

UJ LIBRARY
THE
OF THE

MEETING
DEMANDS
FUTURE



UNIVERSITY
OF
JOHANNESBURG





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Our Mission

The UJ Library provides a modern, vibrant learning and research environment fully aligned with client needs and the University of Johannesburg Global Excellence and Stature (GES) strategic thrust.

The University of Johannesburg Library is a modern and client friendly facility that is proud of the quality of the spaces and services offered to academics, researchers and students. This booklet tells the story of how the UJ Library managed to transform itself into the hub of the academic activities at the University over a period of only five years.

To understand the story and the extent of the transformation, it is necessary to remember that the library consists of five libraries on four campuses plus the central management and technical support unit on the Auckland Park Kingsway Campus. Although the libraries were functioning well and were well used by students and staff, increasingly the interaction with these clients brought back the message that new types of spaces and services were needed if the library wanted to stay relevant in the academic environment in the digital era.

Students and staff were asking for a wide variety of spaces: quiet study space, group study space, 24-hour study space, study spaces with computers, Wi-Fi throughout the libraries to make it possible for them to use their own devices, and social spaces where they can relax. In terms of services the need was for seamless access to print and electronic collections, including remote access from home or elsewhere on campus, academic support for students working in the libraries (including information literacy training) and focussed support for research.

Based on the above, the UJ Library set itself the task, under the visionary leadership of Dr Rookaya Bawa, to engage with client needs and provide modern functional spaces as well as fit for purpose services to all clients, but especially to researchers.





Spaces

The UJ Library was reimagined as the 'home from home' for students and staff alike. Most of them spend long hours on campus and the library should be their place of choice to work and study. Every visit to the library should be a deeply satisfying experience. With this in mind the space in all the campus libraries was re-designed to provide the following:

- ___ 24-hour study areas.
- ___ Auditoria and meeting rooms for events and larger meetings.
- ___ Learning Commons for undergraduates.
- ___ People With Disabilities spaces.
- ___ Project Areas to meet the need for group work spaces.
- ___ Reading Corners to promote reading.
- ___ Research Commons for postgraduates and researchers.
- ___ Tutor Rooms for use by library tutors and academic staff for special interaction with their students.

The provision of all these spaces in each of the campus libraries placed the UJ Library at the front of making modern, functional spaces available to all clients. In most other academic libraries facilities like the Research Commons and tutor rooms are available in the main libraries only.



24-hour Study Areas

Students constantly express the need for all libraries to be open 24/7. Unfortunately it is not feasible but in response to this need, all libraries now have 24-hour study areas. These areas are integrated into the libraries. During normal library hours they serve as quiet study areas and from 22:00 when the library closes till 07:00 when it opens again, they are available for study. No services are offered but the facilities have Wi-Fi provision, including Wi-Fi-printing which means that students working throughout the night can access the electronic collections and can print documents using their cell phones and other devices. Security staff is on duty to ensure students' safety.

The Learning Commons

The Learning Commons is a dynamic, welcoming place for undergraduate students to study, work and learn. It is a learning hub integrating technology, access to information and support from experienced library staff and library tutors to give students the best possible learning experience. It offers spacious study tables, access to computers and areas for relaxed interaction between students.

The Research Commons

The Research Commons is a dedicated space for postgraduate students as well as researchers and academic staff. It became operational in all the campus libraries in 2015. The spaces are furnished with high-end PCs and relevant research support tools and software such as *Amos*; *Atlas Ti*; *SPSS*; *Write-N-Cite* and *Mathematica*.

Access to the Research Commons is controlled to ensure that researchers and postgraduate students do not have to compete with undergraduates for space and facilities.

There is no restriction on access to the Internet, Facebook and YouTube on the PCs in the Learning Commons as well as in the Research Commons. However, the time students spend at a PC is regulated by an automatic time management system. A session in the learning Commons is 45 minutes and in the Research Commons 120 minutes.

People With Disabilities Spaces

Students with disabilities have access to specially designed spaces that cater for their unique needs. The spaces are provided by the Library and furnished and serviced by the UJ Office for People with Disabilities, in collaboration with the Library. This is a partnership that brought valuable advances for all the participants! *The spaces offer access for wheelchairs and specialised software for the visually impaired is provided on the computers.*

Project Areas

The approach to teaching and learning at the University includes group work. This ranges from group discussions of class work to group assignments. The Library supports this strategy by providing project areas in all the campus libraries. These areas are uniquely furnished with soft seating, group tables and discussion 'pods'. This is the more social areas of the libraries where there is a constant hum of conversation.

