of the conservators.

It was also a time for the diffusion of leadership across UCTL so that individuals could bring their technical skills and competencies to develop new services as part of the VLS and strengthen online services, such as open publishing, research data management and digital preservation. During the salvage and recovery efforts, individual staff members brought their knowledge of the collections and the spatial layout and assumed the roles of team leaders. This allowed for the organised and timely evacuation of the basements with minimal losses. Staff also assumed new responsibilities to ensure continued research support for postgraduates requiring access to the African Studies material in Special Collections.

6: Care for the team

The emotional health and well-being of UCTL staff continues to be a priority. Sessions focusing on emotional impact, grief and loss under COVID-19, and individual and group counselling, were made available to staff.

7: Lead people from where they are to where they can be

Staff witnessed their managers and supervisors working in the trenches, coming back to work during the lockdown and after the fire. Most importantly, they received affirmation from external colleagues, who were inspired by how well the institution held together in the face of the crises. The promise of several new collections to be added to Special Collections also boosted the confidence and morale of the Special Collections team.

Furthermore, as a learning organisation, UCTL has demonstrated that it creates the space for staff to realise their potential through formal and continuous learning. While 2021 was a year that challenged us on the physical, emotional, social, spiritual and intellectual levels of our existence, it was also a year that demonstrated our determination, perseverance and agility to tackle the crises head on. Functioning in a VUCA world has forced us to understand the reality of challenges we may have little control over. By navigating this world with a consciousness of a changed world of work and ways of working, I'm confident we will emerge stronger with a good story to tell.

I wish to acknowledge the ongoing support of the university leadership, as well as Finance, Properties and Services, the Communication and Marketing Department, the Development and Alumni Department, and the departments of Risk and Compliance, and Occupational Health and Safety. I also wish to acknowledge our sponsors, advisors, well-wishers and volunteers for believing in our cause, and the UCTL staff for showing their mettle and professionalism when the world was watching us so closely.

Nelson Mandela said, "It always seems impossible until it's done", and what seemed impossible after the fire was done and continues to be done with great courage and fortitude!



Associate Professor Lis Lange

Deputy Vice-Chancellor: Teaching and Learning

In the history of UCT, 2021 will always be the year of the fire, and for UCTL it will always be the year of the burning of the Jagger Reading Room.

This report presents detailed information about the state of UCTL, the immediate management of the aftermath of the fire, the process of recovery of the collections affected by the fire, and related matters. In this foreword I would like to focus not so much on the fantastic work of library staff, the generosity of the public, the international concern and solidarity elicited by the fire but on the services provided by the library, which have been extraordinary.

During 2021 UCTL continued to support and help shape the UCT academic project through a fully online service. In the area of undergraduate teaching and learning, UCTL remained an important partner in curriculum development through, among other things, the preparation of reading lists using Leganto. Postgraduate students and academics found the same

quality of services available to them in the development of ad hominem promotions applications, the writing of theses and the provision of access to invaluable databases that support the currency of the research enterprise. During 2021 UCTL was a much sought-after physical space where students could find a conducive environment to study while we were still working in physically distanced learning mode.

A full history could be written about the relationship between fires and books over the centuries. Every time that libraries have burned as direct or collateral casualties of violence, every time that political regimes or social movements have burned books, humanity as a whole has been wounded. Libraries, and by implication the knowledge curated in them, are the physical and symbolic spaces of human freedom to think, to be mistaken and correct their errors. Libraries are a living monument to our very humanity. The fire in the Jagger Reading Room has provided an opportunity to recommit the UCT community, its friends and many stakeholders to freedom, democracy and solidarity.

As line manager of UCTL, I would like to thank the executive team and every staff member for the stellar work done under the most trying conditions.



Professor Laura Czerniewicz

2021 Chair of Library Working Group and former Director of UCT Centre for Innovation in Learning and Teaching

In this report, librarians live up to their reputations as meticulous, careful and thorough; the report provides detailed evidence of the superb work done in general, as well as the extraordinary efforts to repair the damage wrought by the Jagger Library fire.

What it does not capture, and what I have been privileged to witness in my position as Chair of the Library Working Group, is the messiness and the disorder that library staff – human beings themselves enduring the second year of a painful personal pandemic – were faced with during 2021. It is a testament to individual and systemic resilience that such terrible scholarly and historical losses have been salvaged to the extent that they have. Every person in the library, from cleaner to director, put shoulder to the wheel, and all are to be commended.

As the exiting chair, and wearing my teaching and learning hat, I also want to acknowledge the ways in which UCTL has enacted their commitment to supporting teaching and learning, as well as research. UCTL has recognised the interconnection between research and teaching, as well as the need for the whole gamut of capabilities students need for a super-complex post-graduation society.

Under the thoughtful leadership of Ujala Satgoor, this report highlights the smart, strategic – both responsive and proactive – direction and achievements of the exceptionally difficult year in 2021.

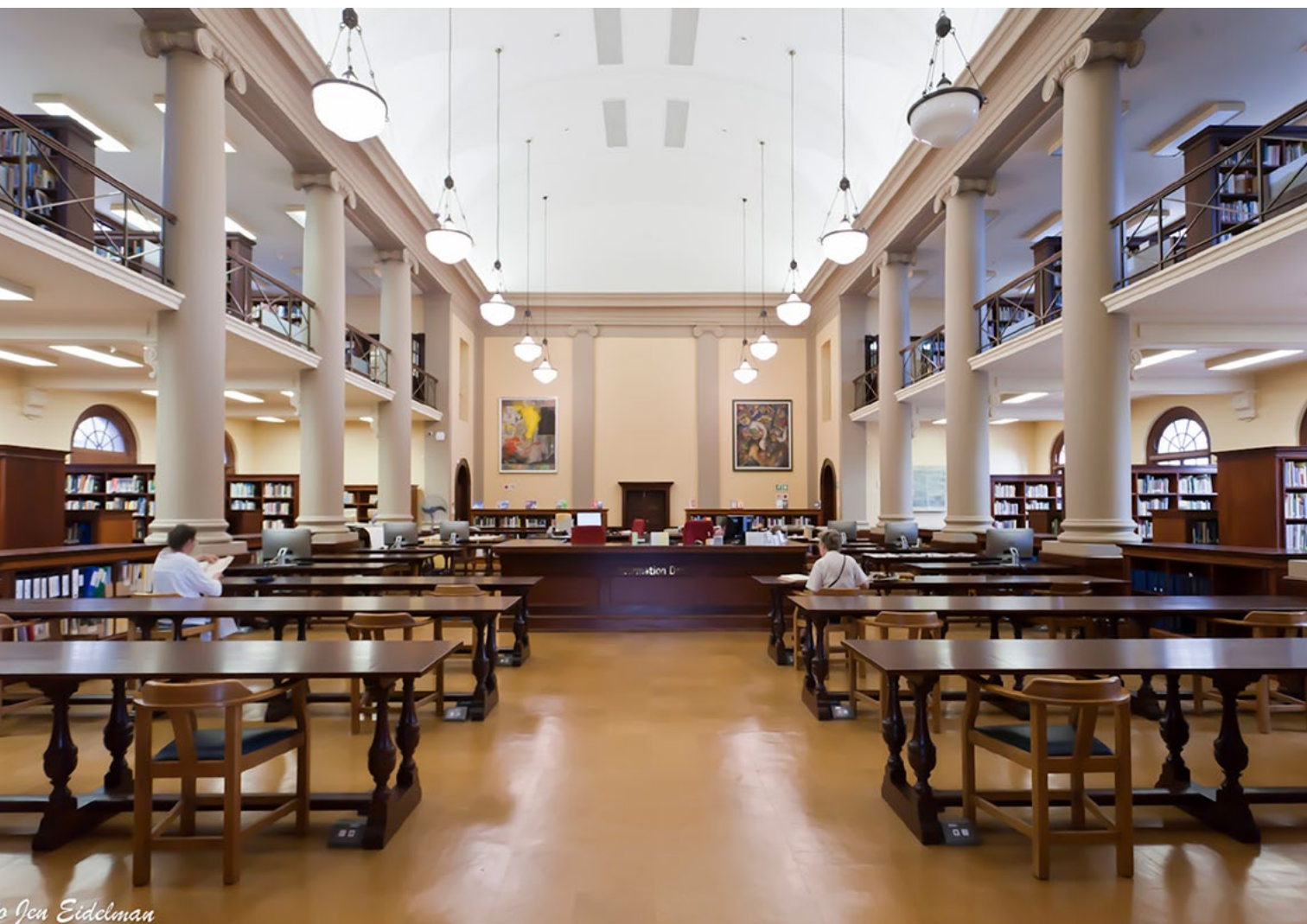
UCTL has recognised the interconnection between research and teaching, as well as the need for the whole gamut of capabilities students need for a super-complex post-graduation society.

PART 1

THE JAGGER LIBRARY FIRE

The 18 April 2021 will be remembered as a day of dual disasters for UCTL: the Jagger Reading Room lost to fire and the Special Collections housed in the Jagger basements compromised by the water used to douse the fire.

