UNIVERSITY OF JOHANNESBURG **LIBRARY**

Annual Report
2023

Our Future
Reimagined

UNIVERSITY
OF
JOHANNESBURG

UJ LIBRARY ANNUAL REPORT 2023

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A key concern in 2024 is for all librarians to become familiar with Artificial Intelligence and the various forms of natural language processing systems that can be used in learning and research.

1. EXECUTIVE SUMMARY OF THE LIBRARY AND INFORMATION CENTRE OF THE UNIVERSITY OF JOHANNESBURG

2023 has been a year of positive developments for UJ-LIC. Most importantly, the Library has at last moved beyond the disruptions of the COVID-pandemic. Looking back: in 2020, at the onset of the pandemic, we were undoubtedly successful. We were swiftly able to pivot to online platforms to help save the academic year, training over two-thirds of all undergraduate students with 22 296 students participating in training sessions, and with a very high usage of online resources. However, in 2021 and 2022 students seemed to be disengaged. These numbers came down, with fewer students attending online training sessions and downloading fewer resources. In 2023 we implemented many of the findings that came out of the student survey conducted towards the end of 2022, which helped us to understand the changing needs of the students. This led to a change in 2023, and the Library has once again become a hub of activity, with students in their thousands coming to work in various campus libraries. Attendance at Library training sessions has improved considerably, and the use of Library resources has achieved its highest level to date.

In other areas, this was also a remarkable year. UJ Press had its first profitable year, bringing in a profit of R196,483. The Library realized R 1 485 462.29 in third-stream income primarily through sponsorship from vendors and a profit from events, the Bindery, and the Makerspace. On an international level 2023 was also important for the Library as we published our second book, '*Academic Libraries in Africa'* (UJ Press) which was edited by Prof Maria Frahm-Arp. Prof Frahm-Arp was also elected for the Worldwide Information Systems (WWIS) advisory board and the EBSCO advisory board. Further details can be found below.

Usage of Library Resources

Undoubtedly the most extraordinary success for the Library in 2023 was the dramatic increase in the usage of Library resources from both undergraduate (UG) and postgraduate (PG) students. As new software was implemented in 2022, the Library's online resources have become much easier for users to find and access. This accounts for the dramatic increase of 110% in the usage of online journals and case studies. The numbers below showcase the number of reads-and-downloads of e-books, e-journals, and e-case studies. A 'read' means that the user has spent two minutes or more on the site. These statistics do not consider the number of views from sites for electronic books, journal articles, or case studies (which is even higher). On a rough average students, academics, research associates and PDRFs view 176 electronic resources a year. In reality, of course, some view electronic resources more while others less. What this points to is that the Library is buying the right resources. This also shows that through good marketing and training, staff and students at UJ are using the resources well.

Table 1: Usage of Resources

Categories	2019	2020	2021	2022	2023	Difference between '22 and '23	Difference as a %
Ebooks	658 793	345 932	431 361	542 633	663 225	120 592	22
Databases	5 346 483	6 192 521	3 489 718	4 540 301	9 548 304	5 008 003	110
Overall E Collection	6 005 276	6 538 453	3 921 075	5 082 934	10 211 529	5 128 595	101
Overall Print Collection	290 991	54 644	65 760	137 776	134 454	-3 322	-2
Overall collection usage	6 296 267	6 593 097	3 986 815	5 220 710	10 345 983	5 125 273	99

Students Visiting the Library

In 2023 all four campuses saw a high number of students visiting the libraries. The main reasons they(students) gave for coming to the campus libraries were to use the computers and plug points They also stated that the Library is always clean and quiet, and that the staff are friendly, helpful, and supportive. In the 2023 UJ student survey, students indicated a 95% satisfaction rate with the Library. Two key aspects that students appreciated were the computers and the new plug points that were put into most libraries in 2023, and installed in the APK Library in early 2024.

The table below shows the number of users who used campus libraries once or multiple times in August. Many users come into the Library several times during a day, or within a week, or a month. The numbers count each user once (not every time they come into the Library). August was chosen because it is a month in which all students are registered and on campus; it is not an extraordinary month when there are exams.

Table 2: Numbers of people physically coming into the campus libraries

Campus	UG students	PG students	Academic Staff	Faculty that use the Library the most	Second faculty to use the Library the most
APB	5 258	651	132	CBE 2 885	FADA 981
APK	17 521	2 005	165	CBE 8 028	HUM 3 157
DFC	7 835	567	48	FEBE 4 290	HS 1 952
SWC	4 597	443	20	CBE 2 977	EDU 822

The table below showcases the number of users who have come into the Library during a single day (06:00-22:00). These numbers are averaged across August for specific days during one month. On average 66% of users came into the Library once during the day, however, 34% of users came into the Library multiple times during the day.

Table 3: Average number of staff and students entering the campus libraries during the week

Campus	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
APB	5 578	5 833	5 567	6 378	4 456	804
APK	21 465	27 701	20 852	26 265	15 110	4 216
DFC	9 342	13 771	10 566	10 762	7 441	1 602
SWC	5 510	7 179	5 716	6 696	3 972	937

Library Training Sessions

During 2023 the Library staff trained 18 477 UG students and 7 442 PG students (the highest number of PG students recorded). The two faculties with the highest number of students attending Library training were FADA, with 83% of students attending one or more training sessions, and Law, where 85% of students were trained. In the faculties of Health Science and Humanities just over half the students attended Library training sessions: 69% of Humanities students and 58% of Health Sciences students. In the College, 44% of students received some form of information literacy training, in Science 38%, in Education 31%, and in FEBE only 24% of students attended one or more training sessions run by the librarians.

The table below shows how many PG and UG students have been trained over the last five years. This Excludes 2020 when the librarians trained more than half the student population online. In2023, the librarians have trained the highest number of students since the UJ Library began offering information literacy training sessions.

Table 4: Total number of students trained over five years.

Categories	2019	2020	2021	2022	2023	% difference between 2022 and 2023
Undergraduate	16 151	22 296	16 034	11 819	18 477	Increase of 56%
Postgraduate	2 269	6 159	6 221	6 913	7 442	Increase of 8%
Overall	18 420	28 455	22 255	18 732	25 919	Increase of 38%

Learning Support for Students

In 2023 the Library attended to 122 335 queries for information, support, or help. This is 9 688 more than the previous year. These queries were addressed via the chatbot, the website 'Ask a Librarian' service, or as directed queries to librarians in person or via email. In 2023 students downloaded exam papers 787 940 times, an increase from the 591 800 downloads in 2022.

To support postgraduate students in their studies the Library ran a programme offering help to Masters and Doctoral students in all the faculties and the College. The purpose of the programme was to help Masters and Doctoral students speed up the writing of literature reviews in their proposals, and the literature review chapters in their thesis or dissertation by means of specific guidance and support from the librarians. In 2023 the Humanities librarians had the most impact: they worked with 451 postgraduate students, giving them one-on-one training sessions, guidance in finding information and help in writing their literature reviews. The least amount of uptake for the programme was from College of Economics and Business where only 63 postgraduate students were given individual support by a librarian. It is hoped that as students and supervisors see the value of this programme it will gain in popularity.