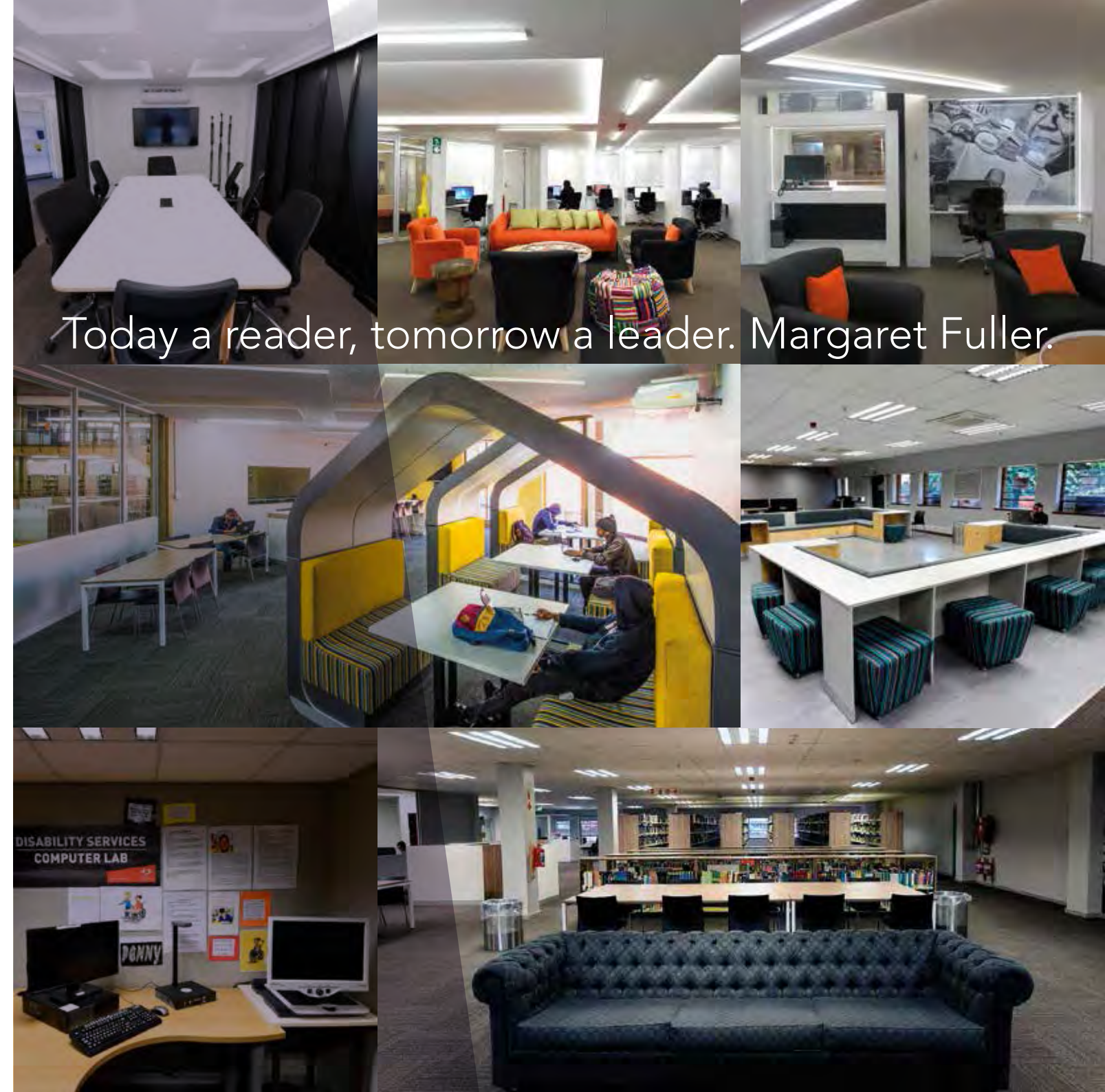
Reading Corners

The UJ Library firmly believes in the value of reading for personal and academic development as well as recreation and relaxation. All the campus libraries have reading corners where students can find a variety of books – from the latest best sellers to self-help books. In addition, a specific theme per month is selected and books related to the theme are displayed as the Top 10 Reads of the month. Students can relax with these books in the comfortable and cosy reading corners and they may of course borrow them to enjoy at home.

