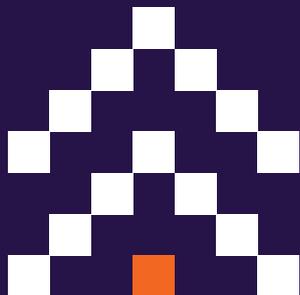




**Library4.0**



For the  of learning



# UJ LIBRARY ANNUAL REPORT 2020

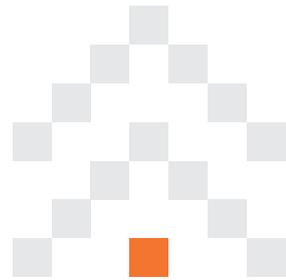
**The Future  
Reimagined**

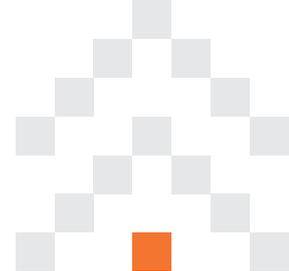


# UJ Library Annual Report 2020

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# 1. Executive Summary

At the end of 2020, the Library Executive Director and Library Directors held a series of 'Reflective Conversations' with all the different Library divisions to hear what their experiences of and challenges during COVID-19 had been. Two themes came out strongly: growth and gratitude. Staff expressed gratitude that they still had jobs and that despite the many challenges of COVID, everyone felt they had grown as they had learnt new skills and adjusted to offering all the Library services in new or different ways. For the Library, 2020 became the year of 'growth and gratitude' during which the Library realised a variety of significant achievements.

In 2020 the Library changed its mission statement to: Empowering users to find the most relevant information easily. This has guided the work of all the divisions and staff in the Library. In the Library there are ten different division and during lockdown nine of these continued to work. The divisions are:

- 1 **Library systems management** team who manage the platforms on which all the library systems and databases work,
- 2 **Technical services** who find, buy and catalogue resources,
- 3 **Librarians** who help clients with searches, give training sessions on finding information, analysing information, avoiding plagiarism and using effective referencing tools,
- 4 **Circulation staff** issue books and process returned books. Some members from this group received special permission to return to campus in level 5 and 4 to make copies of sections of the 400 prescribed textbooks that were not available electronically on any platform. Those staff not on campus doing the scanning were securing copyright approval, cataloguing the texts and then uploading texts onto the database. Once this was completed they began an extensive project to ensure that every academic and postdoctoral research fellow at UJ has an ORCID ID. This project is ongoing.
- 5 **Shelving staff** they all received permission to return to campus and helped in the scanning project. The staff then went through an extensive online training program learning how the Library App works and how to find information in the Library catalogue. They will now be able to help students use the App.
- 6 **Bindery** is made up of six staff members who during lockdown were not able to do work in the Bindery. In 2021 three of these staff members will be re-deployed to other environments as there is no longer a need for large bindery service.
- 7 **Archives and special collections** staff worked remotely to redesign the online archive and special collection platform and to catalogue and upload digital archival material during lockdown.
- 8 **MakerSpace** staff were kept very busy making almost 8 000 face shields.
- 9 **Operations and administration** used the time to set up a new online filing system houses in the cloud. This will revolutionise the auditing process because all documents will be easily found on the system.

## 10. Events and Marketing

The events team learnt to do online events and hosted 224 events and our social media markets reach an international audience During lockdown the staff all attended online training to use the system and then set it up.

## Support for Teaching and Learning

During 2020 librarians learnt how to run online training sessions for students, at the undergraduate and postgraduate level on information literacy, plagiarism, referencing and how to find resources in the library catalogue and on other data base platforms. In April and May, they trained over 9 000 students each month. Just over 30 000 students were trained in 2020, compared with 18 413 in 2019. The online training enabled them to teach over 150% more postgraduate students than in any previous year, because these students could log onto the online training sessions at times that were convenient for them.

At the end of March, the Library made 12 short online tutorial videos. These short, two to three minutes videos help students navigate various core online library resources. These are available on the Library YouTube Channel, Facebook, and LinkedIn, providing just-in-time information at anytime from anywhere.

Overall the Library enquires went up 3%, showing how engaged the students were in the process of their learning during this year. These enquires did not include basic questions about fines, library hours, and using library resources, because these were dealt with by BOTsa, the UJ Library chatbot. The Library officially launched the chatbot on 29 January 2020 to answer Library related queries 24/7. BOTsa means 'ask' in Setswana, and BOTsa is accessible via the Library website and app.

In 2018, the UJ Library developed its slogan 'For the love of learning.' In January 2020, they finalised a new mission statement: 'To empower all users to find the most relevant information easily.' In line with this mission, the Library App has provided hassle-free, easy access to the Library books, guides, information, BOTsa, and online training during 2020. The app is available via IOS Download Link / Google Play and is an example of the Fourth Industrial Revolution in action.

A further innovation to make finding resources as easy as possible is the Lean Library App that the Library bought. Library users download the app onto their computers and then use any search engine, including Google Scholar, to search for resources. If the UJ Library has the resource, a link to the Library will pop up, and the researcher can get the resource within two clicks. If the UJ Library does not have the resource, a form pops up, which the researcher fills in if they would like to have the article/book/manuscript sent to them via interlibrary loan.

## Research Support

The usage of electronic resources was the highest to date in 2020. The database usage was up 37% from last year, and the ebook usage was up 77% from 2019. During 2020 the Institutional Repository views were also the highest to date, up by 21% from 2019.

With the ever-increasing volume of information, many postgraduate students find it challenging to navigate the different research sources available. The Library launched the Research Navigator during the months of hard lockdown. This one-stop service on the Library website offers useful information about the whole research process, including conceptualising a topic, finding funding, writing a proposal, and getting published. There are eight research stages highlighted on the navigator, each with links to podcasts, videos, books, and articles to help students navigate their way through the research process.

In 2020, the Library implemented and rolled out a Research Data Management (RDM) services. The UJ Research Data Repository (<https://repository.uj.ac.za/research-data>) is the University's Open Access Data Repository, which catalogues and stores research data/raw data/datasets, collected, observed, generated, created or obtained during the course of a research project. There are currently ten open access datasets accessible on the Library Data Repository. Over the year, the Library RDM team trained over 800 UJ researchers and postgraduate students. The Data Repository is a self-submission system with multiple research data support functionalities, which means researchers need to receive training to use the platform effectively. Researchers also need guidance on the FAIR Data Principles (Findable, Accessible, Interoperable and Reusable) before using the site, and the Library provides this training.

## UJ Online Press

Towards the end of 2020, UJ announced its online press. The first component of the UJ Online Press is the Open Journal System (OJS) used to publish online academic journals. The OJS covers all aspects of online journal publishing, from establishing a journal website to operational tasks such as author submissions, peer review, editing, publication, archiving, and journal indexing. Each journal on the platform has a unique URL as well as a distinctive look and feel. Through the OJS, the UJ Online Press supports the principle of extending and or opening access to information. The system assists with the administration of journal publishing and reduces journal publishing costs. This cost reduction is intended to reduce the cost of Article Processing Fees charged by many Open Access journals, thus making Open Access Scholarship a more affordable reality for journals published by the UJ Online Press.

## Makerspace

When South Africa went into lockdown on 27 March 2020, it soon became apparent that essential services staff like pharmacists, police personnel, and medical staff needed personal protective equipment. At the time, there were very few companies making face shields and facemasks. Led by our innovative Deputy Vice-Chancellor for Research and Innovation, Prof Saurabh Sinha, the University of Johannesburg's Library Makerspace downloaded free 3D printing software and began to print face shields for UJ security staff, pharmacists, and some schools. In June, the Makerspace collaborated with the FABLAB in the Faculty of Art, Architecture and Design, and with sponsorship by

Investec Property and Investec Property Fund, they were able to produce 7 000 face shields for the City of Johannesburg police personnel, medical staff, and community workers in Johannesburg.

## Conference and Events

The Library was proud to collaborate with the Association of Commonwealth Universities (ACU) for their first virtual international conference: 'From Zero to Hero: Rising to the Challenge in a Time of Crisis,' held from 14 to 15 September 2020. This two-day international conference focused on the changing roles of librarians in a time of global disruption. In various ways, librarians have had to go from knowing zero or very little about a variety of technologies to mastering new technologies, trends, and techniques in teaching, research, and information support to assist the digital initiatives of their institutions. Librarians have become heroes, helping users to navigate their way in this new world. The conference attracted speakers from Australia, Hong Kong, Trinidad and Tobago, Canada, the United Kingdom, Nigeria, Kenya, and Ghana. The Executive Director, Prof Maria Frahm-Arp, who gave seven papers and keynote addresses at international conferences in 2020, was elected onto the Research Support Committee for the Association for Commonwealth Universities, further establishing the global presence of the UJ Library.

The UJ Library continued to provide a stimulating environment for debate and engagement with topical seminars, book launches, workshops, and presentations to students, staff, and external stakeholders on the Library virtual platform. It hosted over 260 events online, of which 49 focused on COVID-19 and 62 engaged with 4IR, its technologies, and impact.

As part of the Library's community engagement initiative, the Library hosted its first Teacher Librarian Seminar in May 2019. This initiative was aimed at teacher-librarians, giving them practical insights into using 4IR technologies in their libraries. This workshop was free for teacher-librarians from Quintile 1, 2, and 3 schools. Following this seminar's enormous success, there was considerable demand for the Library to host another seminar in 2020. The second Teacher Librarian Seminar was held on 7 and 8 September, with the theme 'The Changing Role of Teacher-Librarians and Digital Literacy within a COVID-19 World'. The keynote speaker was Prof Jonathan Jansen, Distinguished Professor, Stellenbosch University.

In the spirit of ideas worth spreading, TEDxUniversityofJohannesburg (TEDxUJ) is designed to serve the University community as a high-octane, community-driven, independently organised TED Talk, licensed by TED New York. The vision of TEDxUJ is to highlight fascinating thinkers and leaders at UJ and in the wider UJ community. This year's TEDxUJ was fully online, and the talks are available at <https://youtu.be/zJzorxTQU-g>.

Another highlight of 2020 was the eight VC Reading Groups hosted by the Library, of which seven were virtual. The theme for 2020 was decolonial literature, and Prof Marwala discussed works by a variety of acclaimed African authors, including Chinua Achebe,

Tsitsi Dangarembga, and Chimamanda Ngozi Adichie. For many of the students, a key highlight of the VC Reading Group is hearing how Prof Marwala unpacks the challenging issues raised in the books he selects. In various ways, these reading groups are a space of mentoring where Prof Marwala helps students grapple with complex societal issues. In June and August, Mr. Mike Teke, the UJ Chair of Council, led two reading groups. Mr. Teke brought a personal touch to his reading groups offering students and staff encouragement, guidance and at times challenging their thinking on topics as important as gender-based violence, contemporary masculinities, and global politics in the time of COVID-19. All the sessions are available on the Library YouTube channel.

### Change Management

During lockdown the Circulation and Shelving Staff ran an intense staff development reading program in which staff read a wide variety of articles on cutting edge library developments and the Horizon 2019 report. The staff had a series of questions to complete at the end of each article or report and they worked collaboratively in WhatsApp groups to complete each assignment. At the end of the program, the staff compiled a five page report in which they detailed the changes they propose for the Circulation and Shelving space. A key aspect of this change is that using the Library App students

are able to pay fines and check out books themselves. The work of the Circulation staff is therefore going to move towards teaching students how to use the App, answering questions about finding information and supporting students in completing assignments, rather than issuing books. The Circulation staff have re-imaged their roles, and in future they will be working on the floor of the various campus libraries engaging with students rather than behind a circulation desk.

### Ongoing Challenges and Areas of Development

An ongoing challenge for the Library is the continued maintenance of the Library space. On SWC the Library roof continues to periodically leak when it rains. At the exit to all the campus libraries there are 3M gates, which read the magnetic strips in books and alert staff if a book, is being removed from a library without having been checked out correctly. Many of the 3M gates are 15 years old and need to be replaced as they can no longer be repaired.

An area of development to look forward to in 2021 is the completion of the DFC Coffee Shop, as the lift will be installed early in 2021 and the Coffee Shop should be open to staff and students at the beginning of the second semester.

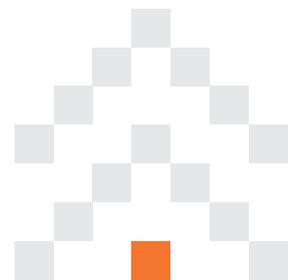
## 2. Operating Context

The Library was impacted by the onset of the COVID-19 pandemic from the beginning of the second quarter of 2020. This meant that some library services had to be adjusted in line with lockdown regulations. Despite the lockdown challenges, the UJ Library is well-positioned to fulfill its mandate to support teaching, learning, and research at UJ, by providing sustainable access to information in electronic and print formats, excellent client services, and state-of-the-art online events.

The Library offers the following services as part of its mandate:

- Access to academically sound information in print and electronic formats, to support teaching, learning, and research.
- Support in retrieving information relevant to academic work and research offered by a team of Faculty Librarians and Information Librarians.
- Training in making optimal use of the library facilities and services.
- Spaces to meet a variety of needs: Learning Commons, Research Commons, reading corners, 24-hour study spaces, meeting rooms, and tutor rooms.

- Limited Wi-Fi coverage in all campus libraries.
- An Institutional Repository for disseminating the research output of the University.
- Developing Library collections, including archival and special collection material that support the needs of students, academics, and researchers in collaboration with academic departments.
- Workshops, seminars, and public talks offering opportunities for students and staff to extend their involvement in academic discussions and debates.
- Bindery service.
- A MakerSpace in which students and staff can do 3D Printing, make prototypes of concepts they are researching or ideas they have for commercial development.
- The University Research Data Management platform is hosted by the Library and offers all researchers a digital platform on which to store, share and manage their research data.



## 3. Governance

The UJ Library reports to the Deputy Vice-Chancellor: Research and Internationalisation. The Executive Director of the Library is a member of the University's Executive Leadership Group, as well as of Senate.

- a) **The Management Committee.** The committee consists of the Executive Director, two Directors, Manager Operations and Quality Assurance, Manager Technical Services, Manager Library Systems and IT, Manager Client Services, Faculty Librarian Research, Coordinator Special Projects, Campus Librarians, Circulation Team Leaders, the Faculty Librarians, the Information Literacy Librarian and section heads for Archiving, Bindery, Shelving, Cataloguing, and Acquisitions. The committee met bi-monthly to ensure smooth communication during the lockdown period.
- b) **Executive Management Team.** The Executive Management Team is made up of the Executive Director; two Library Directors; Manager Operations and Quality Assurance; Manager Technical Services, Manager Library Systems and IT, and the four Campus Librarians. The team met weekly.
- c) **The Library Task Teams.** The task teams consist of a task team leader and its members. Each staff member belongs to one task team. The task teams are project-based and the projects form part of the Library's strategic plan.
- d) **Staff Quarterly Engagements.** All the Library staff participates in this interactive meeting. This is an opportunity for the Library Executive Director to update all staff about progress in strategic issues and to discuss future plans with staff and ask them for their input on decision-making. To improve communication and staff engagement during the lockdown period, staff engagement meetings were held monthly.

### 3.1 Library management structure

#### a) Directorate

- Professor Maria Frahm-Arp, Executive Director
- Ms. Nomoya Mahlangu, Director Research and Innovation
- Ms Alrina de Bruyn, Director Marketing and Events

#### b) Campus Librarians

- Ms. Santha Geduld, Auckland Park Kingsway Campus Library
- Mr. Kenneth Chinyama, Doornfontein Campus Library
- Ms. Moipone Qhomane-Goliath, Soweto Campus Library
- Mr. Frederick Mavhunduse, Auckland Park Bunting Road Campus Library

#### c) Managers

- Dr. Pieter Hattingh, Specialist ILMS (Integrated Library Management Systems)
- Ms Janina van der Westhuizen, Technical Services
- Ms. Hettie Wentzel, Operations and Quality Assurance
- Mr. Hopewell Gwala, Special Collections, and Archives (Mr. Gwala resigned in October 2020)
- Ms. Happy Mphahlele, Client Services
- Ms. Ivy Segoe, Faculty Librarian Research
- Mr Michael Mokoena, Bindery
- Ms. Elize Du Toit, Specialist Librarian: Teaching and Learning

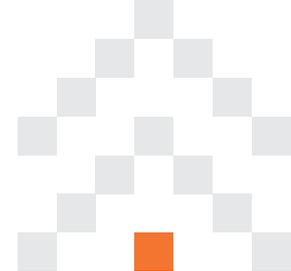
### 3.2 Advisory Committees

#### a) Library Advisory Committee

The purpose of the committee is to provide high-level advice and counsel to the Library on all matters relating to strategic planning, policy development, collections, and services offered to library clients. It also serves as a communication and consultation forum between the Library and the University. The committee did not meet in 2020. Its existence and membership will be reviewed in 2020.

#### b) Special Collections Advisory Committee

The purpose of the committee is to provide advice and counsel to the Library's Archives and Special Collections division on all matters relating to aligning the policies and collections of the division to the university's vision. The committee did not meet in 2020 and its membership is due for a review in 2021.



## 4. Risk Management

The Library experienced several risks in 2020. The impact of COVID-19 also presented risks to the library and its services. The following risk areas were identified and managed, to allow the Library to achieve its goals and the institutional mandate to support teaching and learning, as well as other support functions:

- Maintenance of buildings
- Occupational safety and security
- Financial risks (add publishing costs and open access)
- Library information systems
- Library governance and compliance

Mitigating strategies and achievements are discussed in detail below.