Another important platform through which Undergraduate and Postgraduate students receive significant guidance from librarians on how to find, critique and use information for their studies is Libguides. In the Faculty of Law, Libguides are extremely popular, with the average law student viewing Libguides 80 times in 2023. This is because there is a Libguide for every module, as well as introductory Libguides showing students how to use various tools in the Library. In 2024 a key target of the Library will be to improve the quality and number of Libguides supporting modules in other faculties and the College.

Table 5: Usage for Libguides per the Faculties, College and School

Division	Views of Libguides	Number of students registered	Average times a student viewed Libguides
FADA	10 425	1 489	7 times per user
CBE	98 266	18 620	5.3 times per user
Education	18 589	4 731	3.9 times per user
FEBE	41 055	9 741	4.2 times per user
Health Sciences	62 244	4 622	13.4 times per user
Humanities	126 464	6 247	20.2 times per user
JBS	1 851	841	2.2 times per user
Law	156 242	1 947	80.2 times per user
Science	100 279	5 117	19.5 times per user
Info Literacy	198 585	15 000	13.2 times per user

Research Support

In partnership with faculties and the College, the Library supported academic debates and conversations by hosting 87 4IR events (14 events on decolonisation, 24 events on Pan Africanism, and 49 events focused on the SDGs). In total, the Library hosted 244 functions between January and December 2023. These included book launches, conferences, seminars, public lectures, and the popular High Tea with the VC where the Vice Chancellor discusses a different book every month.

The Research Data Management site grew remarkably in 2023 to 768 datasets, from the 39 datasets uploaded in 2022. The number of users has also increased from 2061 in 2022 to 3342 in 2023.

An important part of the support that the Library has given to researchers in 2023 has been negotiating Open Access. This has included helping academics at UJ afford Article Processing Costs (APCs). The Library used almost R10 million of the book budget to support APCs for individual authors. The Executive Director of the Library, Prof Maria Frahm-Arp, was a member of the Board of South African National Libraries and Information Consortia (SANLiC) in 2023. She has worked hard with the SANLiC team to negotiate better deals with publishers, particularly around Open Access publishing. SANLiC is trying to negotiate transformative agreements with all publishers; the end goal is to transform the way information access is paid for. Before Open Access, libraries paid annual subscriptions to publishers which allowed members of the Library to read the journals, articles and books that were purchased. In the Open Access environment, transformative agreements ensure that university libraries pay publishers a particular amount dependent on several variables which then allows the academics at their institutions to publish in some or all their journals at no cost to the authors. In 2023, R 17 976 251.60 was realized in cost savings to the University through transformative agreements.

Global Reach and National Leadership

Through the annual UJ Library conference the Library continues to be a thought leader in the national and international ecosystem of libraries. The 2023 hybrid conference entitled '*Imagining Sustainability*' attracted over 200 in-person attendees and 74 online attendees. Due to the generous sponsorship from vendors, the conference was free for librarians to attend and was a practical way in which the UJ Library continues to support librarianship within the larger education sector.

At the end of 2023, a second edited book on the changing landscape of libraries was published. The book '*Academic Libraries in Africa*' was published by UJ Press and edited by Prof Maria Frahm-Arp. This book examines the changing landscape of academic libraries in Africa and highlights many examples of innovative ways in which librarians are offering staff and students in Africa world-class support and services, often in environments where there is a limited or unstable power supply, significant cuts in budgets, and constraints in the development and training of librarians concerning ever-changing technologies.

The staff at the UJ Library continue to be thought leaders in the national and international Library eco-system. In 2023 Prof Maria Frahm-Arp served on the international boards of the Online Computer Library Centre (OCLC) (the second largest global company that offers systems and support to libraries) where she was elected as regional chairperson. She was also elected to the advisor boards of the Worldwide Information Services (WWIS), and EBSCO (Elton B. Stephens Company). She also served on the SANLiC board of directors and is a member of the CHELSA (Consortia of Higher Education Libraries South Africa). She has been on the Association of Commonwealth Universities (ACU) Supporting Research Community since 2019. In 2023 Ms Nomoya Mahlangu and Ms Happy Mphahlele both served on the CHELSA National Statistics Working Group. Ms Happy Mphahlele also served on the South African Online User Group (SAOUG) conference organising committee for 2024. Ms Faith Zalekile served on the Clarivate Books Customer Advisory Board. Ms Reneka Panday, the Library Marketing Manager, continued to work as an Ambassador for the Association of Commonwealth Universities and as License and Curator: TEDx University of Johannesburg. Mr Sipho Zulu, the Archives Manager, was a member of the Oral History Association of South Africa National Editorial Board and served on the SABS/TC 0046/SC 11 "Archives/records management" SA Committee.

Third-Stream Income

A key area that the Library aims to improve on is the amount of money raised through third-stream income. In 2023 the Library realized a profit of R 507 178.39 through the paid conferences, events and seminars it organized for departments and divisions. The Bindery made a profit of R318 710.00 for the year, while the Makerspace made R49 563.70. Through sponsorship and fund raising the Library brought in a further R 610 000.00.

A key concern in 2024 is for all librarians to become familiar with Artificial Intelligence and the various forms of natural language processing systems that can be used in learning and research.

UJ Press

At the end of 2023, UJ Press had 96 titles in progress, 143 titles live on the website and 18 open-access journals hosted. During 2023, the Press made a profit of R196,483 and published 33 books. Mr Wikus Van Zyl, the UJ Press Manager, served as a member of the ASSAF National Scholarly Book Publishers Forum and the PASA Academic Sector Committee during 2023.

Concerns and Challenges and the Way Forward

During 2024 UJ Press will hopefully become its own legal entity. As the amount of work in the Press continues to grow the Press plans to hire at least one or two interns to help the Press Manager cope with the high volume of work. He also plans to develop a larger internal review board so that academics with specific and specialized knowledge will critically and thoroughly review each book within a particular knowledge field or discipline before it goes out for external review.

There is a need to develop digital scholarship further at UJ, and the Library is hoping to appoint a new Digital Scholarship Specialist who will help academics and postgraduate students with their digital scholarship needs. This specialist will also train postgraduate students in the use of Atlas.Ti and help academics with their analysis of data using Atlas.Ti. Continuing with the theme of supporting research, the Library has procured EndNote as the new reference manager for UJ, and will hold many training workshops on EndNote for postgraduate students and staff.

A key concern in 2024 is for all librarians to become familiar with Artificial Intelligence... the aim is for librarians to begin to train students on how to use AI systems like ChatGPT effectively and ethically in their studies.

2. OPERATING CONTEXT

A key concern in 2024 is for all librarians to become familiar with Artificial Intelligence and the various forms of natural language processing systems that can be used in learning and research. The aim is for librarians to begin to train students on how to use AI systems like ChatGPT effectively and ethically in their studies. They will also be able to offer training to academic staff in using these platforms to write abstracts, op-ed pieces and other forms of communication quickly, to increase the visibility of their research.