Meeting Rooms

There are a variety of meeting rooms available in the campus libraries. They vary in size: some of them can seat 10 people while others can take up to 52 people. Library Tutors, Faculty Tutors and academic staff can book the rooms for academic interaction with students. They are not available for regularly scheduled lectures. The rooms provide seating, flip charts and white boards. Wi-Fi is available in all the rooms and the bigger rooms have a computer and projection facilities.

The meeting rooms, boardrooms and auditoria in the campus libraries were named after African writers of literary merit. The choice fell on literary rather than academic writers because one of the roles of the library is to extend and enrich the students' view of the world by encouraging non-academic reading in addition to the academic reading required for their studies. Also, we strongly believe that naming the venues for African writers and encouraging students to read their most important works will promote a culture of reading and honour writers of the African continent.



Today a reader, tomorrow a leader. Margaret Fuller.

Auditoria and Boardrooms

Each of the campus libraries has an auditorium that seats between 70 and 90 people. The University community can book them for meetings and special lectures and seminars. The seating in these spaces is not fixed to provide flexibility and the possibility to adapt to the needs of specific occasions.

In addition to the above there is an auditorium that seats up to 120 people on the 6th floor in the APK Central Services building and this space is used for the Library's events such as book launches and public lectures. Faculties and academic departments can book the venue for events on payment of a small fee. The venue boasts a state of the art sound system and big screens for projecting the speaker on or showing video clips during an event.

There are boardrooms available in all the campus libraries. They are furnished with boardroom tables and chairs and are also available for booking by the University community.

The venue bookings is handled through an online booking system available on the UJ Library website at <https://findit.uj.ac.za/sites/libb/SitePages/Home.aspx>

The Gcina Mhlophe Amphitheatre in the APK Campus Library

In 2017 the Library has launched a "TED TALKS" series of exciting, inspiring and topical conversations called UJ TALKS!