A renowned and well-loved library among UCT alumni, academics and scholars, and the training ground for many professional librarians, the Jagger Library's destruction sent shock waves across the world.



by Jen Eidelman

The Jagger Library's destruction sent shock waves across the world. From a former active library abuzz with students to a more scholarly reading room since 2012, this disaster catapulted the Jagger Library into the annals of library history.



What was lost in the fire

The Jagger Reading Room



**45 500
ITEMS**

FROM THE

**African Studies
collection**

**3 500
ITEMS**

FROM THE

**African Films
DVD collection**

**43 040^{*}
ITEMS**

FROM

**Government
Publications**

**Several manuscripts
from Primary
Collections**

(These were in the Reading Room and were either digitised and awaiting return to the place of storage, being prepared for digitisation, or new donations being processed for inclusion in the relevant archival records system.)

* a significant portion
of the collection

Storage locations

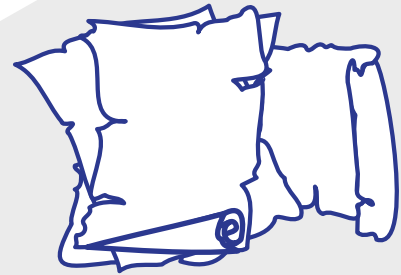
We would like to acknowledge the various centres and academic departments that made their premises available as temporary storage sites. These sites included:

- 📍 The Kaplan Centre
- 📍 Centre for African Studies Gallery
- 📍 Immelman 5 (Main Library)
- 📍 The Library Learning Lounge
- 📍 University House dining hall
- 📍 AC Jordan English common room
- 📍 Various classrooms in AC Jordan
- 📍 Two dry containers (on site)
- 📍 Two cold storage containers (on site)
- 📍 Iziko Social History Centre (off-site storage from 13 May for freeze drying)
- 📍 Maitland House (map cabinets from 4 June)

Materials evacuated from the Jagger basements

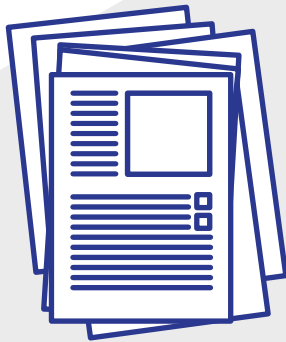
30 000

Video and audio tapes



14 953

Rare and antiquarian materials



33 157

Pamphlets

7 547

Manuscript Collections:
246 distinct collections
in 7547 archival boxes

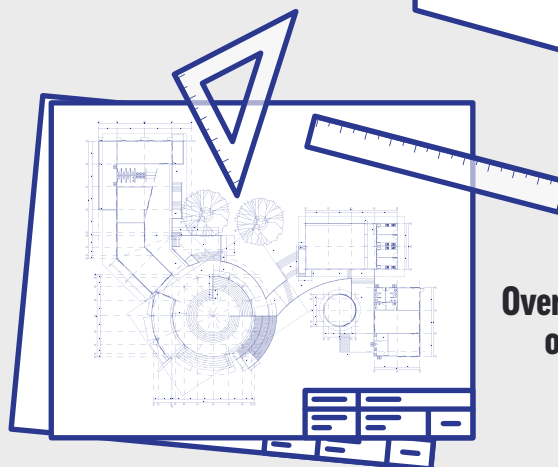
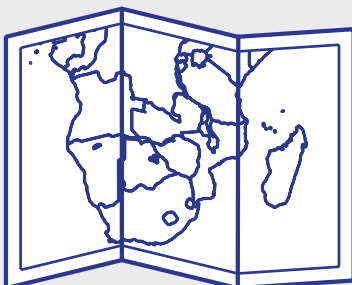
2 076

African Studies posters



668

African Studies maps



36

Oversized cabinets
of architectural
drawings

REMEMBERING JAGGER

FOR MORE STORIES, Visit
the Memory@UCT blog



Alex D'Angelo
Principal Librarian:
Humanities

“Every year we’d take students and parents through the modern, cutting-edge library with its glass and electronics and the clinical efficiency of a bank, until at last they reached this reading room.

“And I would watch them thinking, pretty much universally, ‘Ah. Now this is what I was expecting from a university library.’

“And we’d give them the spiel about how this was just the reading room, and the African writers were on the shelves in the galleries running around above us, and how the unique, unpublished collections went down, level after level, climate controlled, humidity controlled, because we were holding them in readiness for all the generations yet to come.”

READ MORE



“We look forward to working on overcoming the challenges that are still ahead. 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.”

READ MORE



Lara Kemp Reusch
Senior book
conservationist



Dr Martha Evans

Senior Lecturer in
Media Studies and
Production

“It was the site of significant historical discoveries for me. Recently, I’ve been researching the life of struggle stalwart Lilian Ngoyi, and it was in Jagger Reading Room that I uncovered the identity of her grandfather, a trail-blazing Methodist missionary who was a historical figure in his own right. It was in the Jagger Reading Room that I read an original letter that Ngoyi wrote to Ray Alexander about her visit to Nelson Mandela on Robben Island. These were significant moments for me as a scholar, and I am so saddened by the loss of both the space and the numerous records it housed.

[READ MORE](#)



“Once I graduated and returned to UCT as a staff member, and later postgraduate student, I had developed this great admiration for my continent and our collective history. I saw the African Studies section in a new light, a place that housed our stories, the history of the greatness of this continent; our collective pain but our ability to rise again.”

[READ MORE](#)



Aamirah Sondag

Alumnus and PASS
staff member



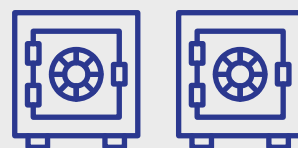


A snapshot of salvage operations

UCTL was grateful to be supported by an army of volunteers who responded to the call for support on our website, social media and radio, to work alongside UCTL staff in the salvage operation.

10 000

Items placed in cold storage as part of the rehabilitation process for water-damaged materials.



12 900

Crates filled with materials to minimise handling during their removal from the basements.

0 Positive tests for COVID-19, thanks to the strict protocols and induction in place



8 Locations used to store materials after triage.

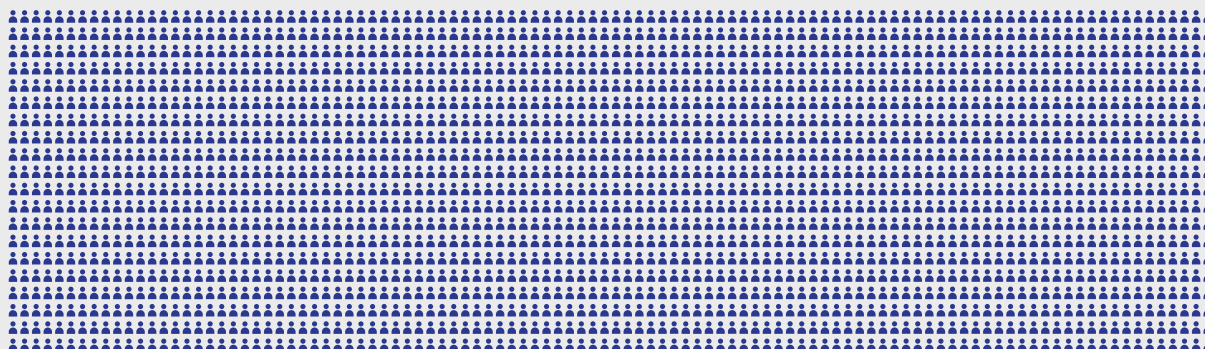
Here experts separated wet and dry materials and determined the appropriate intervention for impacted materials.

Days spent removing the materials from the Jagger basements. **38**



2 000 Hardworking volunteers who helped the university throughout the salvage project.

Volunteers worked five-hour shifts, 08:00 to 18:00, from 21 April to 10 May.



THE JAGGER SALVAGE AND RECOVERY PROJECT

UCTL disaster management response

The response from UCTL was guided by local and international advice and resources, which were drawn from international practice as articulated by:

- the Northeast Document Conservation Center dPlan: the Online Disaster-Planning Tool
- the International Federation of Library Associations and Institutions (IFLA) Disaster Preparedness and Planning: A Brief Manual
- the IFLA Preservation and Conservation FAQ.

An integrated project management approach

The three critical partners in managing the disaster site and the salvage were:

• UCT project management support

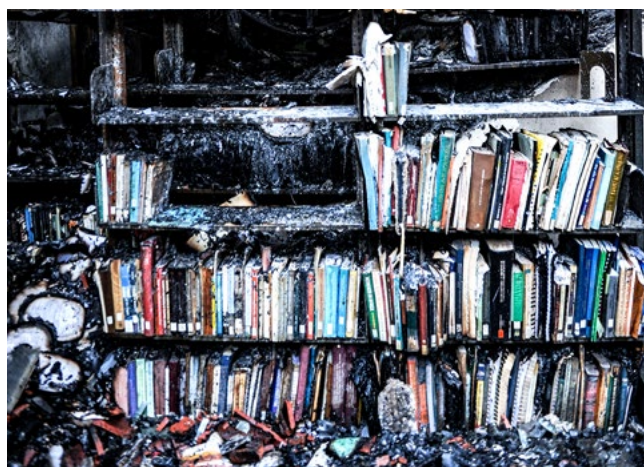
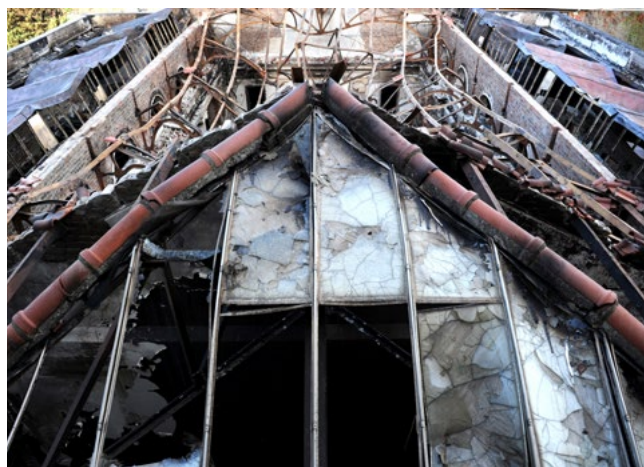
The university had assigned project management support with Greg Skeen as project manager (Properties and Services) and Mary-Ann Landers being appointed as Jagger Library project management lead.