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's facilities and services.
- Spaces to meet a variety of needs such as Learning Commons, Research Commons, Reading Corners, 24-hour study spaces, Meeting Rooms, and Tutor Rooms.
- Wi-Fi connections in all campus libraries and computers for students to use.
- An institutional repository for disseminating the research output of the University.
- Developing Library collections 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.
- A Research Data Management site where data collected through research can be stored electronically.
- Bindery service.
- UJ Press.
- Makerspace.
- Virtual Reality Room.
- Archive and Special Collection of rare books and other archival materials.
- Podcast service.

2.1 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 the Senate.

a) The Management Committee: The committee consists of the Executive Director, two Directors, Manager of Operations and Quality Assurance, Manager of Technical Services, Manager of Library Systems and IT, Manager Client Services, Faculty Librarian Research, Coordinator Special Projects, Campus Librarians, Circulation Team Leaders, the Faculty Librarians, the Specialist Librarian: Teaching and Learning and section heads for Archiving, the Bindery, Shelving, Collection Development, Cataloguing, and Acquisitions. The committee met monthly.

b) Executive Management Team: The Executive Management Team is made up of the Executive Director, two Library Directors, the Manager Operations and Quality Assurance, the Manager of Technical Services, the Manager of Library Systems and IT, and the four Campus Librarians. The team met once a week to ensure effective communication and smooth running of the Library.

All other Library departmental meetings feed into the Management and the Library Executive meetings.

2.1.1 Library Management Structure

a) Directorate
- Executive Director: Prof Maria Frahm-Arp.
- Director of Research and Teaching and Learning: Ms Nomoya Mahlangu.
- Director of Marketing and Events: Ms Alrina de Bruyn.

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

c) Managers
- Specialist ILMS (Integrated Library Management Systems): Dr Pieter Hattingh.
- Technical Services: Ms Janina van der Westhuizen.
- Operations and Quality Assurance: Ms Hettie Wentzel.
- Special Collections and Archives: Mr Sipho Zulu.
- Client Services: Ms Happy Mphahlele.
- Faculty Librarian Research: Ms Ivy Segoe.
- Bindery: Mr Michael Mokoena.
- Specialist Librarian: Teaching and Learning: Dr Elize du Toit
- Makerspace: Mr Rudie Strauss.
- UJ Press: Mr Wikus Van Zyl.

2.1.2 Advisory Committees

a) Library Advisory Committee

The purpose of the committee is to provide high-level advice and counsel to the Library staff 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 membership is made up of representatives from the following divisions: The Library, representatives from all the faculties, the Postgraduate School, the Centre for Academic Technologies, Protection Services, and the SRC.

b) Special Collections Advisory Committee

The purpose of this committee is to provide advice and counsel to the Library's Archives and Special Collections division. This is for all matters relating to aligning the policies and collections of the division to the University's vision. The committee met once in 2023.

2.2 Risk Management

To allow the Library to achieve its goals and the institutional mandate to support teaching, learning and research, as well as other support functions, the following risk areas were identified and managed in 2023:
- Maintenance of buildings.
- Occupational safety and security.
- Library governance and compliance.
- Financial risks.
- Library information systems.

2.2.1 Maintenance of Buildings

The Library excelled in maintenance and cleaning initiatives in 2023, reflecting a strong commitment to user satisfaction and facility upkeep.

a) Maintenance and Cleaning

The Library demonstrated swift and effective problem resolution in various categories, including leak repairs, furniture maintenance, lighting replacement, air conditioning issues, and restroom dispenser repairs. Proactive measures, such as regular inspections and a streamlined reporting system, were implemented, showcasing a dedication to continuous improvement. The Library also prioritised a clean and hygienic environment for users and event attendees in 2023. The cleaning team's excellence was evident in meticulous restroom cleaning, maintenance of event venues, and adherence to best practices, including regular schedules and eco-friendly cleaning products.

2.2.2 Occupational Safety and Security

Occupational safety and security remain a crucial Library operation as the Library continues to be compliant with safety and security regulations.

The following are examples of some of the occupational safety and security measures implemented in 2023:

a) Fire Drills

The fire drills conducted at the libraries on the APB, APK, DFC, and SWC campuses, served as a comprehensive evaluation of emergency preparedness measures. The assessments revealed both commendable aspects and areas that necessitate improvement across the board. One notable strength observed during the drills was the efficiency of evacuation procedures. Swift evacuation times were noted in all libraries, indicating that the staff and occupants were well-versed in emergency protocols. Additionally, active staff involvement demonstrated a commitment to ensuring safety for Library patrons. These positive aspects contribute to the overall effectiveness of emergency preparedness measures.

However, the evaluations also brought to light various areas for improvement. Communication issues were identified as a recurring challenge, suggesting there may be room for enhancement in the systems or protocols used to disseminate critical information during emergencies. Furthermore, concerns related to student engagement and evacuation strategies were also noted. This emphasized the importance of refining these aspects to ensure a more comprehensive and effective response to emergencies.

Library-specific observations provided a nuanced understanding of the drills' outcomes. Timely completion of drills, varying occupancy levels, and the utilization of multiple exit routes were common trends, reflecting the diverse nature of Library environments. Communication challenges, while acknowledged broadly, had been found to manifest differently in each Library. This necessitated tailored solutions.

The recommendations that stemmed from the evaluations encompass a holistic approach to improving emergency preparedness. Enhanced training programs are suggested to further equip staff and occupants with the skills needed during emergencies. Technical issue resolution is crucial to addressing communication gaps and ensuring the reliability of various emergency systems. Increased awareness efforts, including improved signage, are planned going forward to bolster an understanding

and adherence to emergency procedures amongst staff and students.

b) Health and Safety Audit

The recent Libraries Health and Risk Assessment (HRA) conducted by Dr Mkwanazi yielded several positive findings. The Library's overall cleanliness was commendable, indicating a strong commitment to maintaining a healthy and hygienic environment for staff and visitors alike. Additionally, the assessment highlighted the Library's proactive approach to risk management, demonstrating a dedication to ensuring a safe and secure environment.

The overall risk grading for the Library had been assessed as moderate. This indicated a well-managed environment with minimal potential hazards. The audit team found it commendable that the Library continues to implement existing controls and proactively address identified risks.