### 4.1 COVID-19 related risks

#### a) Impact on Teaching and Learning and Research

When the pandemic hit the country in March, the library had to close its doors to protect staff and students from contracting the disease and to comply with the lockdown regulations. This meant that students could not take out library print material and had to rely on electronic information resources only. Undergraduate students could not access assignment support material from the library Reserved Collection. To mitigate the situation, the library scanned relevant chapters and made these available to access online. Thus, the library scanned a total of 8369 pages during the lockdown period. Face-to-face Training was soon replaced with online virtual training via Zoom, Blackboard, or Microsoft Teams. Librarians had to upskill themselves to be able to conduct training online. Some staff members and students experienced various technological challenges ranging from connectivity issues to limited data and lack of appropriate devices. Despite the above challenges, the library managed to train over 22 296 Undergraduate students and 6 806 Postgraduate students.

#### b) Working from Home Related Challenges for Staff

At the beginning of the lockdown period, everyone had to work from home. It was a challenging time for some library staff members, especially for the Shelving,

Bindery, and Circulation staff. This was because their jobs required them to work from the office as they deal directly with users and also because their jobs involved working with physical library materials.

Even though the majority of the library staff members' jobs could be done virtually, some of them also did not have technological devices to be able to work from home. Although the University reimbursed staff for data, some staff members had challenges with Internet connectivity and insufficient data and had to top up to be able to continue to provide services to academics and students. The highlighted risk was abated swiftly in the following ways:

- Staff members from Bindery, Shelving, and Circulation were involved in WhatsApp reading groups to upskill them in other areas of library work. This group teamed up with the Faculty librarians and the library student assistants to answer basic on-line queries during the lockdown.
- The Library bought Laptops for all staff whose work could be done from home, but did not have laptops.
- Data was provided to all staff who worked from home
- The Circulation staff members scanned requested assignment support material from the Library Reserved section and uploaded these on the Library management system. This meant that all the required reading for students, not available electronically was made digitally available to students in order to support their learning.

### 4.2 Maintenance of buildings

The following building and maintenance projects were completed in 2020:

- The Law Learning Commons has been closed off to non law students
- The Nadine Gordimer Auditorium carpet was replaced with wooden flooring
- The Laundry Room construction is in process this will enable the library to do all the laundry generated through our face-to-face events on site and will save the library money
- The level 3 kitchen cupboards have been installed freeing up the storeroom so that it can be used as an office space
- Geysers have been installed in kitchens on level 6 and 5
- The Emergency doors in the APB (2) and FADA (1)

Libraries were installed

- Both the APK and DFC Coffee Shops are completed
- Blinds were installed in The Glass Venue on level 3
- Tables and Benches were acquired for the area outside the APK coffee shop
- The intercom at the service entrance has been replaced (APK, level -2)
- Soundproofing in all the APK level 5 venues was completed
- Fire Detection for all the offices was installed (as per audit requirement)
- The lights on level 2 were moved in a new direction to ensure that the books are not too close to the lights, and were replaced with LED lights to adhere to the Health and Safety Audit report.

### 4.3 Maintenance and or Projects still to be completed and currently underway:

- The renovation of the storeroom into a new reception office on level 3
- The renovation of the Makerspace
- Renovation of the FADA training room
- FADA Library intruder alarm
- Installation of turnstile busser for the People with Disability (PWD) room on level 2 (APK)
- Renovation on Level 2 to create a room for the Minolta copy machine (APB)

### 4.4 24 Hour Area extensions progress

Students requested an increase in the library sitting space. Progress was made as follows:

- **DFC:** extension plans are being drawn up.
- **APK:** changes were made to combine the project room and 24-hour space. Additional furniture was bought and the seating capacity was increased from 120 to 280.
- **SWC:** The Learning Commons outside door to be used as an emergency door the same concept as at APK and we will be able to use it as the extended 24 hours.
- **APB** furniture is being moved to take away the casual seating and double the seating space with additional study desks.

### 4.5 Occupational Safety and Security

Occupational safety and security remains a crucial Library operation, because the

the library is one of the busiest operating spaces on campus. The Covid-19 pandemic meant that the library added more health and safety precautions to remain compliant with the set government regulations. However, the Lockdown period affected some of the key activities related to Library Safety and Security as follows:

- Health and Safety Drills
- Health and Safety training
- Covid-19 Task Team

#### a) Health and Safety Drills

The first round of Library drills was scheduled for late March. Unfortunately due to the national state of disaster and the subsequent lockdown which followed, no drills took place in the Library.

#### b) Health and Safety training

The lockdown limited training capabilities, as two of three courses require interaction and practical work. However, 14 staff was able to participate in blended learning training for the roles of the Safety, Health, and Environment Representatives during Lockdown Level 1.

#### c) Covid-19 Task Team

The Library established a Covid-19 Task Team to contextualise the virus and how it would affect the Library, its staff, and students. The task teams' mandate was to investigate ways in which to mitigate and minimise the spread of the virus by adapting processes and behaviour.

The task team put measures in place to protect staff (adapted from the Department of Health whilst the formalised UJ processes were being implemented). This included providing signage, procuring PPEs, and providing training to staff on how to wear masks, wash hands, use sanitizers, and how to sanitize their work areas.

Social distancing was adhered to in all libraries. The impact of social distancing allowed for limited available space, which was managed through an online booking system.

The Library recorded 4 Covid-19 cases, resulting from infections outside of the Library and UJ premises. The normal quarantine procedure was followed after diagnoses, as well as cleaning and sanitizing of the affected areas. These precautions helped to limit the spread of the virus across the libraries. Covid-19 procedures are ongoing during Lockdown Level 1 and will remain in place until the national state of disaster is lifted.

## 4.6 Library Governance and Compliance

### Health and Safety Audit

The APK Library was audited by MARSH and several findings were highlighted:

- A lack of smoke detectors in the venues, auditoriums, and office areas. These problems have been resolved

and the necessary equipment has been installed

- The heat from the lights that were too close to the books that could cause a fire: the light fixtures on the affected floors were changed. The books and the bulbs are now placed at the required distance from each other.

## 4.7 Financial Risks

Covid-19 added to the financial challenges that the Library already experienced. The University and the Library had to reorganize and refocus financial expenditure to better manage the demands presented by the pandemic. Staff and students had to be supplied with PPEs, laptops, and data. All these expenditures were not budgeted for. Annual increases in information resources subscriptions and the demands of the Fourth Industrial Revolution, both in terms of technology usage and staff development, continue to pose a financial

risk to the Library. To mitigate the financial challenges, the Library continued with its third-stream income-generating activities:

- Annual Library e-book Expo,
- The Library hires out its venues to departments within UJ and outside stakeholders. In this way, the Library generates an income and the UJ community has access to the wonderful venues maintained by the Library,
- International conference: “From Zero to Hero: Rising to the challenge in a time of crisis” in October 2020,

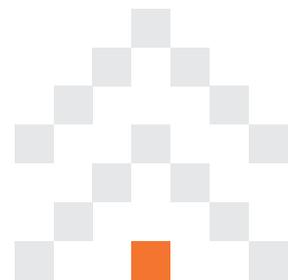
## 4.8 Information Technology Challenges during Lockdown

### a) Software and Systems

- Sierra Backups: after a power outage, when the generator did not kick-in or stably perform as it should have, backup issues arose with the NetBackup device located at the server room (APK, A-Ring3).
- Communications between the UJContent and Backup servers did not come back online again and had to be manually reinstated. Also, communications via the VPN and the backup devices were not restored, thereby complicating the monitoring and repairs. This meant that for a while there were no backups for the Institutional Repository. The risk associated with the frequent serious power failures at the UJ network room is serious. As of yet no report or plan for alleviating this risk has been forthcoming. The risk of a total disaster exists in all services that are run from the ICS network rooms. Cloud backups are however performing uninterruptedly, as expected.
- Databases: access issues have been experienced with several Databases, such as Westlaw International, Westlaw US, Scopus, and Wiley. The problems were caused by vendors making changes on their hosting platforms without informing the Library. Users’ personal devices also sometimes cause problems.
- Emails: complaints from various outside vendors that emails sent to Library Staff are not being received.

The Library experienced this on many occasions, e.g. with Innovative Interfaces, Binteq, Capira, Stackmap, EBSCO, Your Corporate AV Connection, and most recently, Formsite. Since the automated signature system was introduced by ICS, the email system is very slow and unresponsive.

- PCs and Laptops: faulty and expired devices from both staff and students presented challenges. Many expired PCs for students have not been replaced.
- Procurement process: the Library experienced challenges with the procurement processes. Perhaps the fact that Procurement did not operate as normal early in lockdown, contributed to the challenge. The new procedure where signed invoices need to be emailed to a generic “Accounts Payable” is not effective, as the email address did not work. Although this process was followed, Invoices have not been paid and numerous follow-ups had to be made. There are still various outstanding issues regarding procurement and non-payment of services.



## 5. Strategic Focus and Targets

### 5.1 Introduction

The University set six strategic objectives to drive Global Excellence and Stature (GES). To reach these objectives, the Library's primary strategic focus in 2020 was on the scholarship in the Library and the University. To this purpose, the Library, through the Scholarship Task team worked on several research papers, which sought to understand the impact of Covid-19 on staff and students. These will be completed and published in 2021. The focus for 2021 is on optimizing the services that the library offers and to demonstrate the Library's value to the University. This focus will be achieved in the following key strategic objectives:

- Improve the quality of what we do rather than doing more
- Collectively market all our services and offerings more effectively
- Improve staff expertise in using technology creatively and to its full potential
- Implement evidence-based decision making to measure value add
- Ensure that all positions are optimally aligned to give the best service and support to students and researchers

### 5.2 Highlights of the Library's Achievements for 2020 include:

The Library was able to achieve most of its goals in 2020, despite the challenges presented by the pandemic. Below are the main highlights for 2020:

#### Teaching and Learning

- Increased the number of students trained by 35%, from 16 461 in 2019 to 22 296 in 2020
- Increased the use of the Library Online Information Literacy Module from 222 100 to 232 584.
- Access to the library via its search engine Ujoogle increased by 3%
- The Chatbot ( Botsa) logged 87300 interactions
- The Library Innovative Hub had 76 pre-selected resources to support teaching and learning
- The Library Mobile App went live in 2020

#### Research Support

- Training for Postgraduate students increased by 193%, from 2319 to 6806
- The Research Navigator was launched, a tool that will assist Postgraduate students on their research journey
- The UJ Library has joined the Proquest Dissertation program
- The Open Journal System was launched

#### 4IR initiatives

- LibInsight, a statistical data collection and analysis tool was implemented,
- An electronic booking system was implemented to manage access to the library during Lockdown

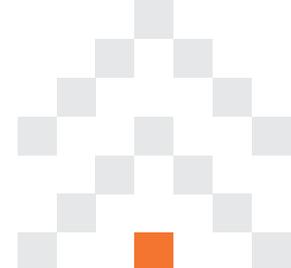
- 75% of the library's assets are uploaded on Asset Tiger, a cloud-based asset management tool
- Lean library, a plug-in browser was implemented to facilitate access to UJ resources
- The completion of the Library App which includes navigation to and through each library, a facility to pay fines, search all the catalogues and data bases, provide clients with updates of events, new collections and books, and the ability for all users to issue their own books via the App.

#### Collection development and usage

- The Electronic collection increased by 11% and the print by 4%
- Library database usage increased by 11% from, 5 092 451 in 2019 to 5 659 687 in 2020.

#### Events and community outreach Programs

- 224 online events were hosted
- The first UJ Library virtual conference was hosted in partnership with the Association of Commonwealth Universities (ACU) titled 'FROM ZERO TO HERO: Rising to the challenge in a time of crisis'
- TedexUniversityofJohannesburg was hosted online. There were eight speakers and the talks can be downloaded at <https://tedxuniversityofjohannesburg.uj.ac.za/>
- The UJ Library Makerspace printed 7000 face shields to support frontline staff during COVID-19
- An online Teacher-librarian seminar was hosted



### Maintenance-related

- The Library Coffee shops at APK and DFC campuses were completed
- The 24-hour study area at APK was increased from 120 to 280 seats.

### Staff development

- All Library staff were trained on Zoom and Microsoft Teams
- The Library undertook a Skills Audit project to upskill staff during the Lockdown period, to enable them to provide online training by using virtual platforms
- All Library staff belonged to a task team that encouraged learning and development
- Shelving, Bindery, and Circulation staff teamed up with the Faculty librarians to answer library queries through WhatsApp media

**Table 01:** Statistical Highlights( 2020 vs 2019)

2020/2019 Statistical Highlights			
Activity	2019	2020	% Increase
<b>TRAINING ATTENDANCE</b>			
Overall Library training	18 780	29 102	55
Undergraduate training	16 461	22 296	35
Postgraduate training	2 319	6 806	193
Online Infolit Module	222 100	232 584	5
<b>RESOURCES USAGE</b>			
Database usage	5 092 451	5 659 687	11
Ujoogle Library access	193 131	199 591	3
<b>COLLECTION GROWTH</b>			
Electronic collection growth	495 693	549 955	11
Electronic Database growth	302	311	3
Print collection growth	607 623	630 775	4
<b>OPEN SCHOLARSHIP</b>			
UJ IR Research Output	21 210	23 657	12
Items received via OROSS	1 970	2 247	14
ETDs received	1 076	1 191	11
<b>EVENTS HOSTED (2020)</b>			
Overall events hosted	165	224	36

## 5.3 Teaching and Learning Support

The Library used various mechanisms and channels to support undergraduate students. Online and face-to-face training sessions were offered to enable students to use the channels that were convenient for them. The Library also reached out to students through the presentation of various UJFM radio talks to promote the importance of using the Library and its resources. Through its various Task Teams, the Library strengthened the Library staff's skills in providing 21st-century Library undergraduate support services, such as implementing effective LibGuides and developing blended and online tutorials for students. In a nutshell, the Library's undergraduate support focus was the following:

- To create online training modules with self-help material (videos and podcasts)
- Informal training and support for students to find course reserve material at the circulation desk
- Implement the Library App to provide a customised service
- A Chatbot that answers students' questions immediately 24/7
- The implementation of the Learning Hub



*In the picture: FYS Library Orientation: APK*

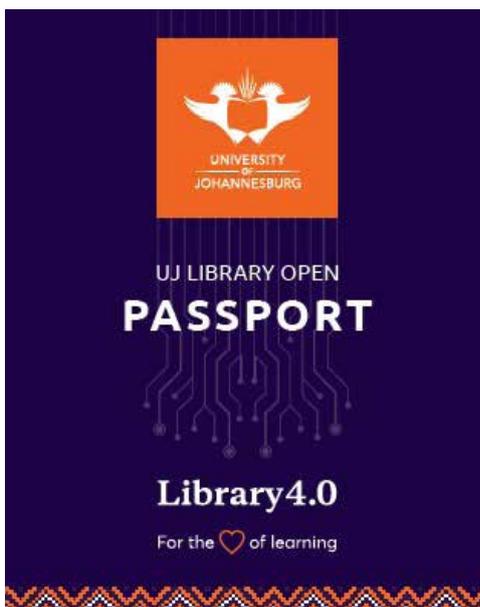
### 5.3.1 First-Year Seminar (FYS)

The FYS took place from 28 January to 31 January 2020. The Eight faculties participated in the FYS. Different programmes were planned for each faculty, which were conducted over the course of one day or the full four days of the FYS. In general, all programmes included a welcome session by either the Dean, Director, or HOD. The programmes comprised of academic activities and an introduction to the library services. The library services programme included an orientation presentation, integrated with the faculties' official orientation and library walk-about tours. These programmes were well received by academics and first-year students.

### 5.3.2 Library Open Passport

The Library created an open passport, aimed at new incoming students. This passport project was officially launched during the 2020 FYS. The purpose of this passport is to familiarise students with the library services, resources, and facilities. The process entailed new incoming students collecting a passport at the library, undertaking a self-paced library tour, and collecting passport stamps along the way.

UJFM invited the library to explain and promote the Open Passport project. The idea was well-received by the students.



*UJ Library Open Passport*



*APK Library: Elize Du Toit with the student who collected all his passport stamps*



*UJFM talks presenters with Elize Du Toit*

### 5.3.3 Undergraduate Training

#### a) Online Information Literacy Training

Due to the lockdown regulations, the library moved its training from face-to-face to online training. The training sessions were divided into different information literacy skills. The sessions were presented via the Zoom audiovisual conference platform. At the end of 2020, a total of 22,296 undergraduate students had received training as opposed to 16 461 in 2019; an increase of 35%. The increase is mainly due to the convenience presented by online training options, despite Internet connectivity challenges experienced by some students.

The online information literacy module has attracted the attention of various academic departments, which have subsequently made the module compulsory for their students. The online information literacy module is developed in an open web-based system. At the end of 2020, it received 223,212 views whilst in 2019 the views were 222 100. The increase in the online information literacy module usage is due to it being made compulsory in the Humanities and the Education faculties.

#### b) Audio-Visual Material Support During Lockdown

To meet students' needs during the lockdown, the Library developed a series of short electronic instructional videos, which covered the essential 'need to knows', so that students were able to use the library's electronic resources. These videos are accessible from the library website.