• UCTL project management

The overall responsibility for disaster management and recovery resided with Ujala Satgoor, Executive Director: Libraries. Nikki Crowster (Director: Information Systems & Resources) was assigned responsibility for the Salvage and Recovery Project, and Reggie Raju (Director: Research & Learning) was assigned responsibility for Business Continuity and the Disaster Recovery Plan.

• Appointment of disaster recovery specialist

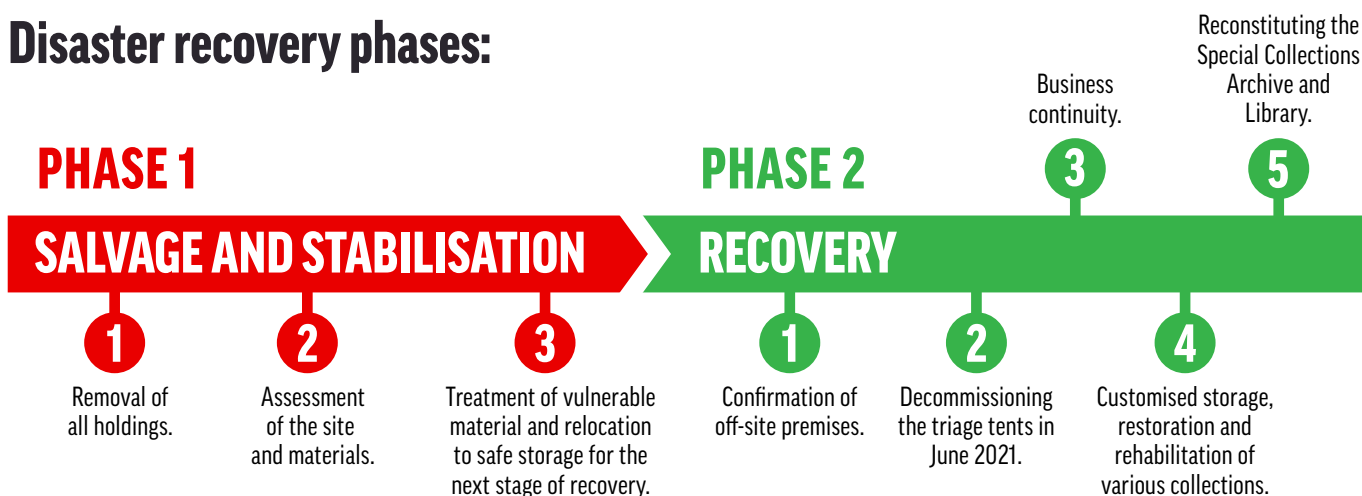
In consultation with, and as recommended by the UCT insurers, System Restoration Technologies was appointed to oversee the immediate disaster salvage and recovery process. Pedja Lukic was on hand to ensure access to materials and resources for the triage tent.







Disaster recovery phases:



Disaster recovery

Phase 1: Salvage and stabilisation

The disaster response was dictated by the urgency to recover all the materials impacted by fire in spaces adjacent to the Jagger Reading Room and by water in the basements. Three priorities defined this phase:

- removal of all holdings
- assessment of the site and materials



- treatment of vulnerable material and relocation to safe storage for the next stage of recovery. (This was done at the Triage Unit, which was set up close to the entrance to the Jagger Library, and was an immediate response for the separation of wet and dry materials, and appropriate interventions to stabilise the items as recommended and executed by volunteer conservators on site.)

Phase 2: Recovery

The disaster recovery process and actions were guided and managed by a team made up of:

- the UCTL directorate: Ujala Satgoor (Executive Director: Libraries), Nikki Crowster (Director: Information Systems & Resources, and Salvage and Recovery Project lead) and Dr Reggie Raju (Director: Research & Learning, and Business Continuity and Disaster Recovery Plan lead)
- an external advisor: Dr Dale Peters
- Special Collections management: Michal Singer (Principal Archivist: Primary Collections) and Mandy Noble (Principal Librarian: Published Materials)
- advisory group: remote and on-site support
- trained conservators (volunteer and commercial)
- volunteers skilled in conservation practice and study, eg master's level students in heritage programmes.

Scoping exercise for the 10-year plan for a new library and reading room within the context of the existing UCTL 10-year spatial and design plan

PHASE 3

2

MEDIUM- TO LONG-TERM PLANNING (UP TO 2025)

6

Additional staffing considerations.

1

Anticipate a two- to five-year period of rehabilitation for materials that were severely water damaged and are now in cold storage

3

Broaden the scope of Special Collection development, rebuilding and management, within the context of the decolonisation debates and the African Studies collection

The key focus areas of this phase included:

- Confirmation of off-site premises
- Together with Properties and Services, a property was identified and secured in Mowbray – Maitland 2, River Park – with a two-year lease effective from 1 June 2021. It was chosen based on its proximity to UCT and provided an optimal solution (2 665 square metres) for Special Collections in terms of office and workspaces, on-site preventive preservation and reconstituting Special Collections as a library/archive. The Special Collections team moved into their new workplace on 1 July.
- Decommissioning the triage tents in June 2021
- Business continuity
- Special Collections as a service was suspended with limited responses to enquiries.
- Collaborations were confirmed with leading national and international universities for continued research support in Africa/African Studies-related research towards the completion of UCT master's and PhD programmes.

- A full audit was conducted to determine the extent of the losses based on the schematics, catalogue records and materials salvaged.

continued...



- Funding opportunities were explored for capacity building, expertise from other countries, infrastructure, the establishment of a state-of-the-art conservation unit, and for collection rebuilding and management.
- Customised storage, restoration and rehabilitation of various collections
- Agreements were reached with:
 - DK Conservators for the restoration of rare and antiquarian books
 - The Blade Works for the restoration and digitisation of over 35 000 video, film and audio formats
 - Iziko Museum for the cold storage of material and the use of their vacuum freeze dryer
 - I&J for the stable cold storage of approximately 750 crates of materials.
- Reconstituting the Special Collections Archive and Library
- Staffing and workspace requirements and allocations
- Collection management
- Relocation of salvaged and dry materials
- Finalising a list of lost materials.
- Additional staffing considerations
- Recruitment of a professional conservator
- Five contract conservation assistants
- Explore the funding of conservators with international partners: the German Foreign Office and the Library of Congress.

Phase 3: Medium- to long-term planning (up to 2025)

Anticipate a two- to five-year period of rehabilitation for materials that were severely water damaged and are now in cold storage, and of materials in various stages of damp and shelf-readiness. While Maitland House is being considered as an interim measure for storage of rehabilitated materials and to reconstitute the Library, this will have to be linked to the decision whether the archive returns to the new library in the future.