2.2.3 Library Governance and Compliance

a) Deloitte Internal Audit

Deloitte conducted an internal audit of the Library's processes and policies which revealed 19 issues. Six were identified as significant, and 13 as minor. All flagged points, including the significant problems, have been discussed with the relevant departments. Mitigation processes are in place to resolve them. The Manager of Operations and Quality Assurance has been assigned to ensure the ongoing maintenance and adherence to these improved processes.

b) Implementing a Shared Filing System on SharePoint

In our pursuit of operational excellence, the Library's administrative section has established a centralized and secure document management system using Microsoft SharePoint. This shift from fragmented storage practices has enhanced document security and compliance with POPIA. SharePoint's access controls and auditing capabilities ensure stringent protection of sensitive information. The streamlined document management has increased collaboration and efficiency within the team which eliminated the need to search across multiple locations for documents and information. By adopting SharePoint, we have transformed how we manage and protect critical information, reinforcing our commitment to data security and POPIA compliance.

c) Procurement

The procurement process for catering at events, conferences, seminars, and workshops held in the Library discussion spaces (and managed by the Library events team on behalf of clients outside the Library) has been problematic for some time. Procurement requires multiple quotations several weeks before an event, but departments, faculties or groups organising an event only know the final numbers a few days before the event takes place. This has led to significant challenges with regards to the UJ procurement process. The Library and procurement worked together to implement a more proactive approach in adopting and executing a new procurement system. By reaching out to five suppliers and requesting quotations, the Library events team have successfully accelerated the response time, receiving quotations in less than 3-5 days.

The efficiency demonstrated in this process not only ensures compliance with procurement regulations but also has a direct and positive impact on client engagement. The prompt receipt of quotations allows the Library to keep clients well-informed about event costs in a timely manner which contributes to a more transparent and responsive service. This initiative is a clear reflection of the Library's commitment to efficiency, transparency, and overall client satisfaction.

2.2.4 Financial Risks

To mitigate the financial challenges, the Library continued with the following third-stream income-generating activities:

- The Library hires out certain venues to departments, faculties, groups or centres inside UJ, or stakeholders outside UJ. In this way, the Library generates an income and the UJ community has access to the wonderful venues maintained by the Library. In 2023 the Library realized a profit of R 507 178.39 through the paid events, seminars, and conferences it organized for departments and divisions.
- International conference: The Library, in partnership with the Association of Commonwealth Universities (ACU) and the National Convention Bureau, hosted a spectacular International Conference in September, bringing together librarians (academic and public), researchers, and experts worldwide to engage in a dynamic exchange of ideas, knowledge, and research findings under the theme: "Imagining Sustainability". Through sponsorship and fund raising the Library brought in a further R 610 000.00. The Library was able to generate some income and to make the conference free for all attendees.
- The Bindery made R318 710.00 profit for the year.
- The Makerspace made R49 563.70 profit for the year.

2.2.5 Information Technology Risks, Challenges and Improvements

a) Sierra - Patron UJ Card Barcodes

At the beginning of 2023, the Library experienced Patron Barcode issues. This was because the Integrated Library Management System (Sierra) did not receive the UJ Card barcodes via its API Interface from ITS after students registered and took possession of their UJ Cards. The Impact on the Library (Sierra) not receiving the correct barcode number from ITS (The Library has +- 18,000 patron records that did not reflect the UJ Card's Internal Barcode Number) meant that:

- Books could not be issued to Patrons,
- Students were not able to make use of the Library's PCs at the Learning and Research Commons. These PCs are on a Time Management System that interfaces with the Sierra patron record database.
- This also impacted Minolta Printing service as students could not use the printing machines without UJ cards that could be read by Sierra.

ITS worked on the configuration and fixed the problem. However, it arose again at the beginning of 2024. After intervention from ITS and the Library Systems Management team, the problem was resolved.

b) Sierra - SAML and Library PIN Authentication

Having migrated Sierra to Cloud Hosting in 2022, LDAP authentication became impractical and non-secure. ICS initiated the shift from LDAP to SAML authentication. However, several factors complicated this migration.

In collaboration with a third-party web/software developer, Library Systems has developed a new UJ-branded SAML authentication page with a refreshed appearance and the authentication problem has been resolved.

c) Risks of changing Loan Rules and creating new Loan Rules

During 2023, Library Management did away with Circulation Fines for Open Shelf books returned late. The implementation date will be January 2024. It was important to thoroughly test any changes in a controlled environment before deploying them to ensure the desired behaviour and to minimize disruptions to Library operations. The process for handling changes to loan rules in the UJ Library setting, specifically for the Open Shelves section, needed a systematic approach to ensure a smooth transition from old loan rules to updated versions. This process takes into consideration the status of checked-out items, the need for duplicating rules (new and old), updating loan rule names for clarity, notifying staff, and managing the transition in the circulation system. At the beginning of 2024, the new loan rule came into effect and unexpected problems were addressed.

d) Library IT equipment – approved budget for 2023

Library Systems only received some of the equipment in November, despite initiating the order process with ICS in February. This placed significant pressure on the Library Systems technicians to complete the installation before the end of the year.

e) Wi-Fi

The Client Services department at the Library is facing challenges with the Wi-Fi stability. There are frequent occurrences of Wi-Fi disconnection or signal loss throughout the day. At the SWC, the self-check-out machine has not been working effectively due to the Wi-Fi challenges.

f) Replacement of Redundant Technology
- Managing Library technologies is key in mitigating risks in service provision. The following technology tools were replaced:
    - 55 Display Monitors were replaced at APK.
    - Redundant Projectors were replaced at the SWC Board Room and in the
- DFC Auditorium
    - Redundant Workstations: 34x Redundant Laptops have been signed off and sent to ICS.
    - Nadine Gordimer Zoom Room display inputs: Laptop displays 1 and 2 HDMI cabling inside walls were replaced and reinstalled. Laptop display 1 and 2 panels were replaced.

The below list of workstations has been budgeted for replacement in 2023.
- 7x Dell Latitude Laptops replacement for Stanley Mudau, Lucas Dlamini, Yvonne Bucwa, Frederic Mavhunduse, Roving APK, and Roving SWC (Roving APK will be assigned to Elize Du Toit, and Roving SWC will be assigned to Theresa Vukeya).
- 5x Dell AIO 5270 touch workstations to replace the Stackmap kiosk stations at the entrance of each Library.
- 7x Dell Micro 3000 replacements at Queueing Stations of the Student PC Time Management System
- 5x Dell Micro 3000 expansions: 5x new expansion to fit Audio Video room TVs at each campus.

In our pursuit of operational excellence, the Library's administrative section has established a centralized and secure document management system using Microsoft SharePoint. This shift from fragmented storage practices has enhanced document security and compliance with POPIA.