### 5.3.4 Assignment Support

The Library continued to find innovative and effective ways to provide assignment support to students through many platforms and channels, such as the Online Plagiarism Game, the Library Tutors, and continual

development and improvement of the Library LibGuides. These innovations are elucidated below:

#### a) Library Tutors

The Library appointed 13 tutors. The Library conducted a comprehensive training programme for the Library Tutors, which consisted of an in-depth tutor training session, which focused on orientating tutors in best tutoring practices. These tutors received library instructional training on the following:

- Using the library electronic resources: ranging from the online catalogue, locating a book, databases, LibGuides, and the general library website
- Search techniques and database searching
- WiFi set-up
- Blackboard functionalities
- Real-life scenarios: tutors were presented with real-life questions and information problems they might have to resolve and they were given the opportunity to demonstrate to the class how they would react and solve an information problem.

Due to Covid-19 and lockdown, the tutors were utilised to assist remotely with online queries via Whatsapp and through e-mails.

#### b) LibGuides and Ujoogle platforms

LibGuides continued to be an effective mechanism to provide subject-specific guidance to students, or to create guides on specific topics, e.g. Information Literacy, Research Support, and Plagiarism. There was a slight decline in the use of LibGuides as they decreased by 1 % from 721 844 to 712 796 in 2020. The decline is because this platform is used heavily during the face-to-face library training sessions. Students would then access these platforms in the Library training rooms. Thus during Lockdown, these exercise sessions were not feasible. However, library access through the Ujoogle library search engine increased by 3% from 193 131 in 2019 to 199 591 in 2020.

**Table 02:** Usage of LibGuides and Ujoogle platforms: 2016 - 2019

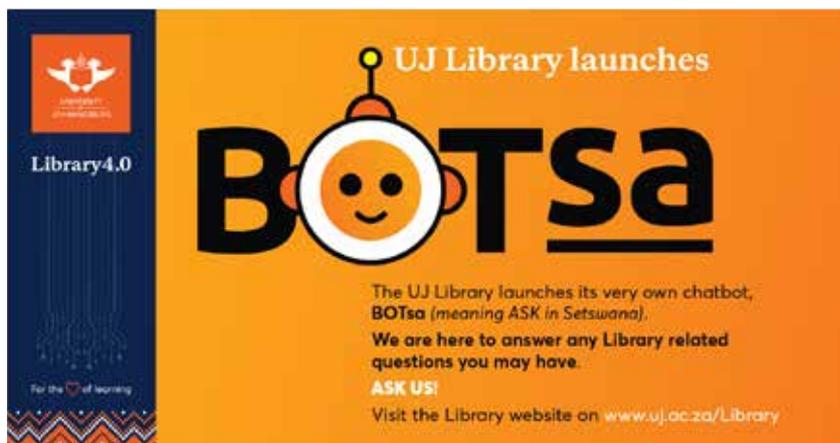
Platforms	2016	2017	2018	2019	2020	diff	%
LibGuides	169 960	379 285	591 924	721 844	712 796	-9 048	-1
Ujoogle	115 208	118 189	174 279	193 131	199 591	6 460	3



2020 Library tutors with Elize du Toit, the Info-skilling Librarian

### c) The Library Chatbot (BOTsa)

Through the chatbot, we introduced students and staff to the library’s whole range of useful resources. The chatbot is enhanced with links to our various resources (including our staff directory, our catalogue, and our online databases and reference tools). During the lockdown period, the chatbot was used extensively by students who asked all sorts of questions relating to various aspects of the university, such as how to apply at UJ. The Library has also extended its chatbot services to the UJ Internationalization department by incorporating the department’s Qs and A’s onto its chatbot. The chatbot is enhancing services within the physical library and it assists offsite users. What is more, the bot is providing this assistance in an extremely cost-effective manner. From January to December 2020, BotSA logged a total of 87300 interactions.





### d) The Innovative Learning Hub

The Library launched the Innovative Learning Hub to assist lecturers in using 4IR innovations like coding and virtual reality in their teaching. The Library's Blended learning task team developed an online Learning Innovation Hub, which is a catalogue of learning

'artifacts', such as 3D printing recipes, and podcasts for all disciplines. Lecturers search the catalogue according to their subject and specify what type of learning aid they are looking for, e.g. a virtual reality experience for Emergency Medicine students. To date, the hub has 76 pre-selected resources, which are included in the search engine.

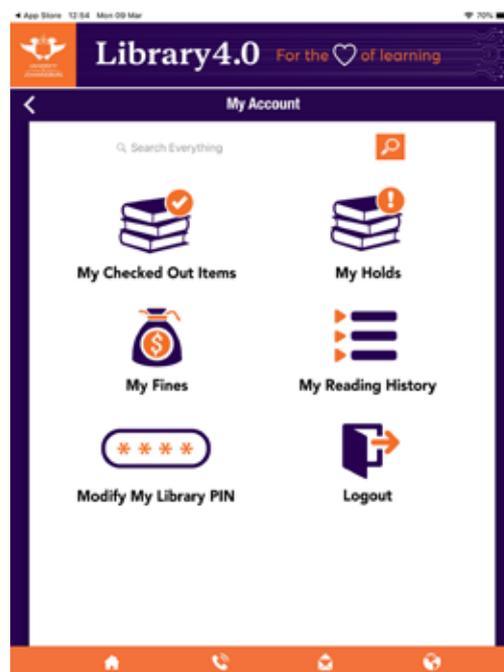
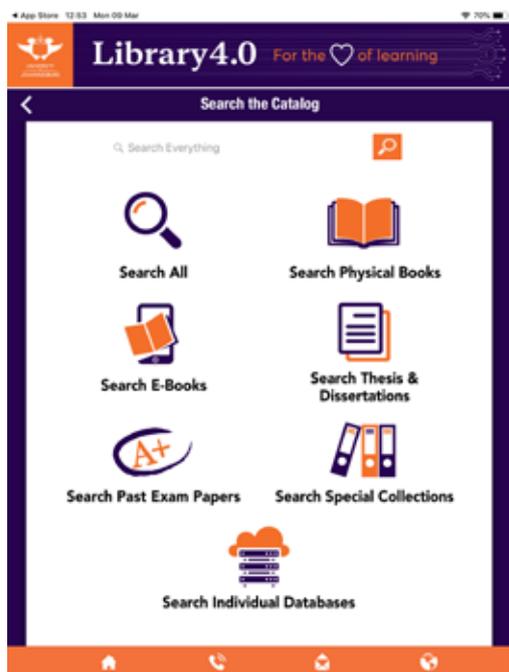
## 5.4 Technology Support for Teaching, Learning and Research

The Library continued to maintain and update Library technologies to bring a quality service experience to Library users, despite the various challenges presented by the lockdown restrictions. The following value-add IT developments and 4IR driven projects were implemented or enhanced in 2020:

### a) UJ Library's New Mobile App

To support and embrace the Vice-Chancellor's vision of a University that is fully embedded in the latest Industrial 4.0 Technology, the Library built an App with a difference. The Library app went live in February 2020. The app is 'a virtual library in your pocket'. It has various

functions from informing users when their books are overdue to enabling them to access all the Library's resources from their phones. The App is also meant to save students time from queuing for a PC at the Library Learning Commons and the Research Commons, as they can utilise the app to find what they need from the library. The Initial App with all features bought is operational and available in both the Google Play Store and the Apple Store. The only outstanding feature is the iBeacons. Because of the lockdown, it could not be shipped from Canada. As soon as we receive them early in 2021, they will be placed strategically, to broadcast relevant messages, as per the planning document.



The App features were customized according to the UJ brand (colours and logo)

### meeScan (Self Check and Fines Payments)

Capira is currently in the process of programming access to the meeScan App. This should be ready for testing early in 2021. The 5 meeScan Stations (one for each of the Library's Circulation Desks) have been installed on a "moveable desktop" that can be relocated if necessary. The demagnetizing units, book barcode scanners, Proximity Card Readers, and iPads have been programmed and configured to operate via UJ's network. Connection with meeScan in the Cloud was

established and the Selfcheck service via the station was successfully tested. If we are satisfied with the SelfCheck and Payment features and sign off on them, Binteq will request Google and Apple to publish the live meeScan App in their stores. As of early 2021, Capira will then also offer these features by seamlessly accessing the meeScan App. (Patrons will have to download the meeScan App for the 1st time, but the link will take them directly to the download page/store).

## StackMap and Explore

The StackMap & Explore services are available via Capira, but will also be accessible as standalone services via a Touch Screen at the entrance of each Library. These services will also be accessible from the Library's web page. See: <https://ujohannesburg.stackmap.com/explore/>

## b) Information Technology Projects undertaken in 2020

### LibInsight

The Library launched LibInsight in October. This is an effective tool for collaborative recording and analysis of library statistics and data points. It stores all library data in one platform and uses cross-datasets analytics to frame data-driven decision-making. This is an online, cloud-based system where employees submit monthly statistics. Instead of each staff member recording statistics on their own excel documents, this data is now stored in one place and it can be accessed easily for decision-making purposes.

### Library Booking System

Due to the Lockdown regulations, the Library had to implement an electronic booking system to ensure that the stipulated number of students use the library at any given time. By reconfiguring the existing "Program Registration" module, Patrons can book a session before visiting a Library.

Bookings can be limited by Library/Space, Patron type, and the number of seats available. Statistical information is available, i.e. Patron details, how many Patrons booked, and how many attended. The library can provide a list of visitors for each session.

### AssetTiger

The Library subscribed to AssetTiger, which is an online, cloud-based asset Management tool. All Library IT hardware are inventoried on this tool. With this subscription bracket it is possible to record 2,500 assets. Data can be retrieved per library, Department, and staff members, as well as per make/model and expiry date of assets. The Library is currently in the process of populating the system and it is +/- 75% done.

**ScaleFusion:** this is an online, cloud-based Mobile Device Management tool used to enroll, configure, manage and safeguard the 20x Samsung tablets remotely.

### The Library BIS

The Library secured the services of ICS to facilitate the implementation of automated reports and dashboards, that integrate different information sources for efficient and accurate statistical reporting. This innovation will enable the library to measure the return on investment on many of its services and resources. It will also demonstrate the impact that its services and resources have on teaching and learning and research. At present, access is still limited to the Sierra Disaster Recovery server on a testing basis. Upon confirmation

and completion of testing by BIS Staff, access will be re-configured to link to the live/production Sierra server. It is also important to note that this integration is not supported by the official Sierra vendor. The changes that need to be made to the configuration files on the operating system are fully reliant on the IT skills of the library staff.

### Special "COVID" Book Service

An online form on the Sierra Staging platform was reconfigured to offer a special, temporary Book service to academic staff during the early stages of the Covid lockdown. The academic staff could request specific books to be fetched from the shelves and kept at the Circulation Desk for collection. Alternatively, if they were not granted permits, they could request chapters from a book to be scanned and emailed to them.

**Renewals:** an automatic renewal of item records was implemented at the end of March 2020. This function enabled the automatic renewal of items issued to patrons according to the loan rules set up in Sierra, without human intervention.

**Tipasa:** the Library migrated to a new cloud-based request system from OCLC called Tipasa, administered by Sabinet. A new authentication method, namely SimpleSAMLphp has been put in place and the Interlibrary Loans landing page has been reconfigured. Currently, both old and new systems are being offered to patrons as migration is still in progress.

**Zoom** – Since lockdown, the Library has been on a steep learning curve concerning online meetings, events, and conferences. The Library IT staff acquainted themselves with the Zoom onlone communication platform structure and technology and have been providing the necessary support and training to Library staff, but also to non-library staff, e.g. the Research Office, and especially the Johannesburg Business School (JBS). The Library makes use of 500 webinar licenses (JBS uses two), as well as a "1000 Large Room" license and the necessary Pro licenses.

## c) Infrastructure Upgrades

### Software/Systems

Upgrades were applied to the Sierra software system, as well as system upgrades for the Disaster Recovery/ Test Site and the Live/Production site to the latest version, namely 5.2. All servers have been updated with their Dell Firmware and Operating System Patches. This was necessary to mitigate certain security issues that arose earlier in the year, especially regarding the remote management of the library hardware. This was even more important during the lockdown, as all functions were performed remotely and this could create a security risk.

### Hardware

- 5x 32" Screens were bought for the StackMap & Explore services that form part of the Library's App (Capira), but that are also standalone systems. As such, these systems will be offered on Touch Screens at the entrance of each Library. Patrons will be able to

see on which level/shelf a book is located, where key Library services and features are, as well as which PCs are available at the Research Commons in real-time.

- 4x 55" Screens were bought and installed (replaced old screens that are +- 9 years old) as part of an ongoing maintenance plan.
- 1x 80" Screen was bought for the new "Zoom Room" at APK, Nadine Gordimer Auditorium, level 5.
- Currently, a project is underway to refurbish the Nadine Gordimer Auditorium as a fully equipped "Audio-Visual Conference Facility". Cost +- R250, 000. Implementation to commence as soon as Procurement

has awarded the project to one of the vendors.

- 212x Dell PCs have been allocated to the Library by ICS. They will mainly replace the redundant models that expired in 2015 (Staff & Student). Technicians are currently in the process of installing the new PCs.
- 30x low spec/low-cost Dell Laptops were bought, configured, and issued to Staff.
- 20x Samsung Tablets were bought, configured (via ScaleFusion), and issued to Staff.
- 21x low spec/low-cost Dell Laptops to be bought, provided that necessary funds are available.

## 5.5 Research Support (Training and Workshops)

### 5.5.1 Research support during COVID-19

Like all other academic institutions around the world, COVID-19 descended on UJ and the closure of the library affected all students and academics. However, while our building was closed, the librarians provided virtual research support services. A suite of virtual services that were offered included:

- Delivery of electronic information to users
- Continued support for research data services
- Sourcing, where possible, open access books and e-versions of textbooks with multiple licenses to support research
- Facilitating access to physical books
- Virtual consultations on Zoom or Microsoft Teams
- Facilitating access to additional information and knowledge resources that are made available by publishers or vendors during the COVID-19 pandemic
- A programme of online postgraduate workshops

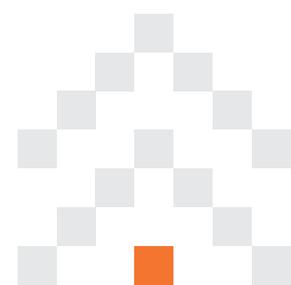
#### a) Transitioning to online research support

The library has long offered remote access to content, but supporting research remotely on a bigger scale was something new and required preparation, as well as a different way of offering services. Postgraduate students need to be able to access course materials from anywhere, on any device, with minimum hassle. Embedding access to the library resources directly into learning management systems (e.g. Blackboard) made it easy for students to find and access resources.

The marketing of library services to Faculties and students became critical. A monthly schedule of postgraduate workshops was continuously shared via email, on social media and the library website. In less than 5 days before the lockdown, several online 2-minute video resources were created to assist all undergraduates and postgraduates. The Library Orientation Pack was designed to assist the academics in their off-campus teaching and research. The guide is organized into three categories: library services, teaching support, and research support



How to find research done at the University of Johannesburg (UJ) by Tyson Mabunda (UJ Library)





Basic introduction to UJoogle by Madumella Mofokeng (UJ Library)

### b) The Research Navigator

The library launched the Research Navigator during the lockdown. It is an online preliminary source of information and guidance designed to assist postgraduate students as they begin or continue with their research journey. Each destination of the Research Navigator provides information on a specific stage of the research process and helps the students to map out their research paths.





The UJ Library and the Postgraduate School invite you to attend an online discussion on academic misconduct

**13-14 May are Academic Integrity Days.** The days are dedicated to promoting the values of honesty, respect and responsibility, and to addressing plagiarism. Please join **Prof Peter Teske (UJ Faculty of Science)** for an online discussion titled:

**Academic misconduct: how to ruin our own career in 12 easy steps.**

**Date | 13 May 2020**  
**Time | 11:00-12:00**

Please make your booking to attend: <https://forms.gle/n6gerCzDpWvehDgL6>

The discussion will be followed by **online workshops on academic writing and referencing.** To find out more about the workshops and to book your place please visit this link: <https://sites.google.com/view/ujacademicintegritydays2020/home>

Queries may be forwarded to [pmokati@uj.ac.za](mailto:pmokati@uj.ac.za)

### c) Academic Integrity days

2020 marked the 3rd annual Academic Integrity Week. This came about because a collaboration between the library and the postgraduate school. On the 13th and 14th Of April, issues related to responsible academic conduct were discussed. On the 13th, Prof Teske (Faculty of Science) delivered an online talk titled Academic misconduct: how to ruin our own career in 12 easy steps. The online talk was joined by 103 participants. On the 14th, several workshops were held to assist the postgraduates to learn more about upholding the principles of academic integrity and how to avoid plagiarism. The titles of the workshops were:

- Integrating and acknowledging sources
- Characteristics of academic writing
- Save time and reference properly: an introduction to RefWorks
- Mendeley for intermediate users

### d) Postgraduate Open Days

The Postgraduate Open Days were held shortly before the lockdown started. The first session was held at

the Kingsway Campus on 25 February. The second session followed on 27 February and it was held at the Doornfontein Campus. The UJ Library and the Postgraduate School are the proud hosts of this annual event. The Postgraduate Open Days are aimed at laying the foundation for what lies ahead, by introducing the students to the different research support services further helping them to settle into their postgraduate life quickly.

Guest speakers included Dr. Pia Lamberti (Research Capacity and Development), Dr. Richard Devey (Statistical Consultation Services), and Mrs. Dudu Mbatha (Postgraduate School funding). Prof Teske (Faculty of Science) shared strategies for managing the scientific writing process. Prof Patrick Ndugu (FEBE) and Prof Chris Stein shared some valuable reflections on their research journeys.