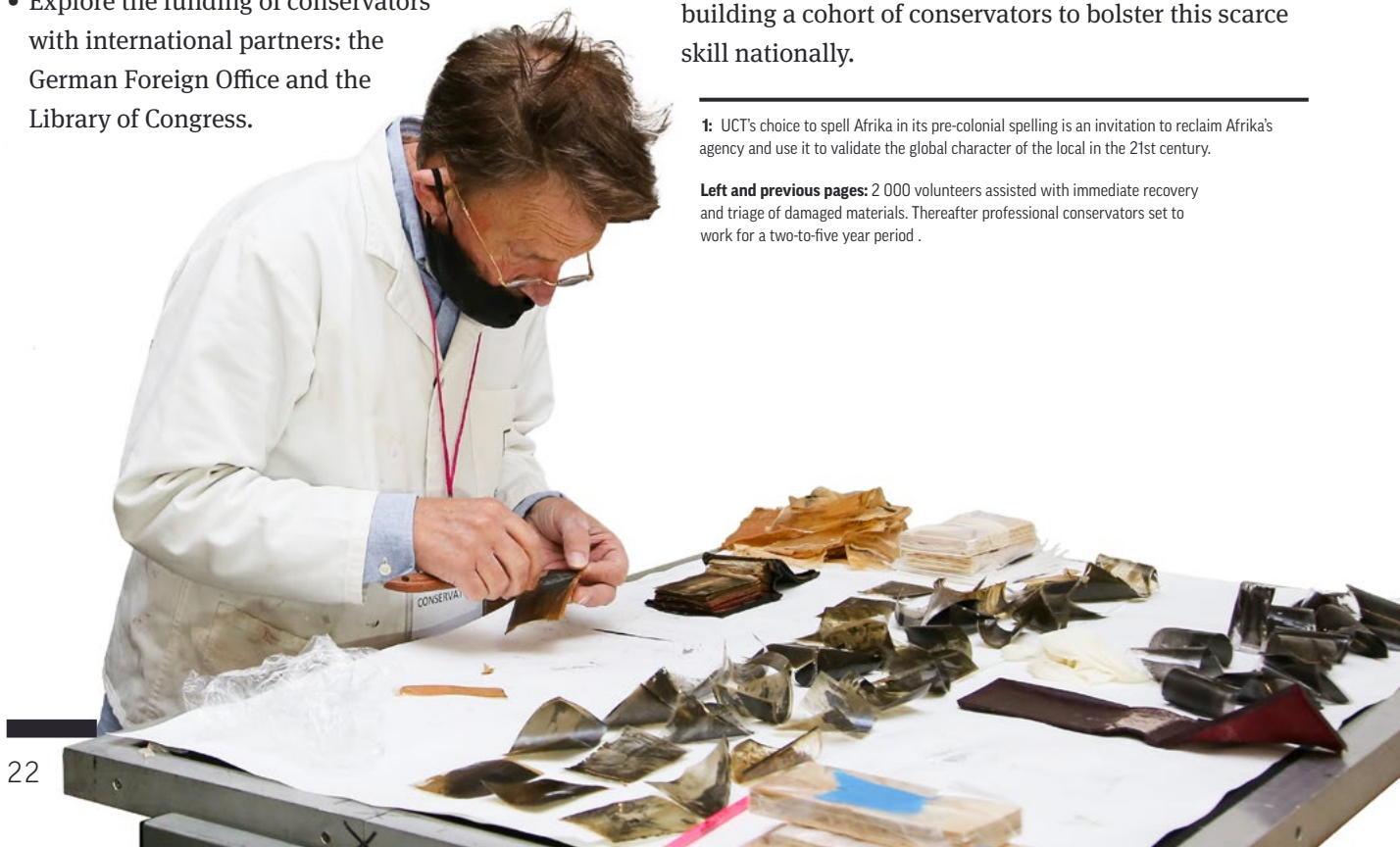
Consultations are under way for a new library and reading room within the context of the existing UCTL 10-year spatial and design plan and rethinking the narrative about and towards Afrikan¹ identity and memory. The scoping exercise for the 10-year plan has recommenced with Properties and Services.

To broaden the scope of Special Collection development, rebuilding and management, within the context of the decolonisation debates and the African Studies collection. This will include actively purchasing rare and antiquarian books, soliciting the donation of relevant collections, and focused community engagement for the inclusion of community voices and histories.

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

¹: UCT's choice to spell Afrika in its pre-colonial spelling is an invitation to reclaim Afrika's agency and use it to validate the global character of the local in the 21st century.

Left and previous pages: 2 000 volunteers assisted with immediate recovery and triage of damaged materials. Thereafter professional conservators set to work for a two-to-five year period .



A visible operation

The Discovery Services and Digital Libraries Services teams developed and leveraged existing systems to organise and manage the processes underpinning the salvage efforts, as well as documenting the disaster and all recovery aspects for historical purposes.

The team used the Omeka S system (branded at UCT as Iballi) to create a dedicated site, the Jagger Library Recovery page for recording the many offers of support and assistance, donations, volunteering and sharing Jagger memories from around the world in response to the fire. Content was captured from several areas and uploaded. These included photos from the salvage and recovery effort, salvage-status reports for preservation, emails from various sources and formal messages sent to the UCTL executive director.

A dedicated generic email address was created to allow the UCTL team to respond to queries and acknowledge emails and offers received. The UCTL social media platforms were used to share updates and photographs of progress.

Iballi Jagger Library Fire Support

These are the number of items captured on the Iballi Jagger Fire system as at 11 June 2021:

| | | |
|---|------------------------------------|------------|
|  | Jagger Donations Financial | 7 |
| | Jagger Media | 16 |
| | Jagger Memories | 8 |
| | Jagger Public Messages | 22 |
| | Jagger Public Support | 140 |
| | Jagger Emails (ED) | 71 |
| | Jagger News Items | 12 |
| | Jagger Library Support Messages | 91 |
| | Jagger Library Offer of Assistance | 56 |
| | TOTAL | 423 |

Jagger Library Fire reading list

The Leganto Reading Lists system was used to create a list to curate and catalogue all the news media coverage, articles and webinars.






[ACCESS READING LIST](#)



Reconciliation: a systems approach

The process of reconciliation – losses, insurance claims, what was salvaged – was aided considerably by UCTL's internal systems and tools, which inform acquisitions and the organisation of materials and collections. ALMA is UCTL's integrated library management system and underpins the core functions of the libraries.

The following shows which systems were used for which purposes.

| TASK | SYSTEM USED |
|---|--|
|  FINANCIAL REPORTS FOR INSURANCE CLAIM | <ul style="list-style-type: none"> • SAP • ALMA |
|  AFRICAN STUDIES AND GOVERNMENT PUBLICATIONS MONOGRAPH COLLECTION | <ul style="list-style-type: none"> • ALMA ANALYTICS • ACQUISITIONS |
|  AFRICAN FILM AND VIDEO COLLECTION | <ul style="list-style-type: none"> • ALMA • WEB EMBEDDED GUIDES (WITH HYPERLINKS) • LISTS |
|  MANUSCRIPTS | <ul style="list-style-type: none"> • ONLINE GUIDE TO MANUSCRIPTS • ATOM (ARCHIVAL HIERARCHIES THAT ENABLE INVENTORIES TO BE DRAWN OF THE COLLECTION) |
|  STOCK RECONCILIATION GUIDE | <ul style="list-style-type: none"> • GOOGLE DRIVE |

Global show of support

In the wake of the fire, several leading publishers granted UCT access to additional online resources beyond our subscriptions in support of teaching, learning and research, including:

Ebook collections:

- Oxford Scholarship Online – access until 31 December 2021.
- SpringerLink ebooks, copyright years 2018 to 2021 (this excludes the live reference works) – access until 31 December 2022.
- Taylor & Francis ebooks – access until 9 June 2022.
- ProQuest's Academic Complete – access until 31 December 2021. Access is on EBook Central.

Journal collections:

- All Taylor & Francis's journal content not included in our current subscriptions, including journal archives – access until 9 June 2022.

Databases:

- Royal Anthropological Institute, 1763–2016, History of Anthropology, Explorations and Social Sciences Across the Globe, by Wiley Digital Archives – access until 14 January 2022
- Royal Geographical Society, 1478–1953, History of Geography, Colonisation and Climate Science in the British Empire, by Wiley Digital Archives – access until 14 January 2022
- Oxford Research Encyclopedia – African History – access until 31 December 2021
- Gale Primary Sources – access until 31 December 2021
- Gale Reference Complete – access until 31 December 2021
- Governing Africa: British Records from African Countries under Colonial Rule, 1808–1995 – access until 4 November 2021.

In addition to the above, immediately after the fire several national and international universities offered access to their Africana and African Studies collections for continued research support. UCTL took up many of these offers, and agreements were made with, among



Goodwill and giving

The groundswell of support in its many forms was gratifying to behold. The offers of support and assistance included experts; volunteers; cash donations; and grants from government and corporate entities and foundations. We acknowledge the following:

| | |
|---|---|
| Pick n Pay and various vineyards and dairies | 10 000 crates |
| Merrypak, Amazon, Metrofile and Jordan Wines | Boxes |
| TS Woltemade Sea Cadets, World Mission Society Church of God – Table Mountain Branch | Volunteers |
| PNA | Cash donation |
| Tina Lohr, Mary Minicka and the University of Pretoria Tangible Heritage Conservation programme staff and students | Conservation expertise |
| UCT Students' Health and Welfare Centres Organisation (SHAWCO), Stuttard Van Lines and Elliott removal and relocation company | Transport |
| The National Institute for the Humanities and Social Sciences | R3 million for capacity building in conservation and digitisation |
| Prince Claus Fund, Netherlands | €27 212 for archival stationery |
| The German Foreign Office | €21 150 to fund the six-week visit of conservator Tina Lohr |
| The Raith Foundation | R1.73 million for the purchase of two vacuum freeze dryers |
| MPact Plastics | Crates |

others, the University of the Western Cape, Stellenbosch University, the University of the Witwatersrand, the University of KwaZulu-Natal, the University of Johannesburg, and the National Library of South Africa (Cape Town campus).

As a member of the International Alliance of Research Universities, UCTL has the support of the alliance partners, especially Oxford; Cambridge; University of California, Berkeley; and further commitments from Harvard, Cornell University, Stanford University, the University of Illinois at Urbana-Champaign, and the New York Public Library to support access to their Africana and/or African Studies collections.

UCTL joined the Hathi Trust, a partnership of academic and research institutions that offers access to millions of titles digitised from libraries around the world. This includes a Non-US Emergency Temporary Access Services Agreement, which permits special access for member libraries that suffer an unexpected disruption to normal operations, requiring the library to be closed to its patrons, or otherwise restrict print collection access services. The service makes it possible for our library patrons to obtain lawful access to specific digital materials in the Hathi Trust that correspond to physical books held by UCTL.