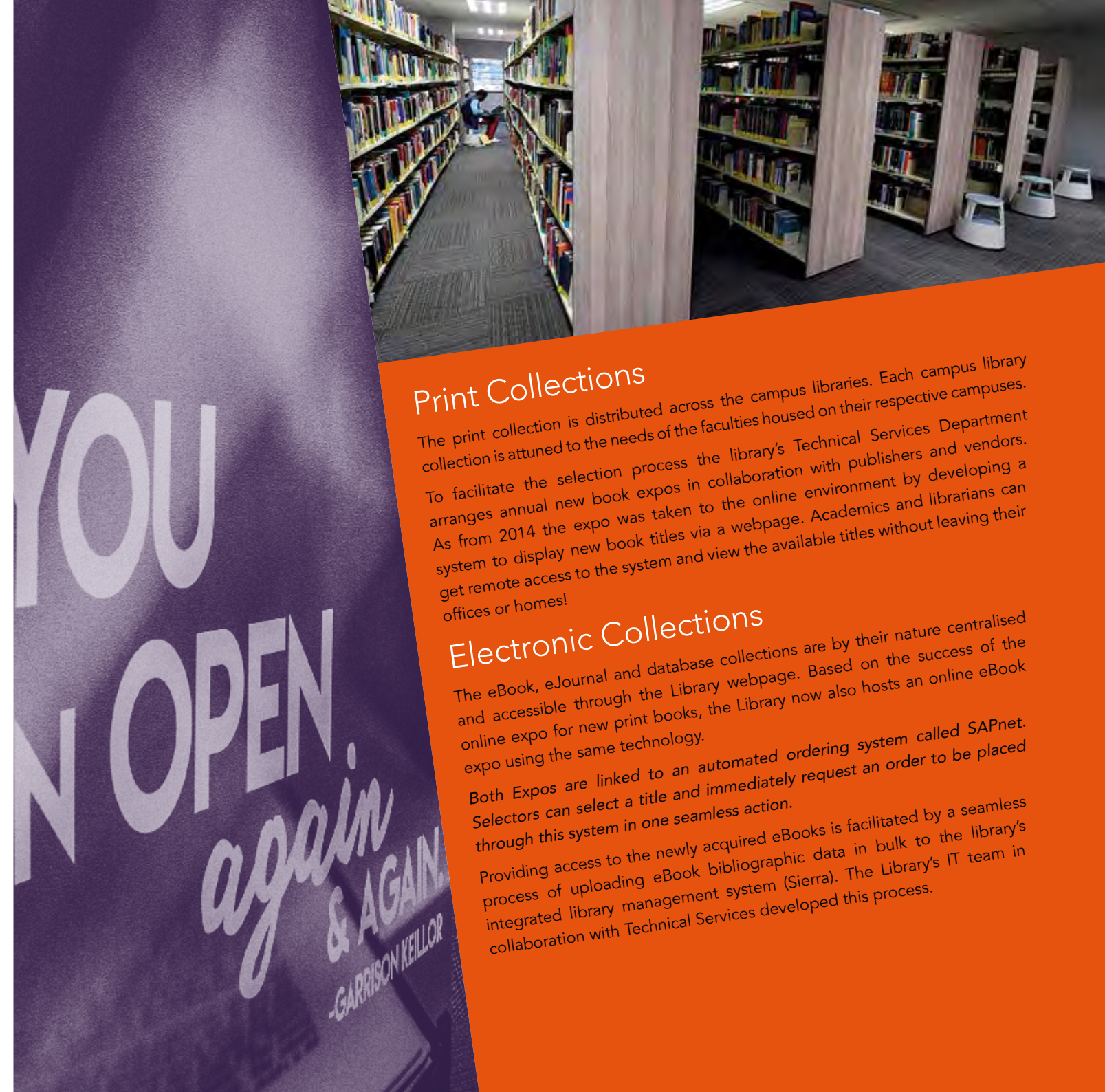


Collections

The UJ Library collections are the heart and soul of the support it offers for the academic work and research at the University. It provides a rich and diverse range of information sources in print and electronic format to students and academics.

The academic staff take a large part of the responsibility of selecting titles for the collection, with the support and guidance of the Faculty Librarians and Information Librarians.

The Library adopted an e-first strategy in 2013, placing the focus on the development of the electronic collection. The aim is to build the largest electronic book collection on the African continent. In 2015 the eBook collection already made out 30% of the total book collection. The journal collection was 95% electronic in 2015.



Print Collections

The print collection is distributed across the campus libraries. Each campus library collection is attuned to the needs of the faculties housed on their respective campuses. To facilitate the selection process the library's Technical Services Department arranges annual new book expos in collaboration with publishers and vendors. As from 2014 the expo was taken to the online environment by developing a system to display new book titles via a webpage. Academics and librarians can get remote access to the system and view the available titles without leaving their offices or homes!

Electronic Collections

The eBook, eJournal and database collections are by their nature centralised and accessible through the Library webpage. Based on the success of the online expo for new print books, the Library now also hosts an online eBook expo using the same technology.

Both Expos are linked to an automated ordering system called SAPnet. Selectors can select a title and immediately request an order to be placed through this system in one seamless action.

Providing access to the newly acquired eBooks is facilitated by a seamless process of uploading eBook bibliographic data in bulk to the library's integrated library management system (Sierra). The Library's IT team in collaboration with Technical Services developed this process.

Africanisation of the Collection

Despite the fact that the UJ library already had several items focussing on African thought and literature, the library decided in 2016 to place a bigger emphasis on building our African Collection. The project started by benchmarking our African Collection against those of our peers (such as Unisa) and ordering items that were not available in our libraries. In addition to this we visited publisher websites to order the latest information resources for our African collection. Even though this collection is only in its infant stages, we are planning to exponentially grow this collection by:

- Buying all items published by African researchers.
- Buying all current items published by African researchers.
- Adding books from the African Writer Series to our collection.

UJ Content and the online Institutional Repository

The UJ Institutional Repository was well established over the last five years. It was originally based on the open source DSpace software and called UJDigispace. During 2015 the decision was taken to migrate UJ Digispace from the DSpace software to a new consolidated software platform called VITAL. It has the same underlying IT infrastructure and repository architecture as the DSpace software but offers better functionality in terms of workflow and search ability as well as integration with the Sierra Integrated Library Management System used by the library.