### e) Postgraduate Online training

The library has been offering a monthly schedule of online postgraduate workshops since March 2020, due to Covid-19. The number of students that attended these workshops was higher than the number that we



*Ivy Segoe (Faculty Librarian Research) sharing the top 10 things that the postgraduate students need to know about the library*



*Prof Patrick Ndugu sharing his research journey experiences with the postgraduates*

received during the contact sessions the year before. In 2020 6 806 students attended workshops compared to 2 319 in 2019, an increase of 193%. The postgraduate students showed a preference for online workshops and some of the reasons given were:

- The students do not have to drive to campus
- The workshops are convenient for the students and allow for flexibility
- Online workshops provide for more comfortable learning environments
- The workshops have helped to improve the students' technological skills.

## 5.6 Scholarly Communication Services

### a) Open Journal System

The library launched the Open Journal System (OJS) platform on 20 May. It is an open-source solution to managing and publishing scholarly journals online. It has been designed to reduce the time and energy devoted to the administrative and managerial tasks associated with editing a journal, while improving the record-keeping and efficiency of editorial processes. It seeks to improve the scholarly and public quality of journal publishing through several innovations, including enhancing the reader experience, making journal policies more transparent, and improving indexing. Currently, the OJS platform hosts 5 journals.

**Journal of Digital Food, Energy & Water Systems**

The *Journal of Digital Food, Energy & Water Systems (JD-FEWS)* is a peer reviewed bi-annual publication that publishes recent and innovative deployment of emerging digital technologies in Food, Energy and Water Systems. Food, energy and water reso ...

[View Journal](#) | [Current Issue](#) | [Submissions](#)

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**Journal for the Study of Religion**

The Journal's main area of interest is the phenomenological and comparative study of the diversity of religions, religious traditions, and the religious movements and formations of Southern Africa. Since we foster the equal recognition of all religions, research on the preva ...

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**SAIEE Africa Research Journal**

The SAIEE Africa Research Journal of the South African Institute of Electrical Engineers, is an accredited, peer-reviewed research journal published quarterly, covering research in all fields of electrical engineering. It is the only peer-reviewed Journal in the local electric ...

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**The Thinker**

*The Thinker* is a 'hybrid' journal, publishing both journalistic pieces with more academic articles and contributors can now opt to have their submissions peer reviewed. We welcome Africa-Centered articles from diverse perspectives, in order to enr ...

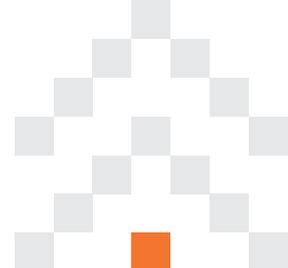
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**Journal of Construction Project Management and Innovation**

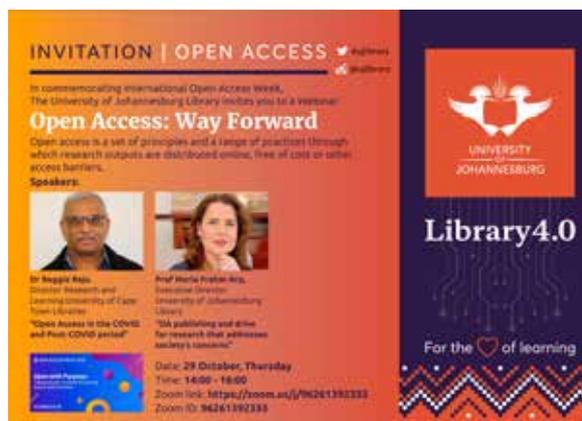
The *Journal of Construction Project Management and Innovation* covers the following topics, although it is not limited to these: Construction project management; Project management; Design and construction management processes; Housing and infrastructure d ...

[View Journal](#) | [Current Issue](#) | [Submissions](#)



## b) Open Access Seminar

Open Access remained an important part of the library activities and services. In 2020 several workshops were presented on the topic. Prof Saurabh Sinha and Prof Maria Frahm Arp were among those who presented, along with two UJ Library staff members, Thapelo Mashishi and Mutali Lithole.



## c) Research Data Management (RDM)

Data is the new oil, and research data is an important tool to researchers, universities, and members of the public. Research funding agencies and publishers promote and enforce open data sharing, which every researcher and research institution should comply with. In 2015, the NRF issued an Open Access mandatory statement: “The data supporting the publication should be deposited in an accredited OA repository with the provision of a Digital Object Identifier (DOI) for future citation and referencing”. RDM facilitates the sharing of research data and where appropriate the re-use of data. This can therefore foster collaborative practices among researchers, which will help to maximize the financial and intellectual benefit of research data collected, thus making the most cost-effective use of public funds.

The University of Johannesburg Library has implemented and rolled out RDM services to the UJ Community from February 2020. The UJ Research Data Repository (UJ DR) <https://repository.uj.ac.za/research-data> is the university’s Open Access Data Repository, which collects research data/raw data/datasets, made available in various formats or forms collected, observed, generated, created, and obtained during the entire course of a research project. Currently, 10

datasets are publicly accessible on the DR.

The Library has offered a series of online RDM training sessions during the Covid-19 lockdown and reached over 800 UJ researchers and postgraduate students in 7 months. Training became an essential service, because UJ DR is a self-submission system that has multiple research data support functionalities, and also guides researchers on FAIR Data Principles (Findable, Accessible, Interoperable, and Reusable).

## d) New OROSS

The Online Research Output Submission System (OROSS) is a basic online system for researchers to capture their research output. OROSS is an initiative by the University’s Top Management, to ensure that all UJ’s research output is considered for DHET accreditation and archiving in the UJ Institutional Repository (UJ IR). Researchers submit their research output online. The Faculty Coordinator receives a copy for processing via RIMS (InfoEd) and forwarding to the DHET, and the Library simultaneously receives a copy for archiving in UJ IR upon a copyright check by the UJ copyright officer. The UJ Library, Research Office, and ICS have completed the development of a new version of the OROSS system, which will be implemented in February 2021.

### e) Proquest and Electronic Theses and Dissertations (ETDs)

The University of Johannesburg (UJ) has joined the ProQuest® Dissertations & Theses publishing program and will now contribute its graduate students' dissertations and theses to the ProQuest Dissertations & Theses Global® (PQDT) database, the leading source of completed research from universities around the world. Through publication in PQDT, UJ's graduate students will gain even more international visibility and recognition for their research achievements. Dissertations and theses often provide the most up-to-date research on a particular subject and are crucial to the global academic community. Currently, millions of researchers at more than 3,100 universities from around the world have access to the thousands of dissertations and theses that have been completed at UJ. "The University of

Johannesburg is focused on producing research that addresses societies' challenges – and many of our PhDs are at the cutting edge of this research.", Professor Maria Frahm-Arp, Executive Director of the Library and Information Centre at UJ, has stated.

### f) LEAN Library

LEAN Library is a browser plug-in that detects when a user opens a website with licensed material, which the library has access to. It automatically notifies the client that the library has access to the information and provides a link to the information. The reason the library decided to buy LEAN Library was to redirect users from Google to the library subscribed databases. Users prefer using Google, because of its user-friendly interface that connects them to most other sites where they can find information. With LEAN Library, they get connected directly to the library databases they have full access to.

## 5.7 UJ Library Archives and Special Collections

The Archives and Special Collections continued to provide research support services to researchers and students, while also focusing on preserving research material, by digitising collections for future accessibility, in line with the vision to implement Fourth Industrial Revolution technologies for better service delivery. To achieve this purpose, the Library embarked on the Digital Archives Project in 2020.

### Digital Archives Project

Figshare was selected as the platform to create the UJ Digital Archives, because more and more academic institutions are using it. It was logical to merge RDM and Archives and the fact that we had already purchased a Figshare license was a cost-effective decision. As part of the project, the Power and Gender Collection with a total of 1168 items (1065 film slides/negatives and 64 pictures) was digitized internally. A total of 82 films were migrated from obsolete film reels. Through the project, about 312 items were uploaded on the UJContent platform for easy access.

## 5.8 Building the Digital Library Collections

The Library continued to develop a strong collection of digital information sources as part of its strategic focus. The collection consists of electronic databases and e-books. The focus of Collection Development in 2020 was on strengthening the research collection to support the University's postgraduate students and researchers. The Library, therefore, acquired multiple ebook collections and backfiles. The following are some of the research collections that were bought:

**Table 03:** Growth trend: print and electronic collection

Collection type	2015	2016	2017	2018	2019	Diff: 2018/2019	%
Print	588 211	587 746	595 991	599 819	602 779	42 460	7
Electronic	280 453	298 297	314 586	452 637	506 157	53 520	12

## 5.9 Library Online Book Expo- to facilitate the Selection of E-books

The Online Expo is an annual event organised by the Library to encourage the purchasing of relevant information sources for the UJ Library at cheaper prices, negotiated with the suppliers. A total of 133 e-book collections were purchased at a value of R23 041 872, 17. 41% of the amount allocated to faculties for books was spent during the expo. A total of 12 012 new individual e-book titles were ordered from these collections.

The Library saw an opportunity to improve the ordering experience by hosting the whole expo process on Nevada. The Acquisition team created a 'How to order' YouTube video as extra support to users during the COVID-19 lockdown and beyond.

## 6. Statistical Report

The compilation and analysis of library statistics were done to describe and monitor the collections and use of services in the Library; determine trends and development areas and demonstrate the impact of the Library services on the University.

The Pandemic and the subsequent closure and limited access to the library affected the usage of some library facilities and services. However, the impact on the usage was not as severe due to the preparedness level of the library in terms of digital services and 4IR technologies that were already in place before the onset of the pandemic. In 2020 there was an increase in the library’s key service areas despite the challenges presented by the pandemic. Below is a statistical overview of the library usage statistics.

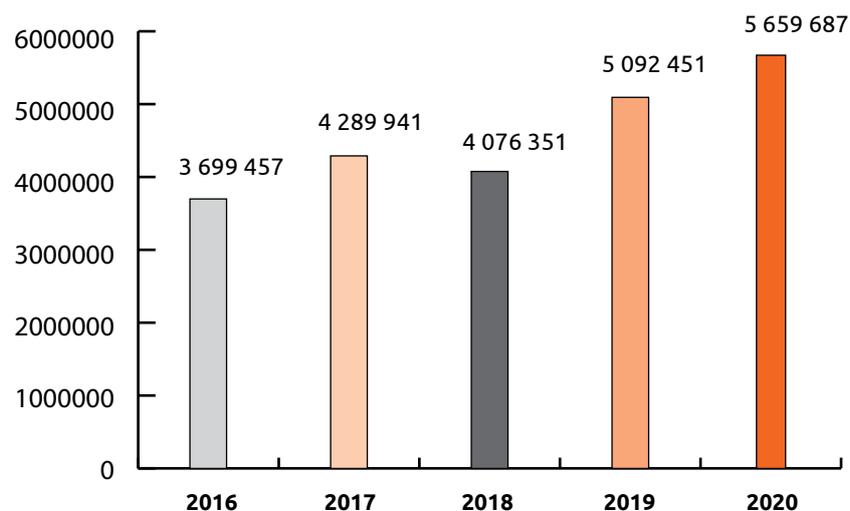
### 6.1 Usage of the Database Collection

the uj library provided access to 311 electronic databases during 2020, as compared to 302 in 2019. the use of the electronic databases increased by 11%, from 5 092 451 in 2019 to 5 659 687 in 2020.

**Table 04:** Database Usage Trend: 2016-2020

2016	2017	2018	2019	2020	Diff	% 2019 vs 2020
3 699 457	4 289 941	4 076 351	5 092 451	5 659 687	567 227	11

**Library Databases usage 2016-2020**

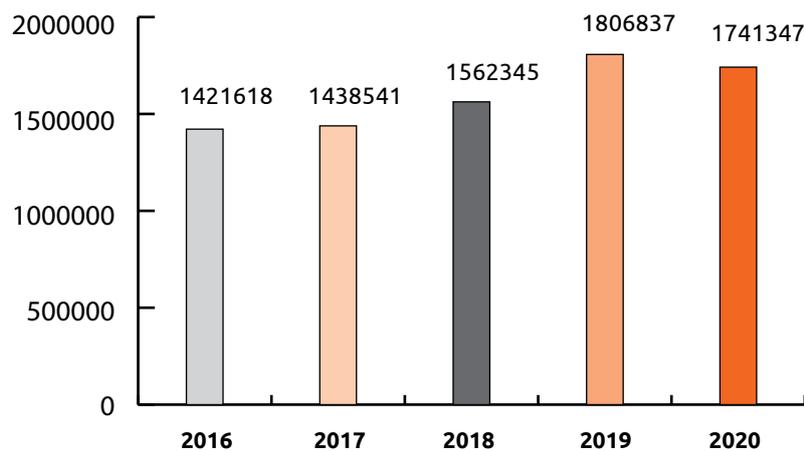


### 6.2. Visits to the Libraries

Due to the Corona Virus Pandemic and the subsequent closure of the library in March, physical visits to the Library were minimal. The Library operated from an online space and provided all services virtually. There was only a 4% decline in the virtual library visits. This is a minor decline considering that 2020 was not a normal academic year. This scenario shows that the Library’s strategic goal of reducing face-to-face services has been successful and that staff and students were comfortable with virtual library visits and services. The Ujoogle Library access platform’s usage increased, despite the decline in other access points. This could be because this platform searches information across all library databases. It does not matter whether one can or cannot use a particular database, the Ujoogle search engine can collate search results from various information sources.

**Table 05:** Library Visits 2016-2020

Library Visits	2016	2017	2018	2019	2020	Diff: 2019/2020	%
<b>LibGuides</b>	169 960	379 285	591 924	721 844	712 796	-9 048	-1
<b>Ujoogle</b>	115 208	118 189	174 279	193 131	199 591	6 460	3
<b>Webaccess</b>	1 136 450	941 067	796 142	891 862	828 960	-62 902	-7
<b>Total</b>	1 421 618	1 438 541	1 562 345	1 806 837	1 741 347	-65 490	-4

**Library Overall Virtual Visits 2016-2020**

## 6.3 Use of the Book Collection (print and electronic)

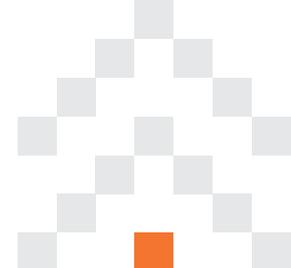
In 2020, overall print and electronic book usage decreased by 58%. Print usage decreased by 81%, whilst e-book usage increased by 120%. The Springer database statistics for 2019 and 2020 were excluded from the report because they skewed the overall usage of e-books. Springer moved from counter 4 to counter 5 compliance reporting last year and that makes a big difference in the numbers. Although limited access to the library during the Lockdown period exacerbated the decline in the print collection, the decrease in print collection usage is in line with global trends in which digital material is preferred to print material.

**Table 06:** Use of the Book Collection (print and electronic)

Collection type	2017	2018	2019	2020	Diff: 2019/2020	%
<b>Print books</b>	431 945	383 711	290 991	54 644	-236 347	-81
<b>E-books (without Springer for 2019 &amp; 2020)</b>	453 233	433 569	138 951	305 123	166 172	120
<b>Total</b>	885 178	817 280	429 942	359 767	-70 175	-16

## 6.4 Collection Development

In 2020, 52% of the total collection was available in print format, whilst 48% was available electronically. There is a consistent and focussed decline in the acquisition of print collections and an intentional increase in acquiring electronic resources. The Library maintained all current subscriptions and increased the holdings with 81955 titles, as compared to 203203 titles in 2019. The focus for the development of the collection was on growing the electronic collections. The e-book expo, which allows the Library to buy many books from a publisher at one time, made it possible to negotiate significant discounts, enabling us to buy many more titles.



### Collection Growth :2020

2020 Print Collection		2020 E-Collection	
APB-Books	29698	E-Books (Single titles)	139,325
APK-Books	358750	E-Books (Titles part of collection)	249,058
DFC-Books	79293	Journal titles with full text access on databases	125,523
FADA-Books	26893	Current journal titles-electronic (individual titles)	1,232
SWC-Books	41777	Vital Content	34,817
Books Storage (on site)	54666		
Books Storage (off site)	14120		
Journals	275		
<b>Total P-Collection</b>	<b>605472</b>	<b>Total E-Collection</b>	<b>549955</b>
<b>% P-Collection</b>	<b>52</b>	<b>% E-Collection</b>	<b>48</b>
		Total UJ Collection 2020	1155427
		Increase of collection (number of titles)	56955
		Increase of collection (%)	5
		Increase in p-collection (number of titles)	2693
		Increase in p-collection (%)	0
		Increase in e-collection (number of titles)	54262
		Increase in e-collection (%)	11

### a) Electronic Collection

This collection includes both the electronic journal collection and e-books. The Library strove to provide access to as many full-text electronic sources as possible. The marked growth in the electronic collection was a result of the e-first policy. The increase from 2019 to 2020 is 11%, from 503 772 in 2019 to 549955 in 2020.