Looking to the future

Ujala Satgoor
Executive Director:
UCT Libraries



When you look at, read about, and consider the impact hereof, you realise this is truly a historic moment. We also need to realise that we are integral to this history, so what is our responsibility to it? It is not only about reconstructing the library, but rather reconceptualising it so that it surpasses that which it once was. While we continue to mourn the destruction of the library, it is also an opportunity to reflect on its legacy and what comes next.

This disaster also serves as an opportunity for both institutional and national conversations relating to cultural and heritage collections and stewardship, policies, infrastructure (traditional conservation and digital preservation), resources (human and financial), collaborative and integrated workflows, and staff training and development. While universities and academic libraries

willingly host cultural and heritage collections of national and research importance, are we willing and able to carry the concomitant responsibility for preservation, conservation and sustainability, and if not, how can we ensure this crucial conversation is held with the right stakeholders?

Prior to the fire, UCTL was in the process of finalising a conservator's post. After the fire, with the groundswell of attention and support UCTL has garnered, we are in a position to replace all the archival stationery that bore the brunt of water or damp or was lost to fire, and to replace critical equipment towards continuing our recovery efforts and establishing a Preservation and Conservation Centre of Excellence. We can also initiate the recruitment process to appoint a conservator; explore a study tour and internship opportunity in partnership with the United States Embassy, the Library of Congress and the Smithsonian Institute in 2022/23; reconstitute Special Collections as an archive and library; and establish the Jagger Library Humanities Hub through a grant from the National Institute for the Humanities and Social Sciences.

| The flame of hope is constant, and the future certainly looks bright!

PART 2

“THE SHOW MUST GO ON” NORMAL BUSINESS CONTINUES

INTRODUCTIONS



Ms Nikki Crowster

Director of Information
Systems and Resources

2021 will forever be defined as the year of the double disaster for UCTL, namely COVID-19 and the Jagger fire. Paraphrasing from the Bible (Luke 12:48), John F Kennedy once observed: “For of those to whom much is given, much is required.” UCTL is replete with staff talents and abilities. When facing this dual challenge, these were brought to bear in ways that redefined

the traditions of our operations and our project management.

Great responsibilities, with multiple layers of scaffolding, were assigned, which at times required on-the-job learning. These included creating a kind and caring environment and acknowledging the difficult situations in which staff were asked to perform. Business continuity was ensured by staff who were protected by protocols based on the most recent credible information (in the case of COVID-19), and by providing home-bound staff with relevant materials.

Staff confidence in these processes enhanced their sense of duty and fueled their willingness to help. This confidence was driven by collaboration, the pooling of knowledge and expertise, and strict adherence to standards, all wrapped in care for the staff. This walk-the-talk method demonstrated the UCTL style of ‘brave leadership’, which harnesses the potential in people and processes while embracing human vulnerabilities and encouraging the development of self-awareness. Through this ongoing process, UCTL continues to grow leaders across all levels of the departmental organisational structure.

The dual disasters that beset UCTL generated both resilience and new knowledge. Innovative solutions were implemented to balance the need for access to information with compliance with COVID-19 restrictions and copyright law. This again revealed just how committed our staff are to service delivery. The synergistic value of collaboration – both within UCT and between

UCT and people across the globe – was evident in the many offers of assistance; volunteerism; financial and material donations; and knowledge transfer, which enhanced our learning. In this regard, staff engaged extensively with the media. They published articles in various publications, including *Samantics* (the South African Museums Association newsletter), and presented on various platforms, including the UNESCO Memory of the World emergency planning workshop.

A community of practice brings together professional expertise and common goals around a shared problem or intention. In the period under review, UCTL developed and participated in engagements like this, participating fully as global citizens while applying learning outcomes to the services rendered to the UCT student and research communities.



Dr Reggie Raju
Director of Research and
Learning Services

As much as COVID-19 placed immense restraints on UCTL and the delivery of services, it also brought opportunities to reimagine and transform its business, bringing it to the point of no-return in terms of services that will redefine academic librarianship.

UCTL has accepted the challenge of mainstreaming Virtual Library Services, which complements and extends pre-pandemic services. The new Research Landscape Analysis service, which was conceptualised and rolled out at UCT, now forms part of the Emerging Researcher Programme at the university. The service has begun to bear fruit with its successful contribution to the international Volvo Research and Educational Foundations project. Library colleagues have also provided guidance to researchers collaborating with the Palestinian Museum in Birzeit, in the West Bank, on a creative research project that considers the historical similarities between segregationist policies in South Africa and the Israeli occupation of the Palestine territory.

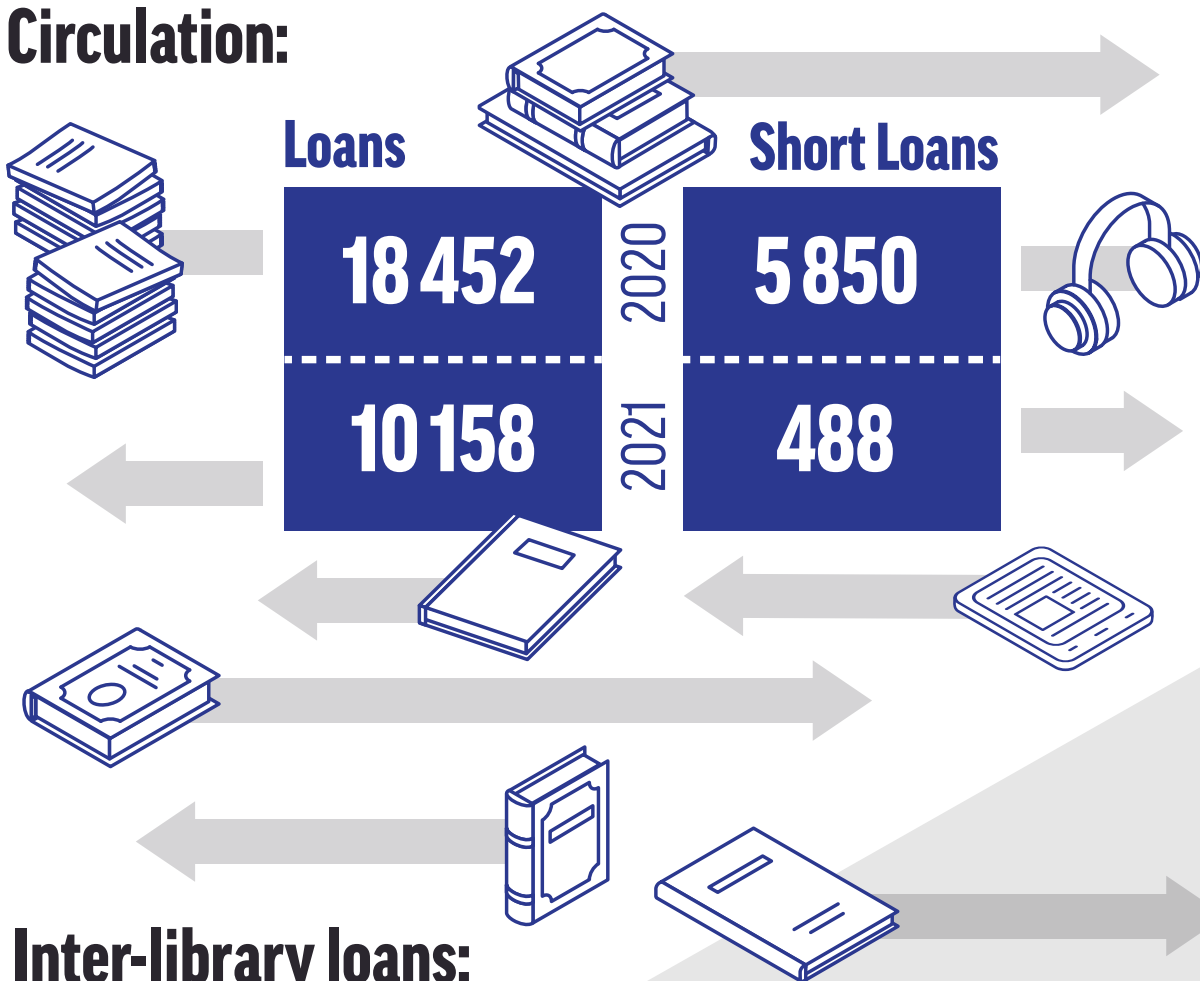
UCTL's social-justice-driven library publishing is recognised nationally and internationally. The development of the continental platform, a product of this publishing service, is the object of discussion for replication on other continents. The Association of African Universities is an advocate of the platform and is in discussion with UCT regarding collaboration for training across the continent. Organisations such as the Community-led Open Publication Infrastructures for Monographs (Open Book Collective programme – United Kingdom based) are supporters and have volunteered to solicit grant funding.

The reimaging 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 to provide students with the context to embrace scholarly and research capabilities.

As a result of the successes at UCTL, members of staff have been invited to deliver keynote addresses such as at the Digital Initiatives Symposium, hosted by the University of San Diego; to publish in international journals, such as the *Journal of Electronic Publishing*; and to contribute chapters in books, including a book on transliteracy in libraries.