3. STRATEGIC FOCUS AND TARGETS

3.1 Strategic Vision for 2023

The Library's primary strategic focus in 2023 was "Outcomes to Change Lives". The focus of this was centred around the question "What does the Library need to do better, do more of, or do less of, in order to improve the outcomes of students and staff at the University of Johannesburg?" This developed out of a need to understand how the Library can support the UJ community in a post-COVID world the best. To achieve this strategic goal the Library identified five areas that needed to be given more attention:

- Targeted support to undergraduate and postgraduate students to improve their time to completion. The Library rolled out a program particularly targeted to understand and support the needs of postgraduate students with the specific aim of helping them complete their degrees on time.
- Sustainability of the Library financially, and in relationship to the services, collection of resources and infrastructure it offers the University community. It emerged that this was an area that needed much more attention. The Library has developed a task team to investigate this, which over the next three years will focus on developing a sustainable Library collection that offers staff and students the resources they most need while working within a shrinking budget.
- Funding for the Library was also identified as a key area that needs more attention. In 2023 the Library was able to raise over a million rand in sponsorship money, income through the services it offers, and funding for small projects. A new key focus area for the Library is the establishment of a funding task team that began working in 2023 on applying for external funding for Library infrastructure, equipment and staff training. The task team is continuing its work in 2024 and aims to raise R 2 million.
- Library scholarship has been a priority for the UJ Library team and in 2023 Prof Maria Frahm-Arp edited a book exploring Library scholarship in Africa entitled *Academic Libraries in Africa* (UJ Press 2023).
- Strengthening a culture of teamwork was a key focus for the Library following the pandemic. In 2024 the Library is focusing on developing a deeper culture of customer service excellence building on the basis of a stronger teamwork culture developed within the Library during 2023.

As the Library worked out its 'Outcomes to Change Lives' strategic focus it became clear that a key role of the Library was not just helping students to pass exams and excel in their academic work but also to prepare them for the world of work. As UJ embraces a new strategic focus of 4IR for positive societal impact, the Library is embracing this overall strategic vision with a five-year strategic vision centred on developing and supporting students for work readiness. This particular strategy 'Student Work Readiness' embraces the three key Sustainable Development Goals that the Library is most closely aligned to, namely SDG 4, 8 and 9.

SDG 4 highlights the critical importance of access to excellent equitable education ensuring that all students are provided with the skills for lifelong learning. The Library has identified this as its most critical area of sustainable development for staff and students. The second is SDG 8 which centres on decent work and economic growth. Sustainable economic growth requires societies to create the conditions that allow people to have quality jobs. Students need innovative skills to enter decent workplaces and strengthen our economy. The Library is committed to equipping students with the skills they need to use innovative technologies to access, evaluate and critically engage with the ever-growing body of knowledge and information. This is an essential skill needed by everyone who is currently in the workplace or who will be entering the workplace, such as the UJ graduates. Finally, the Library sees SDG 9, with its focus on industry, innovation, and infrastructure, as the third essential area that students need to master as they become ready to enter the workplace. The Library therefore sees this as the third arm of its 'Student work readiness' strategy by providing students with the spaces and skills they need to become innovative by ensuring that they become competent in using some of the most important 4IR tools and technologies. Student work readiness does not just embrace undergraduate students but also aims to offer support to postgraduate students as they aim to enter the workplace with their unique set of skills and the staff working at UJ to help them continue to be ready to meet the ever-changing demands and opportunities of the dynamic higher education workspace.

3.2 Thought leader

Below is a summary of the Library's most outstanding highlights and achievements in 2023:

- The online information literacy module was translated into isiZulu and Sepedi. A launch was

held on 8 May to coincide with Africa month.

- The Centre for Academic Technology, in collaboration with the Library developed the online information literacy module into a Short Learning Programme
- One hundred and seventy-seven (177) projects were completed in the Makerspace in the ear 2023.
- UJ Virtual Reality Lab opened this year and scanned and mapped 3D tours for the APB and SWC Libraries.
- The Library and the UJ Writing Centre collaborated to host the Honours Writing Cafés, offering a focused platform for Honours students to dedicate time to crafting their literature reviews.
- The Library Research Support Division proudly introduced the inaugural series of Postgraduate Conversations, a groundbreaking initiative designed to connect, celebrate, and delve into critical issues and ideas integral to postgraduate

research endeavours.

- The Archives and Special Collections won the Best Poster Presentation Award on Temperature and Humidity at the South African Society of Archivists (SASA) National Conference in July 2023.
- The archives team have introduced oral history projects aimed at collecting oral history from prominent individuals and groups of people. The archives team have so far managed to interview Dr Sam Motsuenyane, the first black extension officer who started a career in agriculture and conservation in the late 1940s.
- The UJ Institutional Repository was launched in a hybrid event on the 24th of August 2023 and is hosted on a new system called Esploro.
- Our social media presence has experienced significant growth this year, reaching new heights in engagement, followers, and influence.

3.3 Library Staff Members Involved in National and International Committees

Table 6: Library Staff Members Involved in National and International Committees

Staff Members	National and International Committees
Prof Maria Frahm-Arp	Board Member of South African National Libraries and Information Consortium (SANLiC)
	Member of the Association of Commonwealth Universities (ACU) Supporting Research Community
	Chair-elect of the Online Computer Library Catalogue (OCLC) Regional Executive Board
	Elected on the EBSCO advisory board
Nomoya Mahlangu and Happy Mphahlele	CHELSA National Statistics Working Group Members
Happy Mphahlele	Serves on the South African Online User Group (SAOUG) conference organizing committee for 2024
Faith Zalekile	Clarivate Books Customer Advisory Board
Reneka Panday	Ambassador Association of Commonwealth Universities
	License and Curator: TEDx University of Johannesburg
Wikus Van Zyl	Member of the ASSAF National Scholarly Book Publishers Forum
	Member of the PASA Academic Sector Committee
Sipho Zulu	Member of Oral History Association of South Africa National Editorial Board.
	SABS/TC 0046/SC 11 "Archives/records management" SA Committee member

3.4 Teaching and Learning Support

In 2023, the Library used various mechanisms and channels to support undergraduate students. The Library's undergraduate support entailed the following:

- First Year Seminar (FYS).
- Providing generic information literacy training.
- An online Information Literacy module.
- Audio-visual instructional material.
- Online support to individual students who requested it.
- Providing electronic course reserves.
- LibGuides.
- Access to past examination papers.

3.4.1 First Year Seminar (FYS)

The First-Year Seminar (FYS) was designed to ensure a smooth transition for incoming students into their academic journey. This comprehensive programme included scheduled guided Library Walkabouts and faculty-led Library orientations held at different venues. Sixteen venue sessions were scheduled for the librarians to present an overview of the Library and its services to the first-year students.

In an exciting development, the Library introduced an extended programme that featured an engaging outdoor activity week from the 13th to the 17th of February. This innovative addition provided students with a unique opportunity to bond, explore, and build connections beyond the traditional classroom setting. It was particularly well attended and attracted both students who had participated in the first week of orientation and those who had not.

3.4.2 Outdoor FYS

Outdoor events took place in front of the libraries with gazebos, where students could meet the librarians and have their Library questions answered. The libraries had handouts and freebies to give away that included leather-bound booklets done by the Library's Bindery department, key holders with the Library website QR code, coasters, pens, Library passports, sweets, etc. The outdoor events were popular with a big turnout of students visiting the gazebos.

3.4.3 First-year training as part of FYS

From 16 February to 20 February, 1 182 first-year students received physical generic training across all campus libraries in "Getting to Know the Library". Students had to book via the LibCal booking system or manually at the libraries' Information Desk. The "Getting to Know the Library" training was

so successful that APK Library had to divide the students into three different venues.