**Table 07:** Details of the Electronic Collection and Growth Trends

Collection type	2016	2017	2018	2019	2020	Diff	% 2019 vs 2020
Single titles	33 394	37 732	77 873	109 912	139 325	29 413	27
E-books in collections	175 292	167 315	253 938	228 866	249 058	20 192	9
Journal titles with full text access in databases	106 508	105 235	116 375	126 895	125 523	-1 372	-1
Individual e-journal titles	1 103	1 133	1 166	1 275	1 232	-43	-3
<b>Total e-book collection</b>	<b>298 297</b>	<b>311 415</b>	<b>449 352</b>	<b>495 693</b>	<b>549 955</b>	<b>54 262</b>	<b>11</b>

**Table 08:** Growth of the Database Collection (2016 - 2020)

Types of databases	2016	2017	2018	2019	2020	Diff	% 2019 vs 2020
Abstract databases	16	9	11	11	11	0	0
Full text databases	134	127	172	182	189	7	4
E-book databases	18	18	20	21	21	0	0
Bibliographic databases	23	22	23	23	23	0	0
Reference databases	15	11	12	13	13	0	0
Other databases (Incl. Access Tools)	24	29	30	52	45	2	4
<b>Total</b>	<b>230</b>	<b>216</b>	<b>268</b>	<b>302</b>	<b>311</b>	<b>9</b>	<b>3</b>

# 7. Employee Profile

## 5.1 Staff Composition per Peromnes Levels

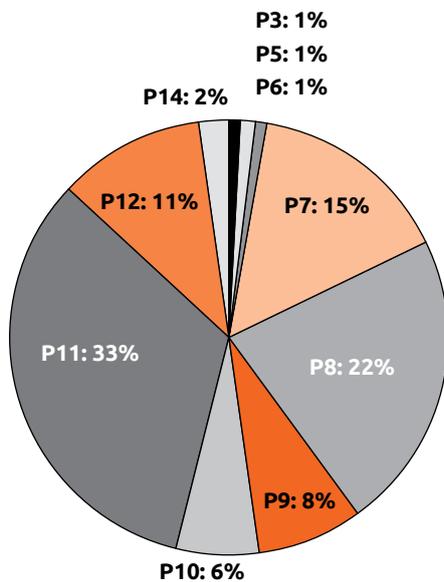
The UJ Library has 145 permanent positions. As of 31 December 2020, the Library had eleven vacant positions. No appointments were made in 2020 due to the Lockdown period.

The majority (54%) of permanent staff are between Peromnes Levels 11 and 8, with 56% of the staff component being female. The equity profile is as follows: 73% Black, 5% Coloured, 3% Indian, and 19% White.

**Table 09:** Library Staff Peromnes Profiles

Peromnes level	Number of positions	Percentage
P3	1	1
P5	2	1
P6	1	1
P7	21	15
P8	32	22
P9	12	8
P10	9	6
P11	48	33
P12	16	11
P14	3	2
<b>Total</b>	<b>139</b>	<b>100</b>

**Staff Composition per Peromnes Level**



## 7.2 Staff Turnover (Appointments, Resignations and Retirements)

### 7.2.1 Permanent Positions

As mentioned above, in 2020, no appointments were made, due to the Covid-19 lockdown. There were 11 vacancies as of 31 December 2020 with a total of 3 resignations. Two staff members retired and one staff member passed away, Mr Musa Masikane . May his soul rest in peace.

We would like to thank the following staff members who retired in 2020 for the excellent work performed during their tenure at the UJ Library: Jackson Selemela (Library Assistant) and Owen Mabunda (Library Shelver).

### 7.2.2 Temporary Appointments

The Library appointed student assistants and tutors to assist in the work of the Library and to expose them to the responsibilities linked to employment. The student assistants helped at the service points in the various libraries and the tutors provided support to undergraduates. In 2020 the Library appointed staff to work on the OJS, The Thinker Magazine and the Library Chatbot. Consultants were also appointed to provide expert services in the Library Archives and Special Collections. Several interns were employed to work in the growing events and marketing department, as well as administrative assistants. Student assistants and general assistants were also employed to work on various projects in the Library.

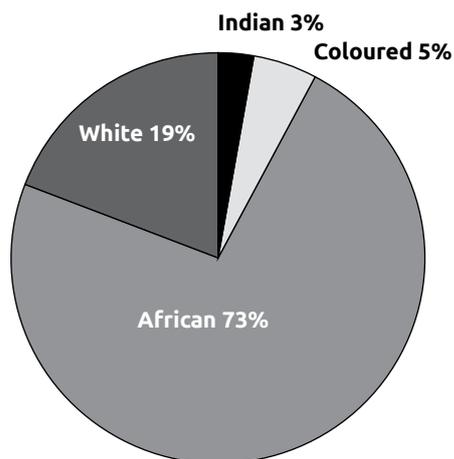
Appointments made were as follows (includes repeat appointments):

- 5 Full-day Interns and Administrative assistants, appointed against the Reserve Fund from third stream income generated.
- 17 Full-day appointments against permanent posts.
- 7 Student assistants
- 14 Tutors funded by the Library
- 18 Consultants

### 7.2.3 Equity Profile

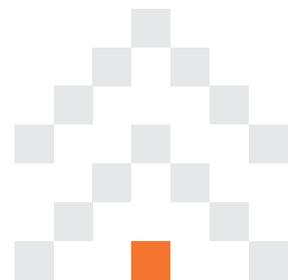
#### Race Equity Profile

On 31 December 2020, 82% of the permanent library staff was from the designated groups. See figure 6 for details:



**Figure 06:** Race equity profile

**Table 10:** Equity Profile – Race trend



Category	2017	%	2018	%	2019	%	2020	%	Trend
African	97	69%	100	70%	101	72,66	98	73	↑
Coloured	7	5%	7	5%	7	5,03	7	5	=
Indian	3	2%	3	2%	3	2,15	3	3	=
White	34	24%	33	23%	28	20,14	26	19	↓
<b>Total</b>	<b>141</b>	<b>100%</b>	<b>143</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>134</b>	<b>100</b>	

Table 11: Equity Profile – Gender Trend

Gender	2017		2018		2019		2020		Trend
	Number	%	Number	%	Number	%	Number	%	
Female	82	58%	83	58%	77	55,39	75	56	↑
Male	59	42%	60	42%	62	44,60	59	44	=
<b>Total</b>	<b>141</b>	<b>100%</b>	<b>143</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>134</b>	<b>100</b>	

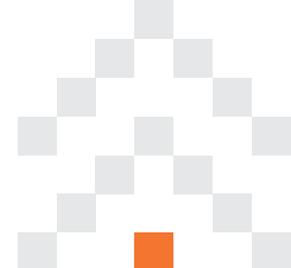
## 7.3. Staff Development

### 5.3.1 Conference Presentations, Publications and Qualifications

In 2020, Library staff members presented papers at various conferences and seminars, published articles in peer-reviewed journals, and completed professional qualifications relevant to their areas of work.

#### b) Conferences

Presenter	Conference	Title of the presentation
Prof Maria Frahm-Arp	Association of Commonwealth Universities Webinar. 3 June.	"Re-Imagining a Library during COVID-19". Academic Libraries' Responses to COVID.
Prof Maria Frahm-Arp	LIASA-Sabinet Webinar. 3 August	"ILL and a World in Transition".
Prof Maria Frahm-Arp	South African Book Fair Online. 11 September.	<i>Academic Textbooks, Decolonisation and Open Access</i>
Prof Maria Frahm-Arp	UJ TEDx Online. 28 August.	<i>Re-shaping your Future when your World is Turned Upside Down.</i>
Prof Maria Frahm-Arp	FROM ZERO TO HERO: Rising to the challenge in a time of crisis (14-15 September 2020)	<i>Rising Stronger: Leadership during a Global Shift in Education</i>
Lizette van Zyl and Catrin ver Loren van Themaat	FROM ZERO TO HERO: Rising to the challenge in a time of crisis (14-15 September 2020)	<i>Working with and Mentoring Tutors Online</i>
Madumella Mofokeng and Ivy Segoe	FROM ZERO TO HERO: Rising to the challenge in a time of crisis (14-15 September 2020)	<i>Transitioning to online training experiences and reflections</i>
Pavlinka Kovatcheva	FROM ZERO TO HERO: Rising to the challenge in a time of crisis (14-15 September 2020)	<i>Innovative Learning Hub: New places roles and skills for academic support</i>



### c. Workshop/Seminar Presentations

Presenter	Workshop/ Seminar	Title of Presentation
Prof Maria Frahm-Arp	The Changing Role of Teacher Librarians and Digital Literacy within a COVID-19 World (7- 8 September 2020)	Welcome address and an overview of the UJ Library and the School community project
Prof Maria Frahm-Arp	The Changing Role of Teacher Librarians and Digital Literacy within a COVID-19 World	"The Changing Landscape of Education following COVID-19".
Mr. Thapelo Mashishi	Open Education Resources: UJ Library (22 October 2020)	Copyright, e-Textbooks, and Covid - The University of Johannesburg experience
Ms. Mutali Lithole	Open Science and Open Data: UJ Library (27 October 2020)	UJ Research Data Management: an Overview
Prof Maria Frahm-Arp	Open Access Way Forward: UJ Library (29 October 2020)	OA publishing and drive for research that addresses society's concerns
Mr. Tyson Mabunda	Open Access: UJ Library (15 October 2020)	Research Visibility - Open with Purpose: Strategies for making your research Open Access
Pavlinka Kovatcheva, UJ Faculty Librarian: Science	Open Access: the experience of UJ Librarians (13 October)	Open Access for Research: A Librarian Overview
Ester de Broize, UJ Faculty Librarian CBE	Open Access: the experience of UJ Librarians (13 October)	Article Processing charges: UJ Library Support
Lizette van Zyl & Catrin ver Loren van Themaat - UJ Law Librarians	Open Access: the experience of UJ Librarians (13 October)	Open Access: a legal perspective

### d. Qualifications

Staff member	Qualification
Brumilda August	National Diploma in Early Childhood Development. Qualified Moderator and Assessor
Dorcas Rathaba	Master of Commerce in Business Studies. UJ
Jacob Mannathoko	Bachelor of Information Science. UNISA
Keeve Tlabane	Bachelor of Information Science
Phaello Mokati	Postgraduate Diploma in Library and Information Science
Pitso Ramatlotlo	MCom in Local Economic Development
Precious Shabalala	Introduction to Psychology (UJ Coursera)
Stanley Modau	Bachelor of Information Science. UNISA
Timothy Valoyi	BA Information Science. UNISA

## 7.4 Staff development and the Task team Projects

The onset of COVID -19 and the restricted access to the University meant that the Library had to focus on upskilling and reskilling of staff across the board, to ensure continuous provision of services online. For instance, the Library ran a three-month-long reading program for all staff to upskill them. In WhatsApp groups, the circulation and shelving teams studied articles and the Horizon 2019 report. The result of this

was a full skills audit, which staff requested, designed, and ran. The circulation team has redesigned their roles in line with 4IR. Senior staff designed and ran a comprehensive staff upskilling program with online training programs to fill the gaps identified by the audit. One staff member, who is only a P11 assistant in the archive designed a whole LibGuide on using the archives on his smartphone.

## Task Teams

Task teams were one of the major contributions towards the training and support for staff during Lockdown. The library had 10 task teams and below are the highlights of the Task team activities in 2020:

### Open Access Task Team

Open Access remained an important part of the library activities and services. The Open Access task team organized several online seminars to celebrate the Open Access week, to drive support for Open Access and Open Scholarship. Prof Saurabh Sinha and Prof Maria Frahm Arp were among those who presented, as well as two UJ Library staff members, Thapelo Mashishi and Mutali Lithole.

### Marketing Task Team

In light of the COVID-19 virus, and moving into lockdown, working remotely has made marketing more critical than ever for the Library. Much of this marketing needed to be online, which became a huge challenge to the team that had limited skills in digital marketing, especially with social media.

One of our goals was to position the UJ Library as a leader in the 4th Industrial Revolution, by introducing innovative, future-focused Library projects and marketing these to relevant audiences. As a team, they managed to create and market all the launches and initiatives virtually. These included the virtual launch of OJS, RDM, Events Website, the Face Shields initiative, the International Conference, and the TEDx event. The team, with a limited number of staff, assisted in driving stories and posting content on the different platforms. The success of these initiatives helped us build relationships, nationally and internationally.

We are also proud of our newly revived YouTube channel, which has been a repository for all the online training, tutorials, and events

### The Scholarship Task Team

The Scholarship Task Team is a Library Research Team that is made up of 11 library staff members. The task team had several objectives which included: helping the team members to acquire the valuable skills needed for conducting academic research, assisting the members in deepening their understanding of the research process, and positioning the team members as scholars who contribute to the body of scientific knowledge. The team has done literature reviews for three research papers that they are planning to publish. The first paper will focus on the experiences of the students using technology and change during the time of COVID-19. The second paper will be on the experiences of library staff in using new technologies and implementing change in the library during COVID-19. The last paper will address questions about social justice in university education during COVID-19. To date, five preparation and planning meetings were held. These meetings included a two-hour workshop on conducting literature reviews and conducting in-depth interviews. The workshops were facilitated by Professor Maria Frahm-

Arp. Additionally, data had been collected through a survey, that was shared with undergraduate and postgraduate students. The Team also conducted online interviews with identified members of staff.

### The Wellness and Administration Task Team

Navigating daily uncertainty and stress required a new level of resilience. The Wellness and Administration Task Team supported and sustained UJ Library Staff.

Due to the impact of COVID-19 and limits placed on in-person interactions at UJ, we interacted via WhatsApp Groups, email, online platforms, and telephone calls. The online platforms proved to be highly appreciated experiences and were a great way to support the team.

During this time of uncertainty, we have strived to build resilience and grow new critical skills and expertise, by upskilling and enrolling for courses.

We developed our interpersonal skills to build a culture based on trust, empathy & inclusion through the Mountain Movers initiative.

We managed to build the most successful wellness program. We had a lot of challenges with staff not having devices, data, or any ideas on how to cope with work, life, and a pandemic.

Going forward, the Task Team will seek to implement the following:

- Task Team Members to Lead Change: We're all learning to let go and to embrace a new reality over time. And no matter where you may be on the change curve, it is ok. When you understand where you are, you can help lead others through the transition, too. Now, more than ever, we all need to step up and become a source of inspiration for our teams.
- Implement Check-In Calls: When things are tough, it's so important to stay in touch with your colleagues. It can take up to three times as many virtual meetings to build the same trust that you could from one in-person meeting.
- Task Team Leaders to hold weekly 15-min "Heartbeat" calls to stay close and connected with their teams. This is a great opportunity to check in with everyone on the team—not just about work but also about how everyone is doing personally.
- We like to start asking employees to share their highs and lows of the day; this encourages everyone to work through problems together but also makes employees aware that they're not alone.
- Focus on more Learning and Development: Now is the perfect time to focus on something positive in the midst of a difficult time - like learning a new skill.
- Be Intentional with Wellness: Empower employees with the support and tools they need to stay productive and healthy in the face of new challenges.

### PC Assistance Task Team

The PC Task Team provided the following training to support staff with the use of online tools: TeamViewer Remote Control, Any Desk Remote Control, UJ Library App, Google Drive, Zoom, and Zoom Remote Control.

Training presentations and videos were shared through UJ Library WhatsApp groups, emails, and team members' MS Teams sessions.

### **The RDM Task Team**

The RDM task team conducted training on Introduction to RDM, Benefits of RDM and Data Management Planning, Research Data Sharing Best Practices to UJ Postgraduate students and Postdoctoral Fellows. These ongoing training sessions also involved the showcasing of how the system works (UJDR). Task team members were trained on how to use the UJ RDM site, so they could support users better. Two RDM staff training sessions were held.

### **Train the Trainer Task Team**

This task team aimed to improve how Librarians conduct training in an online environment. The task team organized three webinars on the best practices in teaching and learning in the online space. The team held meetings to identify articles and videos relevant to the project. Prof Maria Frahm-Arp and Dr. Lorette Jacobs from UNISA facilitated the workshops on online teaching and learning strategies.

### **TEACH Task Team (Technology Education and Community Harmonisation)**

During the lockdown period, all task team members researched either a recognised or unsung hero from Soweto. They also had to collect pictures of the

individuals that they had researched. The task was completed with great enthusiasm as the team learned more about Soweto.

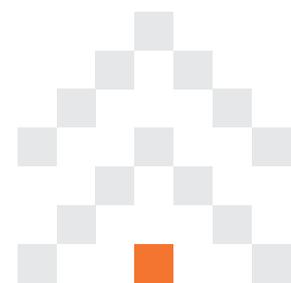
The Task team managed to forge the following partnership:

- Gauteng Tourism collaboration
- Microsoft is interested in the TEACH Proposal. They have proposed working with their AI to develop a sound programme for the project. The AI for Cultural Heritage pillar for example, focuses on preserving culture, language, and history and it aims to support specific individuals and organizations through collaboration, partnership, and investment in AI technology and resources. Together we will seek ways in which we can help to serve as a catalyst for the preservation and enrichment of cultural heritage around the world.

The team is continuing to hold meetings with prospective partners to secure funding and other relevant resources for the project.

### **Makerspace Task Team**

The UJ Library Makerspace Task Team has joined other efforts to curb the spread of the COVID-19 pandemic by developing face shields. The Makerspace team started using 3D printing and laser cutting equipment, to produce surgical face shields to meet the rapidly growing need for personal protective equipment (PPE) for healthcare workers, amid the coronavirus crisis.