2021 AT A GLANCE

Circulation:



Inter-library loans:

Items borrowed by UCT patrons

| 2020 | 2021 | |
|--------|--------|------------------------------|
| 1331 | 1898 | FROM SOUTH AFRICAN LIBRARIES |
| 23 | 286 | FROM INTERNATIONAL LIBRARIES |
| TOTAL: | TOTAL: | |
| 1354 | 2184 | |

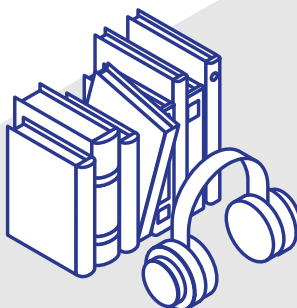


Items supplied to external libraries

| 2020 | 2021 | |
|--------|--------|----------------------------|
| 919 | 1646 | TO SOUTH AFRICAN LIBRARIES |
| 22 | 97 | TO INTERNATIONAL LIBRARIES |
| TOTAL: | TOTAL: | |
| 941 | 1743 | |

Budget spend:**R107 533 203**Acquisitions university-wide
budget allocation**R1 737 600**

Print books

**R54 194**

Audiovisual materials

R4 124 037

E-books

**R21 439 533**

Electronic journals

R1 890 533

Print journals

**R348 799**

Print and electronic journals

**R53 331 904**

Databases

**2021
collection**

Individual current electronic journal subscriptions

726

Current print journal subscriptions

517

Current print and electronic journal subscriptions

25

Current database subscriptions

177

Other subscriptions

33

New print books ordered

2 552

New e-books ordered

1 310

New audiovisual material ordered

48

UCTL recognised in the Vice-Chancellor's Excellence Awards 2021

The Vice-Chancellor's Excellence Awards aim to recognise members of the UCT community who make an outstanding contribution to the university's mission and objectives through innovation or improvement in services, and/or sustained exceptional performance in an area or areas beneficial to the university and its strategic imperatives. UCTL was honoured with the Service Excellence Award in 2021. Motivation for the award is encapsulated in the following:

“Over the past few years, the UCT Libraries management team has been working towards a future-facing academic library. This strategy has informed research support, positioning the libraries in – and as student

spaces, capacitating the libraries for – the digital age in all facets, from preservation and digitisation of resources and access to research information, to fostering a culture of the libraries as a learning organisation for its own staff. This approach was severely tested by the COVID-19 emergency, which required the conversion of a critical face-to-face service to a virtual one, the most powerful testament to this achievement coming from UCT students. In the student survey of 2020, three quarters of students said they used the library during remote learning (far more than any other service); it was also identified as the most valued service by most of the students.”

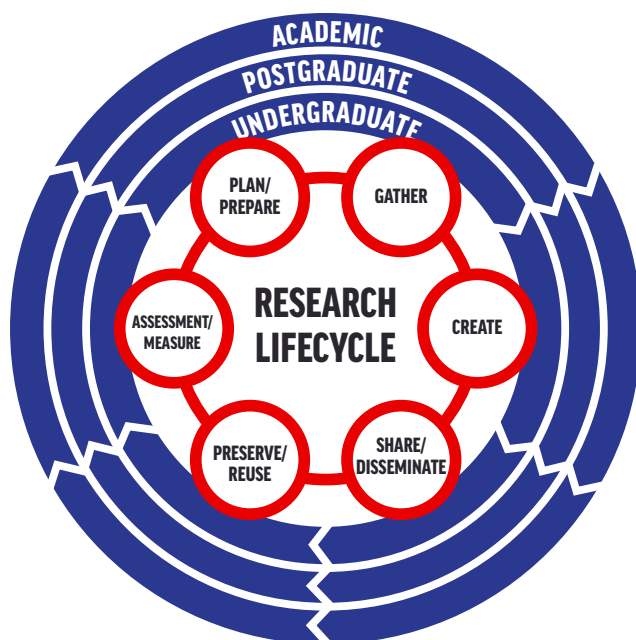
[READ MORE](#)

Research collaborations

Research Contracts & Innovation and UCTL collaboration

In rolling out Research Landscape Analysis (RLA), UCTL focused on developing a partnership with Research Contracts & Innovation (RC&I) on the Student Venture Support Programme/Internship. This initiative aims to equip students with the skillset and experience required to work in various industries while adding real value to high-growth technology companies. The UCTL contribution to the programme will be twofold:

- We aim to provide a physical space to function as an incubator where students, industry, academics and librarians can meet to foster ideas. This would include access to information, networks and library staff.
- Our support would be centred around the research life cycle, where we, as UCTL, would insert ourselves from Plan and Prepare to Preserve and Reuse stages.



Left: UCTL executive Ujala Satgoor, Reggie Raju and Nikki Crowster. This award acknowledges the tremendous efforts made by every member of the UCTL staff to be a future-facing library, through all the challenges brought by COVID-19 and the UCT fire.

Bibliometrics: coming into its own

Supporting researchers

A total of 50 UCT researchers were supported by the bibliometrics team in 2021, including applications for ad hominem promotions, National Research Foundation (NRF) ratings and the NRF South African Research Chair Initiative.

Partnering with an international engineering and built environment expert

To inform the design of the next phase of its Future Urban Transport programme, the Volvo Research and Educational Foundations circulated a restricted call for proposals on a project titled “Informal Public Transport: Bibliometric study and university network mapping” to international experts, which included Professor Roger Behrens, director of UCT’s Centre for Transport Studies in the Faculty of Engineering & the Built Environment. The bibliometrics team partnered with Behrens to submit a proposal for the Informal Public Transport (IPT) bibliometric investigation, which was successfully awarded to UCT in May 2021.

The aim of this study was to identify current trends and the scale, authorship and gaps in IPT research. It also tracked contributions to this field from 2010 in terms of countries, institutions and researchers. The project consisted of three library specialities, namely bibliometrics, systematic reviews and RLA to produce the bibliometric analysis study. Using systematic review techniques to identify all available data on IPT, a comprehensive dataset on published works and grey literature was found, extracted and visualised using bibliometrics and RLA for analysis. This project will conclude at the end of August 2022, which will thereafter consist of the publishing of two journal articles, with the bibliometrics team as co-authors.

Library as publisher

UCTL continued to be a trailblazer in open publishing on the continent.

First Sesotho open-access book launched

UCT academic Dr Rethabile Possa-Mogoera authored the institution's first online Sesotho book: *Dikeledi ha di wele fatshe* (loosely translated as "Tears do not fall in vain"). The story, published by UCTL, shines a spotlight on teenage pregnancy in South Africa and emphasises the importance of strong family ties during a stressful time.

When the book was launched on 15 April 2021, Vice-Chancellor Professor Mamokgethi Phakeng said:

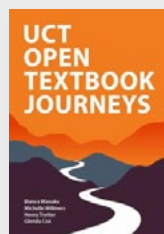
"The launch of this book is significant, because we as a university are on a transformation journey, a decolonisation journey. And it is one thing to talk about decolonisation, it's one thing to say, 'Decolonise the curriculum' and 'We are teaching African languages.' But if we don't have publications coming out in those languages, it actually doesn't matter that we teach Sesotho. So, it is important to see this kind of development in our African languages department."

Below: UCT academic Dr Rethabile Possa-Mogoera at the book launch of her Sesotho novel, *Dikeledi ha di wele fatshe* (loosely translated as "Tears do not fall in vain") published by UCTL as UCT's first online, open-access Sesotho book.



Open-access monographs

Five new monographs were published in 2021

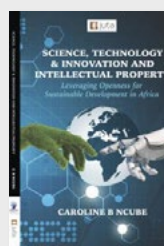


UCT Open Textbook Journeys

Bianca Masuku, Michelle Willmers, Henry Trotter, Glenda Cox

Orthopaedics for Primary Health Care

Michael Held, Abdalslam Andisha, Anria Horn, Archie Rachuene, Ashley Arakkal, et al



Science, Technology & Innovation and Intellectual Property: Leveraging Openness for Sustainable Development in Africa

Caroline Ncube

2020: A Century of Chemical Engineering at UCT

Jim Petrie, Jenni Case



Marketing to South African Consumers

James Lappeman, Paul Egan, Gillian Rightford, Thabang Ramogase

Continental platform

UCTL formalised its collaboration with the Association of African Universities to actively promote open publishing on the African continent and to utilise the continental platform for the publishing of open-access journals and open-access monographs and textbooks.

The continental platform has gained traction through a few publications, as well as interviews:

- University World News
- Engineering News
- Open Access Books Network
- Bookmarks live session
- The View Point talk show on SAfm

An award-winning student publication

UCTL received the inaugural Diversity, Equity and Inclusion award for the published work of the textbook *Constitutional Law for Students*. The international award, from the Library Publishing Coalition, recognised that the principles that piloted the publication of this textbook were guided by social justice imperatives. Read more about the award.