The acquisition and implementation of the VITAL software to bring the Institutional Repository, previous examination papers and the special collections together as UJContent, was a brave step, which acknowledged the new worldwide trend in ensuring the sustainability of open access databases. It established the UJ Library as the leader of content management amongst South African academic libraries.

The database includes the full text of theses and dissertations completed at UJ including those completed at the UJ precursor institutions. It also includes electronic examination papers and digitised items from the Special Collections. The UJ IR also serves as a showcase for research articles published by UJ researchers.

Special Collections

The UJ Library's Special Collections includes collections of primary source material and rare books. Although the primary source material and rare books cover many aspects of southern Africa, the focus is on Johannesburg and the Witwatersrand: its history, architectural heritage and people. Within this focus, the strengths are: mining and mineworkers and business, especially family business and small business development in Johannesburg.

Johannesburg is a cosmopolitan city, home to people from many different cultures and traditions and this is reflected in the anthropological collection of southern African cultures and languages that forms part of the Special Collections.

LIBRARY SYSTEMS



The UJ Library took the decision to become a technology smart library and has established itself as a leader in terms of fully exploiting the functionality of the Sierra Integrated Library Management System as well as in the use of other technologies. Over the last five years the Library has implemented a wide range of technologies that serves to enhance its services to all clients and improve staff productivity. The innovative use of technology makes visiting and using the library both an exciting and satisfying experience.

The Sierra Integrated Library Management System

Sierra is a powerful, modern library management system that allows the UJ Library to create a user experience for its clients that is both satisfying and functional. It covers all the traditional library functions such as circulation and building the catalogue. It also offers the library the opportunity to develop more unusual and complicated workflows. The UJ Library systems team has distinguished itself as the leader of developing and implementing these functionalities in South Africa. Special features implemented over the last few years include the following:

- **Unique stock taking process:** UJ Library developed a streamlined process whereby the Inventory Function is simplified and less time consuming.
- **Synchronizing Sierra's financial transactions with the University's financial system (Oracle):** interfacing Sierra with Oracle via the "Output Accounting Information" module.
- **Automated transfer of patron records between ITS and Sierra:** interfacing Sierra with ITS via the "Patron Update Web Service" API allowed for real time and seamless updating of patron data.
- **SMS circulation notices to students:** interfacing Sierra with UJ's SMS provider via Sierra's Scheduler enables UJ Library to automate the sending of circulation notices to its clients.
- **Seamless uploading of eBook bibliographic data to Sierra:** the process has been fine-tuned by using two load tables in order to:
 - create new records by matching a unique field;
 - prevent duplication;
 - keep the existing record fields that needed no change;
 - update the records if necessary to ensure accuracy.
- **Sierra's Deposit Collection:** using this module makes it possible for campus libraries to borrow from each other. The campus libraries can issue an item from one collection to the other. The borrowing library can then issue the item, as part of their collection, to a client from that campus.
- **Sierra's online calendar of library events:** the program

registration function reflects all library activities such as:

- Events.
- Book Launches/discussions.
- Training sessions.
- Research Commons activities.
- Tutor activities.

- **Sierra's Decision Center:** provides critical management Information such as:
 - Age of the collection.
 - De-selection of items from the collection;
 - Gaps in the collection.
 - All types of usage statistics, e.g. circulation and venue bookings.

Other Technologies

Additional technological solutions to enhance service to clients were implemented:

- **UJoogle – "all-in-one" library resources search engine:** a Google-like discovery tool, searching in the print collections and electronic resources of the UJ Library.
- **QR Codes integrated with UJoogle results:** clients can scan the QR code of an item with their Smartphone and get all item information saved to the phone.
- **Large and small information screens:** various display screens were installed to advertise library events, broadcast DSTV and market library services.
- **Book-a-Librarian:** clients can book an appointment with a librarian online for a specific time and day.
- **A 3M SelfCheck system at each campus library:** clients can help themselves by checking out and/or returning books at these kiosks.
- **Mobile power:** a service was implemented whereby students are able to check out batteries to recharge their handheld devices on the go.