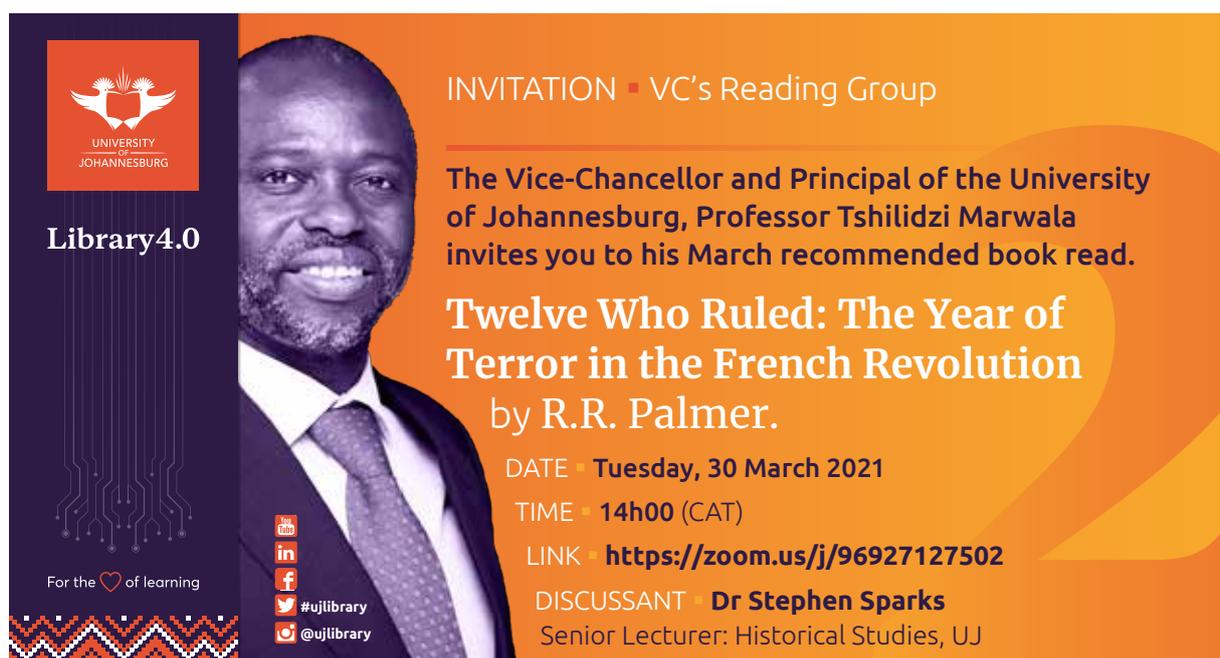
## 8. Community Service, Stakeholder Management, and Reputation Management

The year 2020 has been a year full of challenges and growth. As the world had to come up with strategies to confront these challenges, so did the UJ Library. The Library events team confronted the challenges presented by the COVID-19 pandemic and immediately pivoted from the physical platform to a virtual one. The UJ Library became early adopters of the online platform. Within two weeks of the first lockdown, the Library was able to host its first virtual seminar. Despite a few teething problems, the Library was able to overcome these and swiftly became professionals on the virtual platform. The Library's success was so visible to its

stakeholders that faculties and divisions started asking for collaborations and partnerships. Through these partnerships, the Library was able to host over 220 virtual events over nine months. Of these, at least 36 were AI or 4IR related, and at least 52 were COVID-19 related. These numbers exclude the conferencing platform which we also excelled in. The Library is grateful for the support from various stakeholders in hosting these events. Details of the events have been added as an addendum to this report.

### 8.1 The Vice-Chancellor Reading Group Discussion

In 2020 the Library continued to present the Vice-Chancellor Reading Group events. The discussion group was launched in February 2019. The Vice-Chancellor, Prof Tshilidzi Marwala selected titles that dealt mainly with 4IR and Human Psychology. During these sessions, the VC presented his interpretation of the book under discussion and then opened the floor for discussion. In 2020 the Library hosted 8 VC Reading Groups with one physical and seven virtual events. Prof Marwala chose many acclaimed African authors, like Chinua Achebe, Tsitsi Dangarembga, and Chimamanda Ngozi Adichie. These Reading sessions have been recorded and published on the Library YouTube channel. The Library also hosted two virtual Reading Groups with Mr. Mike Teke, Chair of the UJ Council.



**UNIVERSITY OF JOHANNESBURG**

**Library4.0**

For the  of learning

**INVITATION** ■ VC's Reading Group

The Vice-Chancellor and Principal of the University of Johannesburg, Professor Tshilidzi Marwala invites you to his March recommended book read.

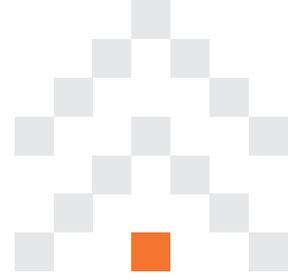
**Twelve Who Ruled: The Year of Terror in the French Revolution**  
by R.R. Palmer.

**DATE** ■ Tuesday, 30 March 2021  
**TIME** ■ 14h00 (CAT)  
**LINK** ■ <https://zoom.us/j/96927127502>

**DISCUSSANT** ■ **Dr Stephen Sparks**  
Senior Lecturer: Historical Studies, UJ

#ujlibrary  
@ujlibrary



## 8.2 First Virtual International Conference

The University of Johannesburg Library is very proud and honoured to have partnered with the Association of Commonwealth Universities (ACU) for its very first virtual conference: 'FROM ZERO TO HERO: Rising to the challenge in a time of crisis', which was held from 14-15 September. The free two-day international conference focused on the changing roles of librarians in a time of global disruption.

Many schools, colleges, and universities have launched digital transformation initiatives to keep the academic year running as smoothly as possible. It is becoming clear that the pandemic will not be over soon and we all need to find ways to negotiate these chaotic and uncertain times that have disrupted life as we know it.

In a variety of ways, librarians have had to go from knowing zero or very little about something, to mastering new technologies, trends, and techniques in teaching, research, and information support to assist the digital initiatives of their institutions.

Librarians have become heroes by helping users to navigate their way in this new world. In many ways, this conference was a celebration of our resilience, ability to adapt, and the amazing work of thousands of librarians who have supported staff and students in their institutions in a multitude of visible and unseen ways.

We designed this conference to be a space where we shared our stories of difficulties, disruptions, failures, and the challenges we have overcome, to support each other, and to exchange ideas. With the support of the Association of Commonwealth Universities, we hosted speakers from Mauritius, United Kingdom, and Trinidad and Tobago. The UJ Library is grateful to Ex Libris for sponsoring the Ex Libris Campus M Conference App. The App was used to organise the conference and to digitise how attendees RSVP'ed and accessed information about the event. The mobile App enhanced interactivity and networking at the event through the custom Mobile App.



### 8.3 TEDxUniversityofJohannesburg

In 2020 the UJ Library hosted its very first virtual TEDx event on 27 and 28 August with the Theme: Dynamically Shaping the Future. The speakers included Mr. Mike Teke, Chair of Council, UJ and Kgomotso Mokoena from the Faculty of Law, to name a few.

In the spirit of knowledge expansion, TEDxUniversityofJohannesburg (TEDxUJ) was designed

to serve the university community as a high-octane, community-driven, independently organized TED Talk, licensed by TED New York and hosted by the University of Johannesburg (UJ). The Library’s vision was to showcase the most fascinating thinkers and leaders at UJ, who got together for two stimulating days of presentations and conversations, to inspire new ideas and opportunities across all disciplines.



### 8.4. Community Outreach, Collaborations and Partnerships

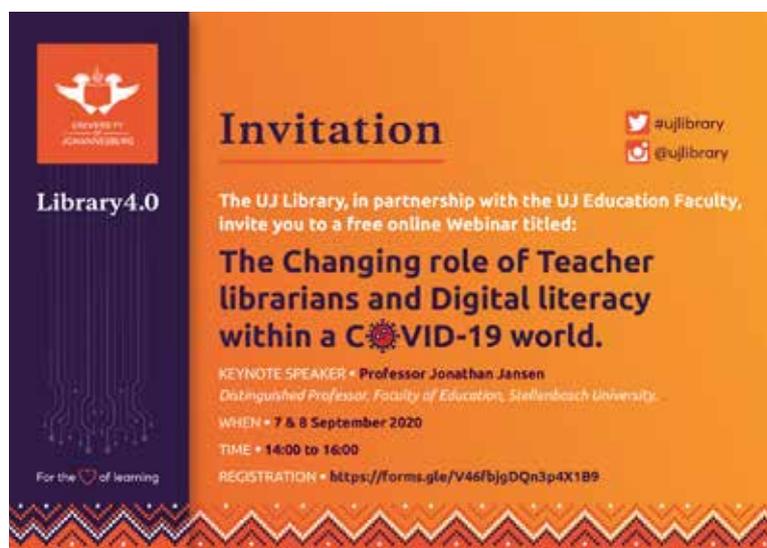
The library also developed partnerships with various entities as part of its community outreach programmes. The following were some of the social engagement activities for 2020:

#### a) UJ Library Makerspace Face Shield Initiative

When South Africa went into lockdown on 27 March 2020, it soon became apparent that essential services staff like pharmacists, police personnel, and medical staff, needed personal protective equipment. At the time, there were very few companies manufacturing face shields and face masks. Led by our innovative Deputy Vice-Chancellor for Research and Innovation: Prof Saurabh Sinha, the University of Johannesburg’s Library-Maker Space downloaded free 3D printing software and began to print face shields. Investec sponsored the project, making it possible for the University of Johannesburg’s Maker Space and FABLAB to work together and produce 7000 face shields for police personnel, medical staff, and community workers in Johannesburg.



From left: Makgafela Thaba (CoJ: Deputy Director ISD); Denver Hendricks (UJ Head of Department: Architecture- Faculty of Art, Design and Architecture); Gavin Bernstein (Investec); Darryl Mayers (Investec); Prof Maria Frahm-Arp (Executive Director: UJ Library); Mally Mokoena (MMC for Public Safety)



## b) Teacher Librarian Seminar: A Community Outreach Programme

The Library identified High School Libraries as its community engagement project. As part of the project, the Library ran a very successful two days seminar for Teacher Librarians on 7 and 8 September 2020. The title of the seminar was: *The Changing Role of Teacher Librarians and Digital Literacy within a COVID-19 World*. Professor Jonathan Jansen delivered the key-note address entitled: *What lockdown learning tells us about the future of education: insights from 640 student stories*

In 2020 the Library moved its annual School library seminar to a virtual environment, due to the COVID-19 epidemic. The upside of the COVID experience was that we were able to source a lot of dynamic speakers far easier than we could for a face-to-face event, because they did not have to travel and fewer logistics were involved. A total of 262 delegates attended the two-day seminar, with over 100 attendees for each day. This number of attendees is three times more than we had in 2019's face-to-face event. The teachers appreciated the gesture from the UJ Library and have been requesting recordings of the seminar.

The following speakers presented at the seminar:

- Prof Maria Frahm-Arp (Executive Director: UJ Library)
- Dr. Connie Bitso (Director of University of Fort Hare (UFH) Libraries)
- Ms. Janine le Roux (Senior Education Specialist: Library Services; Johannesburg West District)
- Dr. Lorette Jacobs (Senior Lecturer: Department of Information Science: Unisa)
- Mr. Bilal Kathrada (Founder & CEO: IT Varsity)
- Dr. Graham Dampier (Head of the Department of Academic Literacies; University of Johannesburg)
- Dr. Jacqueline Batchelor (Programme Manager: Initial Teacher Education Faculty of Education; University of Johannesburg)

## 9. Resources Management and Sustainability

Due to the COVID-19 lockdown period, the Library offered limited income generating services.

### 9.1 Income and Expenditure

The Library introduced a virtual events platform during the Lockdown period. The total income generated from this service was R306 839.00. The expenses amounted to R196 434.00 and a profit of R110 405.00 was made.

The Library hosted two separate conferences via an online platform namely, *The Changing Roles of Teacher Librarians and From Zero to Hero: Rising to the Challenge in a Time of Crises*. Both conferences procured sponsors in exchange for marketing at the events. The total income generated from these sponsors was R67 500.00.

In 2020, 98% of the Library budget was spent.

**Table 13:** Financial summary for 2020

		2020		
		Budget	Expenditure	%
1	Human Resource	77 149 279	76 999 247	100%
2	Restrict Budget	1 036 814	783 619	76%
3	Operational Budget	9 056 272	7 163 455	79%
	Sub-Total (HR, Restricted and Operational)	87 242 365	84 946 321	97%
4	Information Budget	135 286 687	133 859 033	99%
	<b>TOTAL</b>	<b>222 529 052</b>	<b>218 805 354</b>	<b>98%</b>

#### Note on Point 1 Human Resource

There was a number of vacancies during the year thus creating the under expenditure on the Human Resource / Personnel Remuneration category.

#### Note on Point 2 Restricted Budget

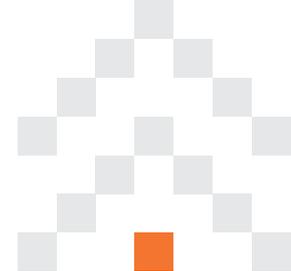
Expenses related to Foreign Exchange Gains and Losses was allocated by Finance to a Central Foreign Gains and Losses account. Thus resulting in a under expenditure on Restricted Budget category.

#### Note on Point 3 Operational Budget

The under expenditure on the Operational budget category can be attributed to savings on various operational expense accounts as a result of the National lockdown.

#### Note on Point 4 Information Budget

The allocated Information budget was spent as planned. The Budget was optimally utilised.



## 10. Thought Leader

The UJ Library excelled in many areas despite the COVID-19 limitations. Below is a summary of UJ Library's outstanding achievements:

- UJ Library Makerspace Face Shield Initiative: The Library made 7800 face shields for police personnel, medical staff, and community workers in Johannesburg during the lockdown.
- International Presence: The Library ED spoke at the Springer, Wiley, and ACU international conferences due to the outstanding work done by the marketing team to create an international presence for the library online.
- The UJ Library was the only library to host an online conference. What was note-worthy with this conference was the international stature it has brought the library. At this conference, 65% of the speakers were from other parts of the world, because the conference was held in partnership with the Association of Commonwealth Universities and attracted an international audience.
- Library Virtual events: The UJ Library became early adopters of the online platform. Within two weeks of the first lockdown, the Library was able to host its first virtual seminar. Despite a few teething challenges, the Library staff became professionals on the virtual platform. The Library's success was so visible to its stakeholders that faculties and divisions asked for collaborations and partnerships. Through these partnerships, the Library was able to host over 220 virtual events over nine months.
- Support for Teacher Librarians in Quintile 1, 2, and 3 schools: The Library ran a very successful two days seminar for Teacher Librarians on 7 and 8 September 2020. The title of the seminar was: The Changing Role of Teacher Librarians and Digital Literacy within a COVID-19 World.

# 11. Way Forward

In 2020, the UJ Library’s focus, among others, was on promoting Librarianship scholarship, as it sought to position itself as a thought leader in the Library community and in information science research. As part of this process, the Library embarked on research projects through the Scholarship Task team. The purpose was to publish three peer-reviewed papers. This project is still in progress.

The central objective for 2021 is to be a central point of Value Add in the university. Value add for the Library generally means going the extra mile for students, staff, and researchers for an outstanding experience.

Key Goals to implement Value Add	Key Objectives to Implement Value Add
Implement Sustainable Development Goals	Improve the quality of what we do rather than doing more
Develop Open Scholarship at UJ	Collectively market all our services and offerings more effectively
Evidence-Based Decision Making	Improve staff expertise in using technology creatively and to its full potential
Increase UJ citation rates through targeted research support	Implement evidence-based decision making to measure value add
Teaching information literacy as a critical life-long skill	Ensure all positions are optimally aligned to give the best service/support to students and researchers
Collection Development in online libraries	

## Challenges

Challenges regarding procurement of staff laptops and poor communication between the Library and central IT department:

- Since 2017, the Library received bits and pieces of the PCs & Laptops requested via annual budgets.
- This led to a snowballing effect to the extent where the Library had 228 student PCs that had to be replaced in 2020. The warranty for 74 of these PCs already expired in 2016. The warrantee of some of these PCs were extended with Innovent without informing the Library.
- One of the Library’s strategic goals is the upskilling of staff as the implementation of Industrial 4.0 technology within the Library domain will impact certain positions. In the process new relevant job descriptions are being engineered as new positions are being created.
- Event Management and Marketing have developed into a major function within the library. New positions have been established and more Interns will be appointed for 2020/2021.
- The Johannesburg Business School (JBS) has also been located to the „Resolution Circle“ building. The Library will have to provide basic services and IT infrastructure is needed.
- For instance, Since 2019 the Library has been budgeting for 17 additional PCs/Laptops for new services such as:
  - Cataloguing and hosting of raw research data (Big Data Management) via a new system called Figshare.
  - Supporting academics and researchers in order to publish their Journals on an Open Journal System (OJS) hosted in the Cloud and managed by Library IT, namely: <https://journals.uj.ac.za>
  - Venues for visiting professors

- For 2021 the Library has budgeted for:
  - 23x Laptops replacements
  - 17x PCs/Laptops for new positions
  - 05x All-in-One, Touch Screen PCs at the entrances of each Library (for StackMap & Explore services)
  - 14x Micro PCs (for student PCs Time Management System Screens and large display/marketing/info screens) - replacements
  - 716x Staff Training room and Research Commons PC replacements
- Cuts in the budget will threaten the development of our collection.
- Cuts in the budgets of other SA libraries means that in the country the library collections are shrinking which affects our ability to get free resources via interlibrary loan.
- Lack of budget for maintenance and repairs pose a very real risk to the Library spaces:
- We urgently need to replace all the 3M gates:
  - The Library is in critical need to replace outdated and irreparable tattle security 3M gates and a request for additional budget. CSX, the sole supplier of Library security products in South Africa, did an age analysis of the obsolete 3M Tattle Tape Library Book Detection security systems at the various campuses at the University of Johannesburg. The 3M 2300 series systems have been discontinued 21 years ago. Due to their age, these systems cannot function as well as they should, and this may compromise the safekeeping of the library collection.
  - The risk of not replacing the obsolete Tattle Tape Library Book Detection security systems is the possibility for patrons to remove books and periodicals from the various campus libraries without being detected by the security system. For example some of the law library books costs more than R100k per book.