3.4.4 Undergraduate training

The General Librarians and Learning Commons Librarians are involved with training undergraduate students in information literacy skills. These training sessions are generic, in other words, and they cater to students from all disciplines and faculties. Students book online to attend a training session. From January to September 2023, 229 training sessions were offered across the four campus libraries. A total of 5165 undergraduate students received this generic information literacy training. The information literacy training used the Online Information Literacy LibGuides and Blackboard as platforms. The statistics show that students are actively using the LibGuides. From 1 January to 1 October 2023, the information literacy Library guides had 185982 views. From 1 February to 1 October, the Blackboard activity usage was 94188 with 19 Blackboard Communities.

3.4.5 Online Information Literacy Module Translated into isiZulu and Sepedi.

The online information literacy module was translated into isiZulu and Sepedi. A launch was held on 8 May to coincide with Africa Month. From 1 January to 2 October, these two guides received 7723 views.

3.4.6 Compulsory Information Literacy Module

The following departments made the online information literacy module compulsory for their students:
- Personal Professional Development: Average marks 90%
- Fundamental Research Practice: Average marks 78%
- Study for Success: Average marks 83%
- BCom Marketing Management: Average marks 68%
- Marketing Research: Average marks 73%
- Mastering of Academic and Professional Skills (MAPS) in the Humanities: Average marks 76%
- Mastering of Academic and Professional Skills in Economics: Average marks 72%
- BCom Hons. IT Management: Average marks 65%
- BCom Hons. Information Knowledge Management: Average marks 77%

The students from the Department of Marketing Management who achieved a score of 75% in the online information course were rewarded with an opportunity to take a field trip to a company. This experience allowed them to immerse themselves in the practical realities of "a day in the life of a marketer." Ten lucky students got to spend a full day at Clover.

3.4.7 Short Learning Programme

The Center for Academic Technology (CAT), in collaboration with the Library, developed the online information literacy module into a Short Learning Programme: Section 1: Building blocks of Information Literacy and Section B: Advanced Information Literacy. Students will receive a certificate of successful completion when they complete the program. This will be given out in 2024 and has been developed on Moodle (the new University Student Management System).

3.4.8 Library Tutors

The UJ Library appointed 10 Library tutors in 2023. At the beginning of the year, they received intensive training on guiding students through the vast resources and services the Library offers. They also received mentorship training in assisting students with other needs not related to the Library. In this way, the Library tutors have helped students to cope better with the various social, emotional, physical, and economic challenges they might face while studying.

3.4.9 Usage of LibGuides

The Library continued to create useful Libguides and updated them for the benefit of the students. As a result, the LibGuides usage increased by 18%.

Table 7: Usage of LibGuides 2019 to 2023

Platforms	2019	2020	2021	2022	2023	Diff 2022 vs 2023	%
LibGuides	721 844	712 796	747 067	756 214	894 972	138 758	18

3.5 Technology Support for Teaching and Learning and Research

The emergence of and proliferation of Generative AI technologies and the digital environment meant that the Library had to empower librarians to meet the needs of the students accordingly. Several workshops were organized to equip librarians will the necessary skills to support teaching and learning and research. The following value-add IT developments and 4IR-driven projects were implemented or enhanced in 2023:

3.5.1 Empowering Faculty and Information Librarians to train students more effectively

Prof Wai Sze Leung, Vice-Dean of Teaching and Learning: Faculty of Science gave an informative workshop for the information services staff on ChatGPT and other predictive AI software in teaching and learning. Prof Maria Frahm-Arp, Executive Director: Library, went on to discuss how best librarians can improve teaching so that everyone who attends training learns effectively and can implement everything that they are trained to do.
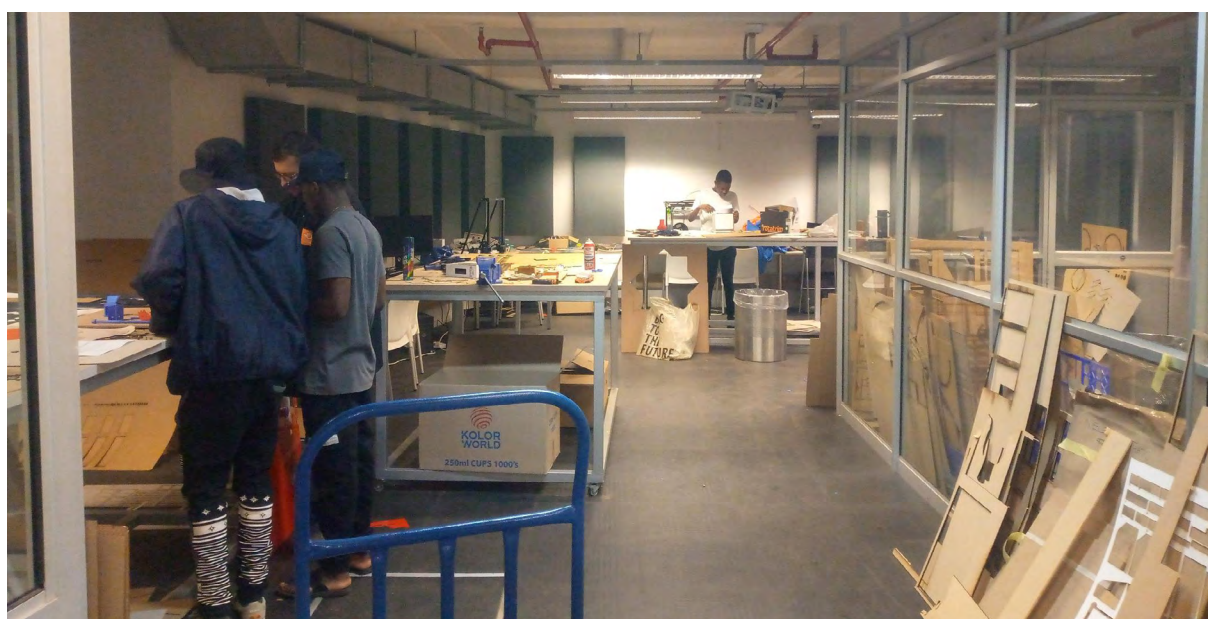
Prof Frahm-Arp also facilitated a workshop on the use of quizzes in teaching, learning and research training to assess the impact and understanding of content instead the asking students about the facilitator's performance. The Information Services team produced quizzes that could be used on various training content for better impact analysis.

3.5.2 Meescan Technology for UJ Campus Libraries

In 2023 all the libraries had fully installed Meescan machines. These offer flexible, user-friendly self-checkout solutions in our campus libraries. Our patrons can easily navigate the self-checkout software through the Library's mobile app and check out any of the print books they wish to use. It has liberated our Library staff away from the checkout desk so that they can do what they do best which is to support and guide students in finding the most relevant information easily.