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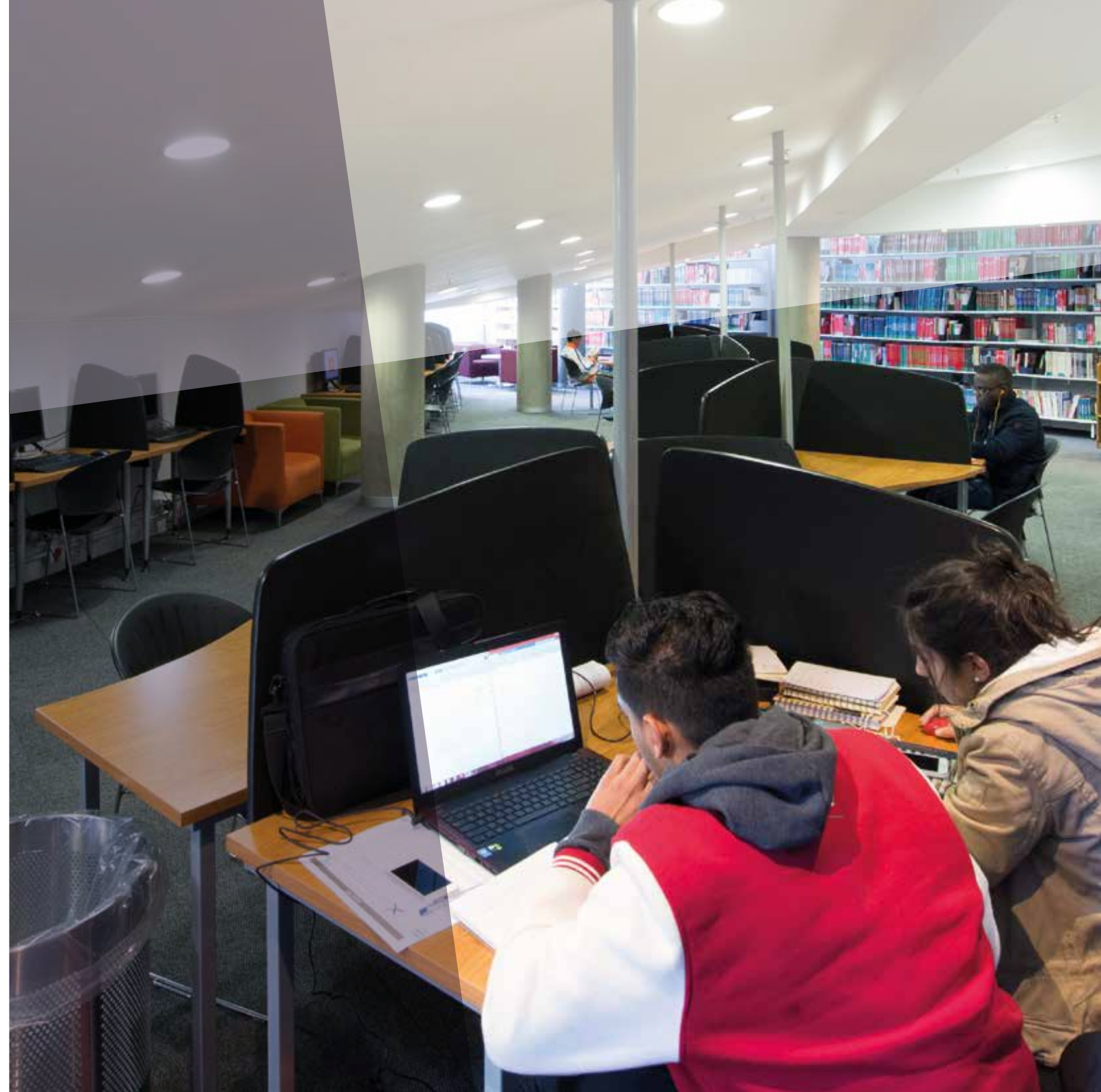
Training

The UJ Library believes that staff development and teaching and learning support for clients are the two pillars supporting an excellent library service experience to clients. On the one hand, staff development is seen as the foundation of exceptional service to clients – all staff should be up to date with all the services and collections in the library and they should be especially knowledgeable about using all the available technology. On the other hand having all the best facilities and services available is of no use if clients do not know about it and if they do not know how to use it to their best advantage.