## 12. Consolidated Library Events: 2020

### Library Event Schedule

	DATE	EVENT	PARTNERS
1.	06 Feb	Talk: Safety Tips for First-Year Students	Library Project
2.	11 Feb	Public Lecture: API Humanity: Interface between humans and machines in the Fourth Industrial Revolution by Musa Kalenga	Department of Marketing Management
3.	13 Feb	Public Dialogue: South Africa on the United Nations Security Council	Institute for Pan African Thought and Conversation
4.	14 Feb	Science Public Lecture: From Griseofluvin to Milayo: A Potential Anti-viral utraceutical product by Prof Francis Shode	Faculty of Science and Department of Biochemistry
5.	14 Feb	Talk: Valentine's Day Sex & Sexuality Talk with Sister Chetty from Primary Health	UJ Primary Health Division
6.	17 Feb	Public Lecture: The Iran-US crisis: Implications for Iran-SA Relations	UJ Centre for Africa-China Studies
7.	18 Feb	Talk: Academic writing development 1st semester talk with students	ADC/Writing Centre
8.	18 Feb	Book Discussion: Born Freeloaders by Phumlani Pikoli	Library Project
9.	19 Feb	VC Reading Group: Book title: Nudge by Richard H Thaler & Cadd R Sunstein	Vice Chancellor's Office
10.	26 Feb	Project Launch: Your story Your tongues - UJ mother / multi tongue initiative	School of Communication / FADA
11.	27 Feb	Public Lecture: Harnessing the Power of Open Data for Innovation and Smart Citizenship by Tiyani Nghonyama	Department of Applied Information Systems / IITPSA
12.	28 Feb	UJ Talks: BUCKETS, BLOCKS & BRILLIANCE: The Journey To Mastery by Dichaba (Matt) Dikgale. Matt is a Guitarist and a Law student at the University of Johannesburg.	Library Project
13.	06 Mar	Science Public Lecture: South African research and stations down south: the Prince Edward Islands, Gough Island, and Antarctica by Prof Bettine Jansen van Vuuren	Faculty of Science / Department of Zoology
14.	09 Mar	Book Discussion: Betting on a Darkie by Mteto Nyati	College of Business / School of Consumer Intelligence and Information Systems
15.	10 Mar	Seminar: Paraphrasing and Summary (Writing Centre) Ms. Caroline Ngamlana	ADC
16.	10 Mar	Book Launch: Making Sense of Mining History: Themes and Agendas by Kate Alexander and Stefan Berger	Centre for Social Change / Department of History
17.	11 Mar	Book Launch: Duality by Design: The Global Race to Build Africa's Infrastructure by Nuno Gil, Anne Stafford, Innocent Musonda	The Center for Applied Research and Innovation in the Built Environment (CARINBE)
18.	12 Mar	Book Discussion: You're not broke You're Pre- Rich by Mapalo Makhu	Library Project
19.	12 Mar	Book Discussion: I Choose to Live: Life after losing Gugu by Letshego Zulu	PsyCaD
20.	13 Mar	Science Public Lecture: Applied Mathematics, Astronomy and Simulations by Dr. Sheldon Herbst	Faculty of Science
21.	17 Mar	Book Discussion: Leading like a Woman by Fundisile Nzimande	Library Project

## Library Event Schedule

	DATE	EVENT	PARTNERS
22.	19 Mar	Book Discussion: Africa First: Igniting a Growth Revolution by Jackie Cilliers and Prof Kwandiwe Kondlo	Department of Politics
23.	30 Mar	Public Lecture: The Internet and the Democratisation of Media & Content Creation in Africa by Siphumelele Zondi	Department of Film, Television, and Journalism
24.	31 Mar	Public Lecture: History of SA Human Rights with the South African Human Rights Commission, representative, Mr. P Molekoa	SAHRC
25.	02 Apr	Zoom Public Lecture: Predicting Pandemics: Lessons from (and for) COVID-19 by Prof Alex Broadbent	The Institute for the Future of Knowledge
26.	07 Apr	Zoom Book Discussion: Ways and Habits of People who get Jobs by Fusi Motaung (Author and HR Specialist)	The Speakers Firm
27.	08 Apr	Zoom Seminar: Managing Anxiety during COVID-19 by Shirley Gunthe (Psychologist)	PsyCaD
28.	14 Apr	Zoom Seminar: Position yourself for progress by Siphwe Moyo (International Speaker)	The Speakers Firm
29.	15 Apr	Zoom Seminar: Leading through Adversity by Buyani Zwane (CEO of Breakthrough Development)	The Center for Applied Research and Innovation in the Built Environment (CARINBE)
30.	15 Apr	Zoom Book Discussion: COVID-19 and digital tracking – assessing the state’s approach to privacy protections in South Africa by Prof Jane Duncan and Murray Hunter	Dept of Journalism, Film, and Television
31.	16 Apr	Zoom Discussion: South Africa’s political leadership during the Covid-19 crisis by Prof Suzy Graham	Department of Politics and International Relations
32.	16 Apr	Zoom Public Lecture: How is Covid-19 Affecting Africa? Economic Futures and the Role of Development Finance by Prof S Sinha, Hannah Ryder - Chief Executive Officer of Development Reimagined and Admassu Tadesse - President and CEO Trade and Development Bank	Centre for Africa-China Studies
33.	21 Apr	Book Discussion: We Kissed the Sun and Embraced the Moon by Rami Chuene (Actor)	The Speakers Firm
34.	23 Apr	Book Discussion: High-Speed Machining by Kapil Gupta	FEBE
35.	24 Apr	Discussion: Community Activism, COVID-19, and the lockdown in Gauteng	Centre for Social Change
36.	28 Apr	Discussion: Humanitarianism in the 21st Century: How can South Africa thrive? with Dr Habib Noorbhai (UJ)	The Speakers Firm
37.	29 Apr	Seminar: Faith, Hope, and Science in the time of AIDS: The Sinikethemba Centre, Durban by Prof Jonathan Stadler	Dept. Anthropology & Development Studies
38.	29 Apr	Public Dialogue: The Intellectual Work and Legacy of Thandika Mkandawire	Centre for Africa –China Studies
39.	03 May	Zoom Public Lecture: The UN: “what it is, what it is not and what it could be (a personal journey)” by Prof Peter de Clercq (Visiting Professor at the School of Governance, Wits University)	Department of Politics and International Relations
40.	06 May	Zoom Seminar: The one without a home?: Close relations between nyaope use and homelessness by Keketso Peete (PhD candidate at Wits University)	Depts: Sociology, Anthropology and Development Studies
41.	08 May	Zoom Seminar: Understanding Depression by Shirley Gunthe (PsyCaD)	PsyCaD
42.	13 May	Zoom Seminar: Knowledge-producers in South African clinical medicine and imagined futures of improved local healthcare by Renée van der Wiel	UJ Department of Anthropology and Development Studies

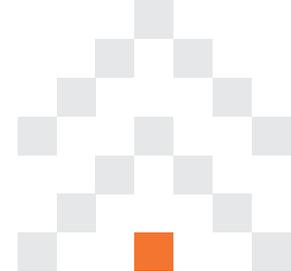
## Library Event Schedule

	DATE	EVENT	PARTNERS
43.	14 May	Zoom Seminar: Reimagining the World after COVID-19. Facilitated by Prof Alex Broadbent	The Institute for the Future of Knowledge
44.	15 May	Zoom Seminar: Preparing yourself for the 4th Industrial Revolution – Take advantage of the Lockdown by Linda Khumalo (Director – SADIGO)	Speakers Firm
45.	20 May	OJS Launch Seminar	Library Project
46.	20 May	Zoom Seminar: Post COVID-19 by Dr. David Masondo (Deputy Minister of Finance – SA); Grant Harris (CEO- Harris Africa Partners LLC); Prof Wang (ED - Institute for Global Cooperation and Understanding (IGCU), Peking University, Beijing); Facilitated by Prof Alex Broadbent.	The Institute for the Future of Knowledge
47.	20 May	Zoom Seminar: People-to-People Relations During COVID-19: The Case of Africa and China	Centre for Africa-China Studies
48.	21 May	Zoom Book Discussion: Money and Black People: Why black people don't have money, and how to heal your money story by Busi Selesho (CEO of Isipho Sempilo HSE Solutions)	Speakers Firm
49.	22 May	Zoom Seminar: 4IR – Creativity in the Digital Age by Kgomotso Mautloa (Creative Director – Green Robot Design)	Speakers Firm
50.	25 May	Webinar: Mpho Dagada on Entrepreneurship and Cryptocurrencies post COVID-19: What are the implications for new business	Library Project
51.	26 May	Zoom Book Discussion: The 4IR – Surviving the Era of Artificial Intelligence and Robotics by Thapelo Sekwena (Award Winning Developer, Author, and Founder of Orison Teknologies)	Library Project
52.	26 May	Zoom Book Discussion: Africa First by Jackie Cilliers	Dept of Politics and International Relations
53.	27 May	Webinar: Future of Work trends to Plan For In 2020 & Beyond by Emma El-Karout	Speakers Firm
54.	27 May	Weekly Webinars: Post COVID-19 Conversations with Prof Alex Broadbent	The Institute for the Future of Knowledge
55.	29 May	VC Reading Group: Toni Morrison: Beloved	Library Project
56.	28 May	Webinar Book Discussion: "So You Want To Be The Master" by Joshua Maponga	Speakers Firm
57.	30 May	Virtual Summit: South African Foreign Policy amid COVID-19: National and Continental Priorities Featuring Naledi Pandor (Minister of International Relations and Cooperation)	Centre for Africa-China Studies
58.	02 June	Webinar: Preparing for 4IR: An insight into new technologies by Jonnathan Koch	The Speakers Firm
59.	02 June	Webinar: Marketing Fit for Change– Resetting marketing thinking; in digitally accelerated Covid 19 times by Tumi Rabanye & Kea Morare	Department of Marketing
60.	03 June	Zoom Seminar: Webinar: Association of Commonwealth Universities - 'University libraries beyond the campus walls' with Prof Maria as Speaker	Association of Commonwealth Universities
61.	03 June	Webinar: Marketing Fit for Change– Various Speakers	Department of Marketing
62.	03 June	Zoom Seminar: Post COVID-19 Facilitated by Prof Alex Broadbent	The Institute for the Future of Knowledge



## Library Event Schedule

	DATE	EVENT	PARTNERS
63.	04 June	Zoom Seminar: Marketing Fit for Change – Stop talking about Digital Transformation by Mike Stopforth	Department of Marketing
64.	05 June	UJ Talks: Breaking the stigma surrounding COVID-19 by Pearl Ramafola	Department of Occupational Health
65.	05 June	Zoom Seminar: Women in AI	Women in AI Organisation
66.	09 June	Zoom Seminar: What lessons can we draw from the CSDA's Sihleng'imizi programme?	Centre For Social Development in Africa
67.	09 June	Zoom Seminar: UJ Marketing Fit for Change - Marketing in times of change by Mark Tomlinson	Department of Marketing
68.	10 June	Workshop: Protect your Zoom Meeting/Event from Cyber Attackers by Richard Hlalele	ICS
69.	10 June	Workshop: Understanding Stats for Evidence-Based Decisions. Presented by Carina van Rooyen and Charity Chisoro	Africa Centre for Evidence
70.	10 June	Zoom Seminar: UJ Marketing Fit for Change - Unreal Estate - The Future of Finding and Creating Value by Bronwyn Williams	Department of Marketing
71.	11 June	Zoom Seminar: UJ Marketing Fit for Change - Brands NOW need PURPOSE more than ever by Pepe Marais	Department of Marketing
72.	12 June	Webinar: The Impact of COVID-19 on Africa-EU Migration	Institute for Pan-African Thought and Conversation
73.	15 June	Zoom Seminar: UJ Marketing Fit for Change - POPI - Just another acronym or serious business for Marketers? Dr. Melanie van Rooy	Department of Marketing
74.	17 June	Webinars for UJ Athletes: Return to sports after COVID-19: Medical screening on athletes by Dr. Thulani Ngwenya	UJ Sport
75.	19 June	VC Reading Group: The Beautiful ones are not yet born by Ayi Kwei Arma	
76.	23 June	UJ Sports Stakeholders Webinars: Return to Play after COVID 19 and Preventing Injuries	UJ Sport
77.	24 June	Webinar: COVID The State of Power	Centre for Sociological Research and Practice (CSRP)/ The Department of Sociology at the UJ
78.	24 June	Webinars for UJ Athletes: Supplements amongst Athletes during COVID -19 by Dr. Thulani Ngwenya	UJ Sport
79.	24 June	Webinar: China's Global Diplomatic Relations: COVID-19 and Beyond by Prof Kerry Brown event	Centre for Africa-China Studies
80.	25 June	Webinar: Reading Group with Mike Teke - My Vanishing Country by Bakari Sellers	VC Office
81.	26 June	UJ Talks: Addressing Gender-based Violence with Fhatuwani Ligege	UJ Transformation Office
82.	26 June	Webinar: Institute for Pan African and Thought and Conversation	Institute for Pan African Thought and Conversation (IPATC)
83.	30 June	Webinar: UJ Sports Stakeholders: Athlete to Coach (The Journey) Part 1 Athletes	UJ Sport
84.	30 June	Webinar: Department of CHEMICAL Engineering Technology: Women Empowerment - Doctoral degree Journey	Department of CHEMICAL Engineering Technology



## Library Event Schedule

	DATE	EVENT	PARTNERS
85.	01 July	Webinars: UJ Athletes - Alcohol, hubbly & recreational drugs use by athletes & impact on performance by Dr. Crosby Mulungwa	UJ Sport
86.	03 July	UJ Talks: Relationships during COVID-19	UJ Transformation Office
87.	07 Jul	Webinar: Sports Stakeholders: Athlete to Coach The Journey	UJ Sport
88.	08 Jul	Webinar with Bongwiwe Msomi: SA Women's Netball Player and Captain	UJ Sport
89.	08 Jul	Webinar for UJ Athletes: Nutrition & guideline for elite athletes within lower-income bracket by Dr. Moshe Magethi	UJ Sport
90.	09 Jul	VC Reading Group - Things Fall Apart by Chinua Achebe	VC Office
91.	10 Jul	Public Dialogue with Institute of Pan African Thought and Conversation	IPATC
92.	12 Jul	Webinar and SABC Broadcast: Madiba's Sports Legacy with Minister Nathi Mthethwa	Centre for Africa-China Studies
93.	13 Jul	Book Discussion: I Have Brown Skin and Curly Hair by Karen Theunissen / Where is Tammy plus Timm's Answer by Stacey Fru	Jacana Media Publishers
94.	14 Jul	Webinar: Feminist Foreign Policy Lectures with Swedish Ambassador Cecilia Julin	Dept of Politics and International Relations
95.	15 Jul	Webinar for UJ Athletes: Concussion & Management by Dr Jerome Mampane	UJ Sport
96.	15 Jul	Book Discussion: At Home with Cannabis by Kelly MCQue	Penguin Random House Publishers
97.	20 Jul	Webinar Series on Harmonizing Elections with Prof Mcebisi Ndletyana	Dept of Politics and International Relations
98.	21 Jul	Webinar: Partnerships for 4IR in Africa" with Africa-China Studies	Centre for Africa-China Studies
99.	22 Jul	Webinars for UJ Athletes: FLU medication (What is safe for athletes) by Dr. Thulani Ngwenya	UJ Sport
100.	22 Jul	Webinar: Confronting the Covid Crisis in a Global Conjunctural Frame by Prof Gillian Hart	Depts of Sociology and Anthropology
101.	22 Jul	Webinar with Ashwell Prince -Cricket - former player and SA/A coach	UJ Sport 7
102.	23 Jul	Webinar: Reflections of a Retired Judge on Transformative Constitutionalism: life in the time of COVID-19: Judge Cameron	Faculty of Law
103.	28 Jul	Sports Webinar: Trapped in a Foreign Country during COVID-19	UJ Sport
104.	28 Jul	Webinar Series on Harmonizing Elections with Prof Mcebisi Ndletyana	Dept of Politics and International Relations
105.	29 Jul	UJ Sport Conference webinars: Heinrich Gabler Mr. SA (current) - sport at grass root level	UJ Sport
106.	29 Jul	Webinar for UJ Athletes: General fitness and Maintenance amidst COVID-19 by Dr. Jerome Mampane	UJ Sport
107.	29 Jul	Webinar on: Extractivism, Activism and Climate Justice in Africa by Dr. Nnimmo Bassey	Dept of Anthropology and Development Studies
108.	30 Jul	Workshop: Using Google Drive, Presented by Prof Abejide Ade-Ibijola	College of Business and Economics