3.5.3 Makerspace

The Makerspace managed to complete 89 3D printed projects entailing during 2023. Of these 25 projects were staff projects and 64 were student projects. A total of 88 projects were done on the laser cutting machine. This means a total of 177 projects had been completed in the Makerspace. Despite a record success in the year 2023, the UJ Makerspace had its share of challenges. Finding and procuring suppliers for specialised consumables negatively affected the speed with which projects were completed, and the number of projects done in the Makerspace. Loadshedding also disrupted projects on 3D printing. In 2024 the team plans to connect the Makerspace equipment to UPS to avoid this challenge. The Makerspace has proven to be popular with the students and a strict booking system has been implemented to help ensure that all students who wish to use the space are given an opportunity to do so. Due to the high demand amongst students and staff for the Makerspace, the Library is planning to establish a second Makerspace on the APK campus in 2024.

3.5.4 Virtual Reality Lab

The highlight of the year for the VR Lab was hosting the Biokinetics Department in the Lab for their Game Intervention sessions where students were exposed to practical experiences virtually before entering real-life clinical settings to perform similar procedures. This was the first time after the VR Lab, which opened early this year, offered direct support for enhancing learning experiences and assisting in practical skill development. This was an exciting project, and more engagements with departments are planned for 2024 in which the VR Lab will directly support learning experiences.

The VR team participated in all the eight Student Expos held by the Library during 2023. At the Expos the VR team engaged with students and got them to experience various immersive environments.

The VR team also successfully scanned and mapped 3D tours for the APB and Soweto Libraries.

View the tours through the following links:
APB Campus - https://my.matterport.com/show/?m=s4HVU62Ctbd
Soweto Campus - https://my.matterport.com/show/?m=cuXbFkgPgKd

3.5.5 Hublet Tablet Station – Managing Digital Content

The Hublet Station at APK became fully functional in 2023. Although the initial uptake was slow, students have now become more aware of the service. At these Hublet Stations, patrons can check out a Samsung tablet as quickly as taking a book from the shelf, without any staff intervention. Hublet is an easy and secure self-service solution that makes digital content and Library news on events and services available for all our Library patrons. Unfortunately, serious issues with the DFC network and firewalls meant that for a large part of the first semester, the service could not be accessed at the DFC Research Commons area.

3.6 Research Support (Training and Workshops)

The Library Research Support plays an important role in the postgraduate students and researcher's academic journey and therefore, towards the university's research output. The Library Research Support Service fulfils its role through several activities designed to contribute towards the researchers' research journey. The team offered an online tailor-made series of workshops to the Honours students, targeting mainly CBE, Education, and Humanities. Masters and Doctoral students were supported through the researcher development workshop series designed to help them navigate their research projects and the process of searching and utilizing online and print Library resources. The Library also provided research data management services and training for the research community.

Detailed highlights of the research support services for 2023 are listed below:
- A programme of online postgraduate workshops and events

- UJ Researcher Development Workshop Series
- UJ Library Honours Writing Cafés
- Library Honours Program
- Postgraduate Conversations
- Continued support for research data services.
- Sourcing external online and print sources of information through the Interlibrary Loans Service.
- Virtual consultations on Zoom or Microsoft Teams.

a) Postgraduate Welcome Event

The Postgraduate School and the UJ Library held a two-day (in-person) Postgraduate Welcome Event at the beginning of the year. The welcome day was designed to introduce all Honours, Masters and PhD candidates to the resources, services, and facilities available at the Library and the Postgraduate School (which will be crucial in supporting their research and learning throughout their postgraduate degree). The programme highlighted the research support services available in the Library, such as workshops on literature searching, citation management tools, and guidance on using databases effectively. The programme also discussed funding postgraduate studies and mental wellness. Professor Gravette (Acting Deputy Vice-Chancellor: Research and Internationalisation) and Professor Moteetee (Senior Director, Postgraduate School) shared useful tips for postgraduate studies.

The event witnessed enthusiastic participation, with 153 postgraduate students actively engaging in discussions and presentation sessions. This collaborative effort between the Postgraduate School and the Library set a solid foundation, ensuring that postgraduate students commence their academic journey well-equipped and empowered to excel in their pursuits.

Professor Sarah Gravette:
Acting Deputy Vice-Chancellor:
Research and Internationalisation

Professor Moteetee:
Senior Director: Postgraduate School

Attendees of the Postgraduate Welcome Day Event

Honours Students at a writing Cafe

b) UJ Researcher Development Workshop Series

The UJ Library, in partnership with Elsevier, hosted a comprehensive series of online and onsite workshops tailored-made for academics, Postdoctoral fellows, Masters and PhD students, aiming to familiarize them with the array of available Elsevier products and effective utilization strategies. These workshops encompassed a diverse range of topics, including the exploration of cutting-edge features within Scopus such as Preloaded SDG search strings, author discovery, funder insights, and the analysis of topic trends, equipping participants with invaluable skills in identifying keywords and searchable terms for journal articles. Additionally, sessions on SCIVAL Research Analytics provided a holistic view of publication information, including co-author networks and their relevance to Sustainable Development Goals

Another crucial aspect addressed in the workshops was the Research Cycle, delving into leveraging smart tools and analytics to identify research gaps, publishing tips, and the utilization of Mendeley for citation automation and reference list generation. These workshops witnessed robust participation, attracting a commendable number of 254 attendees.

c) UJ Library Honours Writing Cafés

Honours students often find themselves navigating the intricacies of the research process without the dedicated support tailored to their academic level. While not undergraduates, they are often excluded from postgraduate engagements focused on Masters and Doctoral students. However, it is at the Honours level that many students undertake their initial research endeavours and articulate their findings in comprehensive essays. In response to this need, the Library and the writing centre collaborated to host the Honours Writing Cafés, offering a focused platform for honours students to dedicate time to crafting their literature reviews. These sessions, held across all campus libraries, aimed to not only facilitate writing but also to enhance students' familiarity with Library resources and research skills crucial for their research reports.

Throughout these cafés, librarians provided expert guidance in conducting advanced literature searches and utilizing bibliographic management tools. Simultaneously, colleagues from the writing centre offered extensive support in refining students' writing skills. Feedback collected from participants attested to the profound impact of these sessions. Students reported an improved comprehension

of the intricacies of the writing process and a heightened ability to effectively leverage Library resources for their academic pursuits. This concerted effort to support honours students had an attendance of eighty-six students.

d) Library Honours Programme

The Library Honours programme is offered through a series of sessions aimed at meeting the needs of students. The focus often revolves around referencing and utilizing advanced Library resources and databases. Throughout both the first and second semesters, a total of 30 sessions were organized across disciplines such as STEM in Education, Logistics Management, Economics, Transport and Logistics, and Health Sciences. 1 772 Honours students attended these sessions. The distribution of these sessions per department is outlined below:

* STEM in Education: 8 sessions
* Logistics Management: 5 sessions
* Economics: 7 sessions
* Transport and Logistics: 6 sessions.
* Health Sciences: 4 sessions

Following these sessions, quizzes were administered to assess the impact of the session. Both the outcomes of these quizzes and the feedback gathered from students and lecturers underscored the significance of these sessions as a valuable educational intervention. Throughout the module, a comprehensive set of 10 quizzes was completed, contributing to the evidence supporting the effectiveness of these educational sessions. In addition to the quizzes, participants in the module engaged in reflection exercises. The feedback received from these exercises affirmed that the students derived substantial benefits from their involvement in the module. See below:

Library Sessions Reflection.
Posted by KO SHIGOAKA at Tuesday, 11 April 2023 09:58:00

Good Morning

I have certainly learnt a lor during the library sessions that we have been attending. I have gone from understanding the real way one has to articulate themselves in literature and Moreso how to reference the sources acquired in writing/research.