Congratulations to the team responsible for this publication:

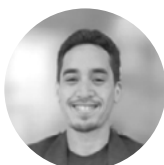
[READ MORE](#)



Jill Claassen



Emma de Doncker



Faadiel Latief



Reggie Raju



Bonga Siyothula



Tamzyn Suliaman

Digital Library Services

DLS work featured internationally

Open science is the practice of making research outputs – including publications, data and software code – available in a way that is findable, accessible, interoperable and reusable (FAIR). This ensures that researchers share the process of questioning and enables other researchers to share their existing research

data. The Digital Library Services (DLS) training and advocacy work has been included in the *Good Practices in FAIR Competence Education* report developed by the Fostering Fair Data Practices in Europe (FAIRsFAIR) project. Work by the DLS is one of seven case studies of successful integration of FAIR- and research-data-management-related content in university curricula and teaching included in the report, and the only case study from the African continent.



ZivaHub: Open Data UCT

ZivaHub is an online institutional data repository that serves as a publishing and access platform for research data and scholarly outputs. It is powered by Figshare for Institutions and is available to all students and staff at UCT. Ziva is the Shona word for knowledge.

In 2021 ZivaHub had:

799 authenticated users

2 441 public items

32 069 privately stored and securely shared items



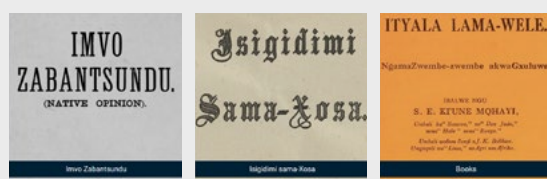
Newly available digital collections on the Ibali platform

Ibali is a university-wide showcasing platform for the university's digital collections and is part of the UCTL drive to nurture an open-access space where digital collections can be created, curated, published.

Climate Change and Sustainability Resources



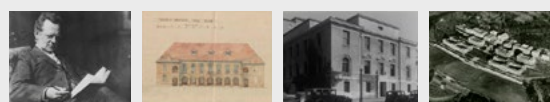
IsiXhosa Intellectual Traditions (IsiXIT)



Community Media Trust



History of UCT Libraries



Reimagining Tragedy from Africa and the Global South (ReTAGS)



Works of Art Collection Global South (ReTAGS)



Launch of Ibali: Digital Collections UCT

Ibali is a university-wide showcasing platform for the university's digital collections that was launched on Open Data Day on 5 March 2021. The word Ibali is isiXhosa for story and is part of the UCTL drive to nurture an open-access space where digital collections can be created, curated, published and showcased under the theme "Showcasing Connections Through Connections". It is a highly collaborative and flexible, future-thinking online repository space.

The following collections are now available:

- Climate Change and Sustainability Resources – a digital library of open educational resources for teachers focusing on climate change
- IsiXhosa Intellectual Traditions (IsiXIT) Digital Archive – a growing collection of optical character recognition data copies of the early black press of South Africa
- Reimagining Tragedy from Africa and the Global South – a digital archive of the work of the theatre research group
- Works of Art Collection – a showcase of the artworks of UCT as managed by the Works of Art Committee
- Community Media Trust AIDS Archive – an audiovisual collection that documents the social impact of the HIV/AIDS epidemic and the grassroots struggle for treatment in South Africa
- The History of UCT Libraries – the rich history of UCTL as adapted from the 2005 article by Tanya Barben: "The Sapling that Grew into a Tree: 100 Years of the University of Cape Town Libraries".

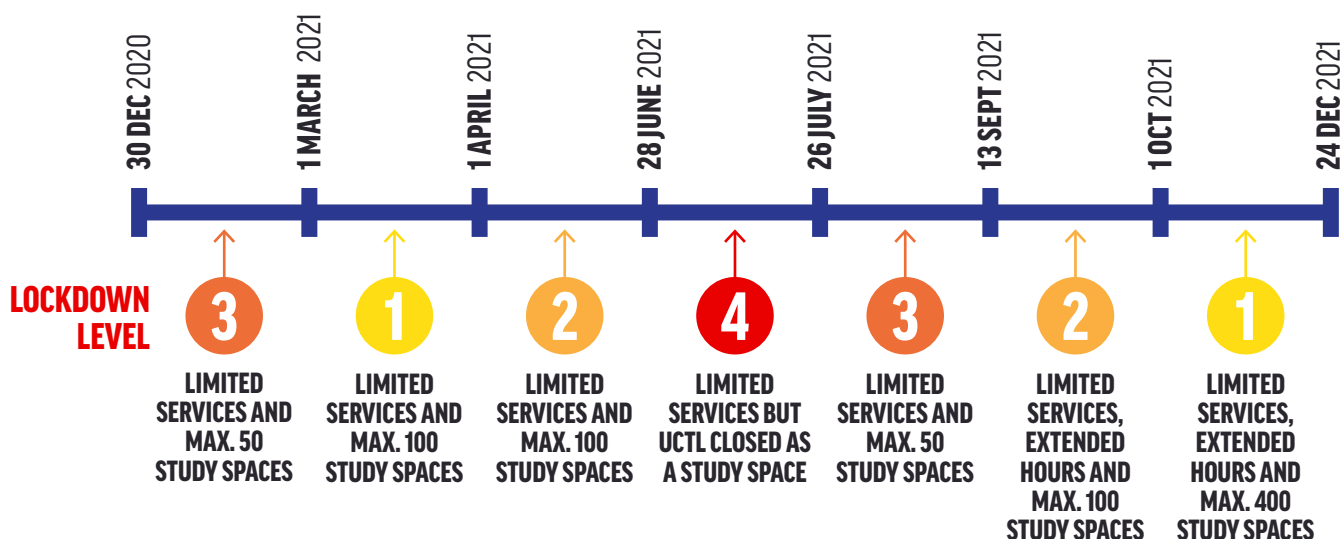
Riding the COVID waves in 2021

2021 began with the devastating second wave of COVID-19 in South Africa. The new Delta variant resulted in many lives lost and many more falling seriously ill and directly impacted several UCTL staff. The middle of the year saw the arrival of the third wave, and the fourth wave emerged in the final quarter of the year, introducing the new COVID-19 Omicron variant. With these waves came regular changes in the levels of lockdown restrictions.

UCTL navigated this period of continual uncertainty by focusing on providing the most comprehensive services possible, without compromising the safety and well-being of its staff. In 2021, as in 2020, the Virtual Library Services continued to play a key role in ensuring that research, teaching and learning remained adequately supported through the pandemic and lockdown levels.

Limited services during these lockdown levels included:

- **Borrowing of library materials** by appointment – facilitated by online **request-pick up** – between 11:00 and 13:00 (Chancellor Oppenheimer Library Complex and the Bongani Mayosi Health Sciences, Brand van Zyl Law, WH Bell Music, Hiddingh Hall and Institute of Child Health libraries and Burnage (as a central pick-up point).
- **Extended loan periods** with automatic renewals continued.
- **Request, scan and email** continued as part of the virtual services with greater access to physical materials and collections. This also applied to inter-library loans with no posting of books.
- **Returning library materials** remained strictly controlled, with all returns directed to the central drop-off point at Burnage and/or book drop boxes located at all library sites. No borrowed material was returned as an in-person transaction to UCTL.
- **Quarantining of returned materials** ensured the health and safety of our library users. All returned materials were collected from the book drop boxes and transferred to a central fumigation room where they underwent a decontamination process. Materials were held for 72 hours before being processed for return to the shelves.



Reimagining orientation

DestinationUCT: a pre-arrival WhatsApp tool

UCTL was part of the task team led by the Centre for Innovation in Learning and Teaching that developed the DestinationUCT pre-arrival WhatsApp tool for students, pre-empting questions and directing students and parents to relevant websites for more information.

Virtual orientation

UCTL prided itself on welcoming parents and students on site, but the continued lockdown necessitated the development of virtual orientation videos for different communities. All the videos were available on OpenUCT so that they could be viewed for free from a zero-data rated site:

- An interactive multilingual video with the theme “Academic success begins at the library” was developed, offering first-year students relevant information on how to access the libraries.
- In response to a request by Postgraduate Studies, the UCTL’s Research and Innovation section created an orientation video focusing on the Virtual Library Services. The video emphasised the high-demand online Savvy Researcher Series, which assists all postgraduates with relevant topics, to ensure research success in completing their theses and dissertations.
- As part of the Parent Orientation programme overseen by the Communication and Marketing Department, UCTL’s executive director presented an expanded video covering all eight libraries and the services they offer to students on and off campus.

Ask-a-Librarian virtual platform

Ask-a-Librarian is an online platform that is an extension of in-person services. When integrated into one of the library webpages, the platform brings together real-time webchat and searchable knowledge bases, as well as email and text messaging. Ask-a-Librarian also enables flexible staffing from a desktop, laptop or smartphone. A total of 2 184 Ask-a-Librarian queries were received in 2021.





Library facilities

Access and maintenance

When lockdown restrictions were eased, UCTL re-opened with limited access to identified areas. Seating was arranged to maintain strict physical-distancing protocols, and the collections were cordoned off as in-person browsing was not permitted.

The facilities team was responsible for retrieving books from the drop boxes located at the various branches. To ensure the health and safety of all library users, returned materials were decontaminated in a central fumigation room and returned to their shelves only after a period of quarantine.

The maintenance schedule for the fire detection and safety systems continued throughout the year. In fact, the fire detection system was tested two weeks before the Jagger fire.