## Library Event Schedule

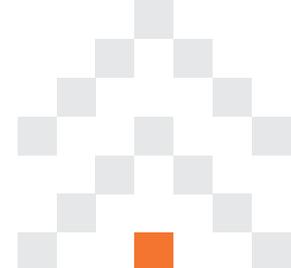
DATE	EVENT	PARTNERS
109. 30 Jul	Book Launch: The Disruptive Fourth Industrial Revolution: Technology, Society and Beyond. Editors Wesley Doorsamy, Babu Sena Paul, Tshilidzi Marwala	Institute for Intelligent Systems
110. 31 Jul	VC Reading Group - Purple Hibiscus by Chimamanda Ngozi Adichie	VC Office
111. 01 Aug	Webinar with Ignition Students addressing anxiety and stress during COVID-19	Sarah van Zyl - Ignition
112. 04 Aug	Sports Webinar: Sponsorship post-COVID-19	UJ Sport
113. 05 Aug	UJ Sport Conference webinars with Sinalo Jafta SA Women Cricket Player	UJ Sport
114. 05 Aug	Webinars for UJ Athletes: How to stay motivated in order to reach various sporting goals amidst COVID-19 by Dr. Crosby Mulungwa	UJ Sport
115. 05 Aug	Wednesday Webinar Series for Sociology: The State of the Anthropocene - Real, actual, empirical: Knowing what is happening in coal affected communities under lockdown, why, and what it implies for the Just Transition in South Africa by Dr. Victor Munnik	Departments of Anthropology and Development Studies and Sociology
116. 05 Aug	Webinar with Orange Carpet Matric Students	Student Enrolment Centre
117. 06 Aug	Women's Month Activities: Opportunities for women in Africa: looking beyond COVID-19y	Transformation Division
118. 06 Aug	Webinar: Harmonising Elections with Prof Mcebisi Ndletyana Part 2	Department of Politics
119. 07 Aug	Webinar on GBV: Violence Against Black Women's Bodies in Post-Apartheid South Africa	Faculty of Humanities
120. 11 Aug	Sports Webinar: Sports through the Eyes of Women	UJ Sport
121. 11 Aug	Webinar with International Students:	Division For Internationalisation
122. 11 Aug	VC Reading Group - We Need New Names by No Violet Bulawayo	Vice-Chancellors Office
123. 12 Aug	UJ Sport Conference Webinars: Brandon BeackParalympian - rowing and shotput	UJ Sport
124. 12 Aug	Webinars for UJ Athletes: How to manage food intake while training less intensively by Dr. Moshe Magethi	UJ Sport
125. 12 Aug	Webinar: The Pressure of Waste: Infrastructural anxieties in urban South Africa	Department of Sociology
126. 13 Aug	SAAPS Workshop on Publishing Advise for Early Career Scholars	Department of Politics
127. 13 Aug	Webinar: Hunger during Covid-19: understanding the nature of the challenge and welfare responses - Prof Leila Patel	Centre for Social Development in Africa / Afrika Tikkun
128. 14 Aug	Women's Month Activities with Transformation Division: Masterclass - Exposing Women to Economic and Political Empowerment platforms	Transformation Division
129. 17 Aug	Virtual Book Launch Event - Bare 3: Ego Jackie Phamotse	Transformation Division
130. 18 Aug	Women's Month Activities with Transformation Division: Masterclass – Accessing Opportunities in STEAM – Science, Technology, Engineering, Arts and Mathematics	Transformation Division
131. 19 Aug	UJ Sport Conference webinars: Craig Govender Physio - SA Mens Cricket	UJ Sport

## Library Event Schedule

DATE	EVENT	PARTNERS
132. 19 Aug	Webinars for UJ Athletes: Athlete mental health amidst COVID-19 (Stress & Anxiety – How they influence health) Dr. Crosby Mulungwa	UJ Sport
133. 19 Aug	Webinar: On Elephants - White and Otherwise: Critiquing dominant discourses about natural resources by Prof Larry Swatuk	Department of Sociology
134. 20 Aug	Postgraduate VYT Competition	Postgraduate School
135. 21 Aug	Science Book Discussion: A World Without Work: Technology, Automation, and How We Should Respond, by Daniel Susskind	Faculty of Science / Dean's Office
136. 24 Aug	Webinar with Akani Women's Day Residence: Academics are temporary and peace of mind	UJ Student Affairs: Akani Residence
137. 24 Aug	SCiS Talks: How to manage the disruptions caused by Covid-19 with 4IR Technologies  Speaker - Jessica Tandy	SCiS
138. 25 Aug	Webinar with Archana Arakkal - Lead Machine Learning/Data Engineer)	Institute for Intelligent Systems
139. 25 Aug	Mike Teke's Virtual Reading Group - Fire in the Belly: On Being a Man by Sam Keen	Vice-Chancellors Office
140. 25 Aug	Webinar with Nomcebo Zikode: The voice behind the International song - Jerusalema	Library Project
141. 26 Aug	Women's Day Activities with Transformation Division: Womanism and Feminism – Gender privilege and power	Transformation Division
142. 26 Aug	Webinar: Agency, Resistance and the State around Land in South Africa by Dr. Femke Brandt - Research Director - Beneficial Technologies	Department of Anthropology
143. 27 Aug	Webinar: The Silent Oppressor – Women are bearing the brunt during COVID-19	College of Business and Economics
144. 27 – 28 Aug	TEDx UJ – Dynamically Changing the Future	Library Project
145. 27 Aug	SCiS Talks: Are we Fast-Tracked into the 4IR?   Speaker - Dr. Andile Ngcaba	SCiS
146. 28 Aug	Science Public Lecture: Breaking 4 IR Boundaries Using X-rays by Dr. Pankaj Mohanty	Dept of Physics
147. 31 Aug	SCiS Talks: Topic: Impact of 4IR on Small businesses   Speaker - Bronson Mokabela	SCiS
148. 01 Sep	UJ Sport - The importance of Player Management	UJ Sport
149. 01 Sep	Webinar: Harmonising Elections EIC with Prof Mcebisi Ndletyana	Dept of Politics
150. 02 Sep	Sociology Wednesday Seminar Series: Roundtable on Action against Climate Change	Dept of Sociology and Anthropology
151. 03 Sep	Sports Webinar: Dr. Habib In discussion with Craig Govender	UJ Sport
152. 03 Sep	Webinar: Cybersecurity challenges with the emerging need of working from home due to COVID-19   Speaker - Muyowa Mutemwa	Technopreneurship Centre
153. 04 Sep	Webinar: Optimal Decision Making in Energy Systems	Faculty of Engineering
154. 07 - 08 Sep	Webinar: The Changing role of Teacher librarians in the digital environment and the experience of teachers and learners during the COVID-19 period.	Library Project
155. 08 Sep	UJ Sports Webinar - The making of the Orange Army	UJ Sport

## Library Event Schedule

DATE	EVENT	PARTNERS
156. 09 Sep	UJ Sport Webinar: Featuring Taren Naidoo – Sport Scientist	UJ Sport
157. 09 Sep	3 Minute Thesis Competition with the Postgraduate School	Postgraduate School
158. 09 Sep	Sociology Wednesday Seminar Series: Intersections: Theorising the Experiences of Black Women in the SA Academy with Prof Grace Khunou	Depts of Sociology and Anthropology
159. 09 Sep	Webinar: African Common Positions as a Tool for Multilateralism – Focus on the UN General Assembly	Centre for Africa China Studies
160. 10 Sep	UJ Sports Webinar: At Home Injury Treatment Modalities. Celebrating Physiotherapy Month	UJ Sport
161. 10 Sep	VC Reading Group - Americanah by Chimamanda Ngozi Adichie	VC Office
162. 10 Sep	Virtual lecture by Prof R Murenzi (ASSAF Distinguished Visiting Scholar): Science Policy, Science Literacy: post-COVID education for the developing world during the Fourth Industrial Revolution	Research and Innovation Division / ASSAF
163. 11 Sep	Diversity Webinar - Part II: CULTURE, DIVERSITY, AND INCLUSION featuring authors Rosie Motene and Thuli Nhlapo	Transformation Division
164. 14 – 15 Sep	INTERNATIONAL LIBRARY CONFERENCE: FROM ZERO TO HERO: RISING TO THE CHALLENGE IN A TIME OF CRISIS	Association of Commonwealth Universities
165. 16 Sep	Sports Webinar with Alyssa Conley: Sprinter and Runner	UJ Sport
166. 16 Sep	Webinar: South Africa's economic recovery strategies: What next for South Africa?	UJ School of Economics
167. 16 Sep	Sociology Wednesday Seminar Series: Active Citizenry in Times of Crisis: Costs, Implications, and Rewards by Mosilo Mothepu, whistleblower, former CEO of Trillian Financial Advisory.	Depts of Sociology and Anthropology
168. 17 Sep	UJ Sports Webinar: Intrinsic & Extrinsic Loading	UJ Sport
169. 17 Sep	Webinar with Internationalisation: "WORLD CAFÉ – the value of intercultural exchange and international travel".	Internationalisation Division
170. 18 Sep	Public Lecture: Landscape evolution of Southern Africa and modern-day denudation rates by Dr. Tebogo Makhubela	Dept of Geology
171. 23 Sep	UJ Sports Webinar: Effectiveness of Virtual Consultations vs Physical Treatment	UJ Sport
172. 23 Sep	Webinar with Internationalisation: "WORLD CAFÉ – the value of intercultural exchange and international travel - Building strong continuities across continents	Internationalisation Division
173. 24 Sep	Launch of the Research Centre for the Study of Race, Class, and Gender with Bakari Sellers	Centre for the Study of Race, Class, and Gender
174. 30 Sep	Webinar: Celebrating African Culture by promoting preservation of African Heritage from different lenses	DFC Strategic Partnerships (Strategic Relations)
175. 30 Sep	Sociology Wednesday Seminar Series: The Construction of Gendered Subjectivities in Underground Mining Spaces	Depts of Sociology and Anthropology
176. 01 Oct	UJ Sport Webinar: The Role of the Multi-disciplinary team in Sports Medicine (Example ACL REHAB)	UJ Sport
177. 02 Oct	Public Lecture: Use of population census and household survey data to produce model-based estimates of socioeconomic variables in small areas of South Africa by Dr. Yegnanew Shiferaw	Dept. of Statistics
178. 05 Oct	Webinar: Comprehensive Sexuality Education: Preparing Teachers beyond the Sociopolitical Battle	Faculty of Education



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DATE	EVENT	PARTNERS
179. 05 Oct	Post Launch event - Centre for the Study of Race, Class, and Gender - Mzi Mahola (71), South African author and poet	Centre for the Study of Race, Class, and Gender
180. 06 Oct	Webinar: Electoral Amendment Bill: What does it contain? Speakers: Mmusi Maimane, Mzwanele Manyi, and Farouk Cassim	Dept of Politics
181. 07 Oct	Wednesday Webinar Series with Sociology: The Economic Freedom Fighters (EFF): Rethinking Du Bois in a Tale of Reconstruction by Dr. Mosa Phadi	Depts of Sociology and Anthropology
182. 08 Oct	UJ Sport Webinar: The use of the HDBI (thinking styles) in sport and the application of the results in team effectiveness sessions – a UJ Sport Case Study	UJ Sport
183. 08 Oct	Public Lecture: Cirrus – the ins and outs of building Africa’s AI Initiative by Gregg Barrett	CBS / CIRRUS
184. 09 Oct	Book Launch Webinar: Closing the Gap: The Fourth Industrial Revolution in Africa by Prof Tshilidzi Marwala	VC Office
185. 12 Oct	Mental Health Awareness Month with the Faculty of Health Sciences	Faculty of Health Sciences
186. 13 Oct	Open Access - UJ Librarians supporting OA	Library Project
187. 14 Oct	Chevening Scholarship Presentation with the British High Commission	Internationalisation Division
188. 14 Oct	Sociology Wednesday Seminar Series: Face Value’: Visualizing Gender-Based Violence in South Africa by Dr. Nontsasa Nako (Department of Media, Language, and Communication, Durban University of Technology)	Department of Sociology
189. 15 Oct	Webinar on Global Well-being effects with Dr. Francesco Sarracino - Covid-19: a perspective from happiness economics	CBS
190. 15 Oct	Open Access: Research Visibility - Open with Purpose: Strategies for making your research Open Access (OA) by Tyson Mabunda	Library Project
191. 15 Oct	Webinar: The Faculty of Education and the Division for Internationalisation webinar series - Introducing the Concept of Career Transition	Faculty of Education and the Division for Internationalisation
192. 16 Oct	Public Lecture: The valorisation of food waste using fermentation technology for a sustainable bio-economy or The current coronavirus outbreak or The re-emergence of measles by Mr. Tumisi Molelekoa	Dept. of Biotechnology and Food Technology
193. 16 Oct	Prof Tshilidzi Marwala’s Reading Group - This Mournable Body by Tsitsi Dangarembga	VC Office
194. 16 Oct	Webinar with Internationalisation: “Effective Use of LinkedIn as a Communication and Networking Tool”	Internationalisation Division
195. 19 Oct	Book Discussion with Judge Dikgang Moseneke: All Rise: A Judicial Memoir	Faculty of Law
196. 20 Oct	Department of Sociology Webinar: ‘Debating the Fourth Industrial Revolution: Issues and Challenges for South Africa’	Dept of Sociology
197. 20 Oct	Prof Thwala Book Launch: Effective Construction Project Delivery - Improving Communication Performance in Non-Traditional Procurement Systems By Titus Ebenezer Kwofie, Clinton Aigbavboa, Wellington Didibhuku Thwala	Faculty of Engineering and Built Environment
198. 20 Oct	Webinar with TLB: The secrets of mental energy and learning to manage your mind by Tjaart Kruger	TLB

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199. 20 Oct	Open Access: Publishing by Dr. Esther Effundem Njieassam, Post-doctoral Research Fellow at the South African Research Chair in International Law, UJ	Library Project
200. 21 Oct	Webinar: How the Netherlands handled the Corona crisis	Dept. of Business Management
201. 21 Oct	Sociology Wednesday Webinar Series with Trevor Ngwane: Mental health among Black Africans in South Africa: Revisiting socio-historical determinants of perceptions, attitudes, and health-seeking behaviour by Dr. Chinwe Obuaku-Igwe, senior lecturer, Department of Anthropology and Sociology, University of the Western Cape	Depts of Sociology and Anthropology
202. 22 Oct	Webinar with Centre for Social Development: Towards social and economic inclusion of youth in a post-Covid era	Centre for Social Development
203. 22 Oct	Open Education Resources– Rina Durandt, lecturer in the Department of Mathematics and Applied Mathematics at the University of Johannesburg  “Teaching mathematics through open access to high-quality learning material”  Thapelo Mashishi, UJ Copyright Officer  “Open Textbooks”	Library Project
204. 22 Oct	Webinar: The Faculty of Education and the Division for Internationalisation webinar series - Neurodevelopment and Career Transition	Faculty of Education and the Division for Internationalisation
205. 23 Oct	UJ Talks: Cybersecurity by UJ ICS	ICS
206. 26 Oct	UJ Press Launch:	Library Project
207. 27 Oct	Webinar: UJ Gauteng Research Triangle Study of Population, Infrastructure and Regional Economic Development (UJ GRT SAPRIN)	Faculty of Health Sciences
208. 27 Oct	Open Access and Open Data by Prof Saurabh Sinha and Iryna Kuchma and Mutali Lithole	Library Project
209. 29 Oct	Webinar for Centre for Social Development in Africa: Poverty, inequality and social exclusion in South Africa: a systematic assessment of key policies, strategies and flagship programmes	Centre for Social Development
210. 29 Oct	Open Access: Way Forward by Prof Maria Frahm-Arp and Dr. Reggie Raju	Library Project
211. 29 Oct	Webinar: The Faculty of Education and the Division for Internationalisation webinar series - Panel presentations – Country case studies: Botswana, Columbia, RSA, USA	Faculty of Education and the Division for Internationalisation
212. 03 Nov	Webinar on Electoral Amendment Bill Part 2 with Prof Mcebisi Ndletyana	Dept of Politics and International Relations
213. 04 Nov	Webinar: The Humanities in the Time of COVID: Challenges and Opportunities in Post-Graduate Training and Supervision	Faculty of Humanities
214. 04 Nov	Webinar with Centre for Social Development: Strategies to promote Socio-Political Inclusion in the COVID-19 Recovery period	Centre for Social Development
215. 04 Nov	Internationalisation World Cafe - Communication during and post COVID-19 in relation to mobility and intercultural exchange	Internationalisation Division
216. 06 Nov	VC Reading Group - A tale of two cities by Charles Dickens	VC Office

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<b>217. 09 Nov</b>	Webinar: Augmenting Human Capabilities: from AI-assisted learning, to AI-assisted conversations, to AI-assisted rapping by Curtis Northcutt (doctorate student at MIT)	Institute for Intelligent Systems
<b>218. 10 Nov</b>	UJ Sport Webinar: Exam prep and managing exam anxiety	UJ Sport
<b>219. 19 Nov</b>	Webinar with Internationalisation: World Café - the value of intercultural exchange and international travel - Opening the Way to Study Abroad	Internationalisation Division
<b>220. 24 Nov</b>	Webinar: 16 Days of Activism Online Seminar with Transformation Division	Transformation Division
<b>221. 25 Nov</b>	Book Launch with IPATC and Jacana: "The Pan-African Pantheon".	IPATC
<b>222. 01 Dec</b>	Law Book Launch: Law, fourth industrial revolution, decolonization and Covid-19	Faculty of Law
<b>223. 04 Dec</b>	World Cafe Conversation hosted by the Division of Internationalisation	Internationalisation Division