To give expression to this belief, the library established an internal staff-training academy in 2013. It also embarked on a process to diversify and streamline the learning support and training offered to undergraduate students. In addition, the library developed a strong partnership with the UJ Postgraduate School to offer postgraduate students and researchers stimulating workshops in the Research Commons.

The Staff Training Academy

The Academy schedules staff training sessions throughout the year and covers a wide range of topics. Special focus is placed on the use of eBooks and electronic databases. Staff are also trained in using special equipment such as the PBR readers. Regular refresher sessions on using the different Sierra modules and functions are also offered. The trainers vary from staff with proven abilities to handle specific tasks to the vendors and publishers of the eBooks and databases. In a typical year, the training programme covers at least twelve different topics and staff members are required to attend at least six of them as part of their person development plans as required by the UJ performance management system.



Learning Support for Undergraduates

The library participates in the UJ First Year Seminar – a university – wide programme to welcome first year students and to guide them through the first confusing weeks of university life. First Years receive extensive library orientation as part of the programme.

Online Training Guides

More in depth information literacy training that is available to all undergraduate students follows the orientation sessions.

The training is available in two formats:

- ___ Standardised, interactive information literacy modules available on the library web page and on YouTube.
- ___ Faculty specific subject guides (LibGuides), which are also available through the library web page.

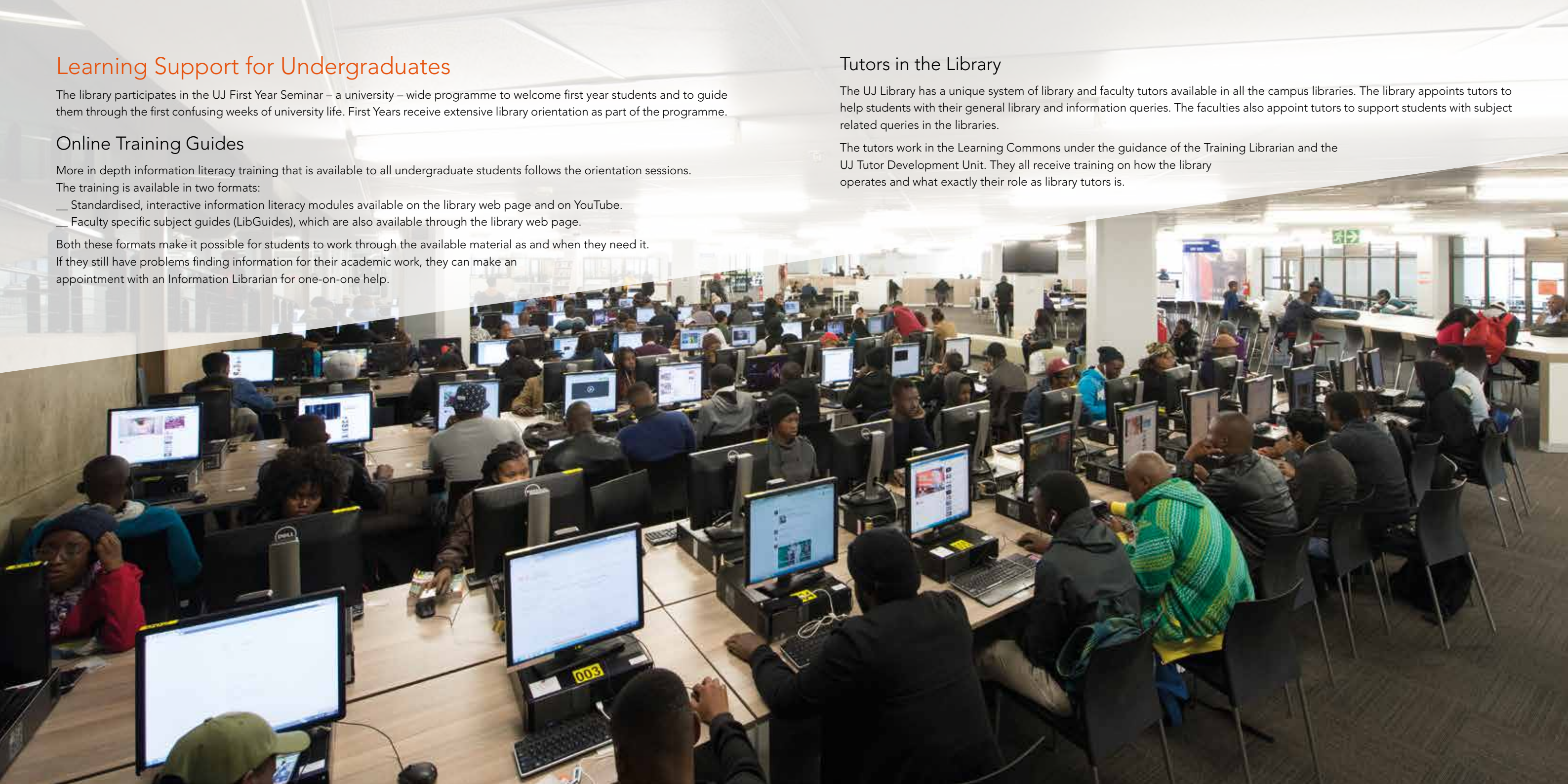
Both these formats make it possible for students to work through the available material as and when they need it.