A breath of fresh air: upgrade to the HVAC systems

UCT embarked on a campus-wide drive to replace or upgrade heating, ventilation and air conditioning (HVAC) systems on campus to provide cleaner air, reduce SARS-CoV-2 viral loads and comply with COVID-19 avoidance measures in its various venues. In the first phase, between April and August 2021, UCT upgraded the HVAC systems within two key sections of the Chancellor Oppenheimer Library Complex, namely Hlanganani and Immelman. Together with the strict COVID-19 avoidance protocols in place, this ensured that the Chancellor Oppenheimer Library was maintained as a safe space that remained conducive to research and learning.

The Jagger Building, which adjoins the Jagger Library, houses the Research Wing and Research Commons, and will be upgraded in the second phase in 2022.



Left: Even through periods of lockdown maintenance and upkeep of library spaces remained and work is ongoing to ensure students have access to safe, comfortable and inspiring workspaces on campus.

Staff well-being and care

Post-Jagger fire interventions

Given the keen sense of loss and dislocation associated with the loss of a workplace and connection with the Jagger Library, individual and group counselling sessions were arranged for the Special Collections team. In addition, a workshop titled “Rebuilding Ourselves and Special Collections after the Fire” was hosted to address the collective trauma experienced by the team, as well as the fears, anxieties, hopes and aspirations for Special Collections 2.0.

Staff well-being and ICAS

The second wave of COVID-19, exacerbated by the Delta variant, precipitated a depth of grief that left few unaffected. Staff members were grieving not only from losing family, friends or colleagues to COVID-19, but also from surviving it. A series of “Grief and Loss under COVID-19” sessions hosted by the Independent Counselling and Advisory Services (ICAS) were held in February and March respectively to support affected staff members. The two sessions provided insightful outcomes:

- Being forced to host funeral gatherings online meant that people were unable to bid farewell to their loved ones in person and comfort one another. This created strong feelings of disconnection and left people without proper closure, which increased their sense of helplessness.
- The emotional and physical impact of surviving COVID-19 should not be underestimated. Despite their brave faces, individuals struggled with balancing their personal emotions and physical recovery, supporting the recovery of partners or extended family, and the fears and anxieties of their children.
- Returning to work and being expected to perform as usual added another layer of anxiety. We needed to develop a sense of the new constraints and how best to ease people back into “the workplace” beyond the business-as-usual mindset.

Lockdown observations

UCTL staff joined together to support one another through the challenges of 2021 including COVID-19 and lockdowns. These were some of the observations of staff in the support sessions held:



Collaboration



Shifting perspectives about

- Library
- Role of the Librarian
- Use of tools



Visibility of the Libraries



Pressure from a few



Initial slow uptake of services on offer



Clear messaging



Evolving process



Review and adapt

Throughout 2021, care, kindness and compassion underpinned all levels of communication with staff. Staff well-being remains a priority, as does the need to mainstream it as part of staff relations and building a stronger institution. To this end ICAS has been most supportive with their enabling suite of interventions. Several “Emotional Impact” sessions held throughout the year enabled staff to address their emotional constraints and provide coping mechanism to navigate the different lockdown levels.

Staff were extremely receptive to, and positive about, these sessions, and are encouraged to engage in individual sessions, if required. We will continue supporting staff wellness as much as we can.

UCTL: A learning organisation

Staff development remains a strong focus for UCTL, both to help individual staff members achieve their performance goals and to grow them beyond their current roles as part of their overall career development. As such, UCTL encourages staff members to take advantage of the learning opportunities available at UCT. The following UCTL staff members are busy with their studies:

UCTL staff undertaking undergraduate degrees in 2021

- **Zaahier Eksteen** – Library Assistant, Access Services: Bachelor of Arts Archives and Records Management
- **Priscilla Gege** – Library Assistant, Access Services: Bachelor of Arts Information Sciences
- **Greg Jacobs** – User Services Officer, Access Services: Bachelor of Ministry Theology
- **Greg Martin** – Library Assistant, Health Sciences: Bachelor of Arts Archives and Records Management
- **Levina Stevens** – Library Assistant, Health Sciences: Bachelor of Arts in Information Science
- **Steve Swigelaar** – Facilities Supervisor, Facilities: Bachelor of Arts Manuscripts and Archives

UCTL staff undertaking postgraduate diplomas in 2021

- **Marlene Adonis** – Principal Library Assistant, Humanities: Human Resource Management
- **Deidre Goslett** – Special Collections (Primary Collections): PostGraduate Diploma, Library Information Studies, Archivist Officer

UCTL staff undertaking master's degrees in 2021

- **Amina Adam** – Principal Librarian: Science & Engineering: Master's of Philosophy
- **Kaela De Lillie** – Principal Library Assistant, Access Services: Master's of Philosophy Digital Curation
- **Ya'qub Ebrahim** – Data Curation Officer, Digital Library Services: Master's in Information Technology
- **Malixole Hlemfu** – Principal Library Assistant., Undergraduate Services, Scholarly Communications & Research: Master of Library and Information Studies
- **Sindiswa Majebe** – Junior Librarian, Humanities: Master's in Library and Information Studies
- **Galiema Parker** – Principal Library Assistant, Acquisitions: Master of Library and Information Studies
- **Roberto Sass** – Jnr Librarian, Research & Innovation, Scholarly Communications & Research: Master of Library and Information Studies
- **Ingrid Thomson** – Librarian, Humanities: Master's in Library and Information Studies
- **Andrea Walker** – Digital Archivist, Special Collections (Primary Collections): Master's in Intellectual Property Law

UCTL staff undertaking doctoral degrees in 2021

- **Jill Claassen** – Manager, Scholarly Communications & Research: Doctor of Philosophy in Library and Information Science (PhD)
- **Lena Nyahodza** – Jnr Librarian Scholarly Communication & Publishing, Scholarly Communications & Research: Doctor of Philosophy in Library and Information Science

PART 3

UCTL GOVERNANCE



UCT Library Management Team principal librarians

Research & Learning

- Ms Jill Claassen** – Manager: Scholarly Communications & Research
- Mr Alex D'Angelo** – Principal Librarian: Humanities
- Ms Amina Adam** – Principal Librarian: Science & Engineering
- Mr Brandon Adam** – Principal Librarian: Bongani Mayosi Health Sciences Library
- Ms Glynnis Johnson** – Principal Librarian: Commerce, CHED & Enterprise
- Mr Sadiq Keraan** – Principal Librarian: Law
- Mr Niel Mostert** – Principal Librarian: User Access Services

Information Systems & 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)
- Mr Niklas Zimmer** – Manager: Digital Library Services

In addition

- Ms Mignon van der Merwe** – Finance Manager, Accounts
- Ms Cherise Llewellyn** – Human Resources 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. As a forum it enables the library professional staff and the academic community to debate policy and direction, explore potentially contentious issues, and find solutions to problems affecting the academic community.

The LWG has no line responsibilities and meets at least three times a year. In fulfilment of its responsibilities, it met online 23 March and 23 August and met at Maitland House on 2 December 2021. As a stakeholder, the LWG consulted with Acting Deputy Vice-Chancellor Martin Hall on the Jagger Library restoration on 6 October. The UCTL executive is present at all the LWG meetings.

We thank the LWG for its inputs, robust discussions and support for the strategies and activities of UCTL.

LWG members 2020

A/Prof L Lange (ex officio) DVC: Teaching & Learning
A/Prof C Chandler (chair)
Prof C Ncube (deputy chair & Senate appointee)
Prof L Czerniewicz (Senate appointee on sabbatical)
Dr G Cox (Senate appointee as a leave replacement for Prof Czerniewicz)
A/Prof H Chitonge (Senate appointee)
Mr T Cloete (EBE)
Prof Fagan (Health Sciences)
A/Prof J Hattingh (Law)
Ms S Jackson (CHED)
A/Prof I Lubbe (Commerce)
Prof J Raju (ex officio)
Dr I-M Rijsdijk (Humanities)
Prof H Suleman (Senate appointee)
Mx Lance-Selae August (SRC)
Ms Jamie-lee Thomas (SRC)
Mr P Neethling for Mr R van Huysteen (ex officio ICTS)
A/Prof M Vichi (Science)

LWG members 2021

Assoc Prof L Lange (ex officio) DVC: Teaching and Learning
Prof L Czerniewicz (Chair and Senate appointee)
Assoc Prof J Hattingh (Deputy Chair and Law)
Assoc Prof H Chitonge (Senate appointee)
Mr T Cloete (EBE)
Prof J Fagan (Health Sciences)
Ms S Jackson (CHED)
Assoc Prof D Thiam (Commerce)
Prof J Raju (ex officio)
Dr I-M Rijsdijk (Humanities)
Dr M Shongwe (Senate appointee)
Prof H Suleman (Senate appointee)
Mx Lance-Selae August (SRC)
Ms Jamie-lee Thomas (SRC)
Mr P Neethling for Mr R van Huysteen (ex officio ICTS)
Assoc Prof M Vichi (Science)



WWW.LIB.UCT.AC.ZA

☎ (+27) 21 6503703/04

✉ libraries@uct.ac.za

🐦 @UCTLibrary

f uctlibraries