If they still have problems finding information for their academic work, they can make an appointment with an Information Librarian for one-on-one help.

Tutors in the Library

The UJ Library has a unique system of library and faculty tutors available in all the campus libraries. The library appoints tutors to help students with their general library and information queries. The faculties also appoint tutors to support students with subject related queries in the libraries.

The tutors work in the Learning Commons under the guidance of the Training Librarian and the UJ Tutor Development Unit. They all receive training on how the library operates and what exactly their role as library tutors is.





It won't be
easy,
but it will be
worth it

Postgraduate and Research Support in the Research Commons

A wide variety of research support activities take place in the Research Commons. Apart from research related events, there is a strong focus on research related training in the Research Commons. The training is offered in collaboration with the UJ Postgraduate School and the UJ Research Office.

Research related events include discussions with prominent researchers at the university as well as opportunities for postgraduates to talk about their own work.

CAN OPEN.
again
& AGAIN.
GARRISON KEILLOR



Seminar Series

The UJ Library launched a weekly events programme in 2013, which rapidly became one of its most important and visible services to the UJ community. The aim of the events is to provide a stimulating environment for debate and engagement with topical issues to both students and staff. The library's events and seminar programme is grounded in the belief that the library is the ideal environment for students to become familiar with the issues and challenges facing society and at the same time get the opportunity to engage with some of the best authors, community leaders and opinion formers of our day.

All library events and seminars are presented in the library and in partnership with faculties or support departments within UJ. This approach serves to support the faculties and departments in their need to interact with students. It established the library as an important partner in the academic conversation. The programme usually includes the following types of events:

- Public dialogue sessions involving high profile personalities such as the Minister of Finance, Pravin Gordhan, the Minister of Public Enterprise, Malusi Gigaba, Prof Muhammad Yunus, Nobel Peace Prize Laureate and founder of Grameen Bank and Mrs Thobeka Madiba-Zuma, First Lady of South Africa.
- Book discussions and book launches. Prominent authors who participated over the years are Ahmed Kathrada, Zoleka Mandela, June Steenkamp, mother of the late Reeva Steenkamp and Imran Coovadia.



— Unique events such as the Edible Book Festival and National Book Week celebrations.

— The library also takes responsibility for the UJ celebration of Women's Day and a UJ Men's event in October, in support of the national Movember initiative.

The events organised by the library's Events Coordinator and Special Projects coordinator mostly take place in the late afternoon and evenings on the APK Campus. Staff and students on the library guest list receive formal invitations through the library's automated invitation system. The invitations are also placed on the library web page and on the big screens in the library. The students are expected to RSVP and are not allowed into the event if they did not do so. This approach serves to keep the audience to a manageable size, and to plan the catering. Light refreshments and a glass of wine is served and this also teaches students how to comport themselves in such an environment.

Apart from the evening events all the campus libraries hosts extension activities during the day, which range from book discussions and poetry jams to movie screenings.

Over the last five years, the library became a vibrant, modern and technologically smart facility, which contributes, to a positive academic and social experience for students and staff at the University of Johannesburg.



WITHOUT LIBRARIES
WHAT HAVE WE?
WE HAVE NO PAST
AND NO FUTURE.

Ray Bradbury