I have had many challenges though more than the positives as there would be days where I would not have electricity due to loadshedding and therefore I was unable to attend the session till the end as the electricity would be cut off. I have also experienced constraints with not only my electricity going off but someone delivering a lesson's network tampering with the lesson. I have realised that this is a great workshop however would be better if only it could be incorporated in the face-to-face classes that we have to avoid the mishaps mentioned above.

A reflection written by an Honours student from STEM in Education.

e) Wiley Author Engagement Programme: How to get published: lectures and workshops.

Wiley in partnership with the UJ Library and the Research Office, under the Publishing Agreement between Wiley and the South African National Library and Information Consortium (SANLiC), hosted three days of Author Engagement Programme Lectures and Workshops. The lectures and workshops were designed to give authors the knowledge and confidence to submit their work for publication. Topics covered in the lectures included choosing the right journal to submit to, understanding the review process, preparing the manuscripts, and navigating the publishing process. The workshops provided an introduction to writing for publication and guidance on how to format the manuscripts, avoid author errors, create compelling abstracts, and revise for submission. The 165 attendees had an opportunity to network and received advice from Mr Michael Willis, a Researcher Advocate from Wiley.

Michael Willis: Wiley Researcher Advocate

Attendees during the Wiley workshop

f) Wiley Publishing Clinic

The Publishing Clinic was intended to offer individualized support to researchers and aspiring authors. This was led by Michael Willis, Senior Solutions Manager from Oxford, UK. Ivy Segoe, the research support librarian, addressed issues related to the Library Open Access support. The clinic drew substantial attendance, with a total of 52 participants actively engaging in these enriching workshops and the exclusive one-on-one consultations. Throughout the workshops and consultations, the attendees had the opportunity to delve into a multitude of topics and had the opportunity to receive personalised guidance and support. The clinic fostered a collaborative and supportive environment, empowering attendees to navigate the complex publishing landscape.

Some of the participants who joined the Wiley Publishing Clinic.

g) Postgraduate Conversations: Fostering Community and Insightful Discourse for Postgraduate Students

The Library Research Support Division proudly introduced the inaugural series of Postgraduate Conversations, a groundbreaking initiative designed to connect, celebrate, and delve into critical issues and ideas integral to postgraduate research endeavours. The initiative commenced with engaging sessions hosted at the DFC and APK campuses, offering postgraduate students a platform for insightful discussions.

Mrs Charlotte Mokoatle, a lecturer in the Environmental Health Department within the Faculty of Health Sciences, gave a key address at the DFC campus event. Her discussion centred on the increasingly pivotal role of supervisory guidance in postgraduate research. She emphasized the significance of nurturing and maintaining supervisory relationships, crucial for addressing personal and cultural issues and experiences encountered during the research journey.

At the APK campus, Prof. Erica Spangenberg, an Associate Professor specializing in Mathematics Education from the Department of Science and Technology Education (SciTechEd), shared her invaluable insights. Her presentation was met with enthusiastic reception from our students. The

session evolved into a therapeutic exchange, where postgraduates openly shared diverse research practices and strategies, including techniques to effectively balance work and studies. The conversations attracted an impressive turnout, with a total of 120 postgraduates actively engaging across both campuses. The sessions not only provided a platform for knowledge exchange but also fostered a sense of community and support among postgraduate students navigating the complexities of their research journey.

h) Conversations on Predatory Publishing

The Library hosted two online conversations aimed at raising awareness and facilitating discussions about the issue of predatory publishing in the academic and scientific community. The two sessions were highly enlightening and provided valuable insights into the unethical practices associated with predatory journals. As mentioned by some of the attendees, the sessions equipped the researchers with the skills to recognize potential red flags and make informed decisions when choosing conferences and journals for their research. The 1st session was hosted on 19 July and was presented by Professor Phillip De Jager from the University of Cape Town. Prof Reinout Meijboom (UJ Science Faculty) presented the second session on 3 August. A total of 196 participants attended both sessions.

i) Academic Integrity Week

The UJ School of Management, in collaboration with the Library, hosted the Academic Integrity Week initiative which aimed to emphasize the core principles of honesty, respect, and responsibility while addressing the critical issue of plagiarism within academic circles. The week commenced with an inaugural panel discussion which brought together esteemed experts and stakeholders to deliberate on the nuances and significance of academic integrity in educational landscapes. Discussions revolved around proactive measures to promote ethical conduct, strategies to combat plagiarism, and

fostering a culture of integrity within academia. The panel discussion garnered active participation from students, faculty, and academic staff, reflecting a keen interest in promoting ethical values within the academic community. The seventy attendees that joined the session, engaged in insightful conversations, exchanging perspectives and insights on upholding academic integrity.

3.7 Archives and Special Collections

a) Rare Books

Rare books in the special collection section acquired thirty-eight new books. The budget allocated was effectively used and the spending of the budget was more than 100%.

b) Advocacy Programmes

The archives team gave several presentations via various platforms such as workshops, conferences, and programmes hosted by the archives team to make the UJ community more aware of the archives and special collection at UJ. At the South African Society of Archivist (SASA) National Conference in July 2023, UJ won The Best Poster Presentation Award on Temperature and Humidity. The UJ Archives and Special Collections has introduced Work Integrated Learning (WIL) to History Students which saw one student obtaining an opportunity for an internship at Brenthurst Archives. The history department has produced a draft recording of archives in a virtual reality (AVR) tour which will be uploaded to various media platforms for marketing the archives repository and collections available. This is an initiative to incorporate technology in the domain.

c) Temperature and Humidity System

The Temperature and Humidity System is up, and running, and minor upgrades are to be implemented, such as installation of UPS and capacity to generate reports from the system. The system is regarded as a unique and first-generation system in South African archives. We are looking forward to its final completion.

d) Oral History

We have introduced the oral history project that aimed to collect oral history from prominent individuals and groups of people. Undocumented history is collected through video or audio-recorded interviews to be kept for posterity in the Archives. The Archives has so far managed to interview Dr Sam Motsuenyane in Winterveld, Pretoria. He has since donated signed copy of his autobiography book "A Testament of Hope" to the UJ Archives and Special Collections.

Dr Sam Motsuenyane is the first black extension officer who started a career in agriculture and conservation in the late 1940s. He is the doyen of black business and has founded and chaired many black business organizations such as the African Bank and the National African Federated Chamber of Commerce and Industry (NAFCOC) the largest and best-known African business organization.

Seated: Dr Sam Motsuenyane

He also founded The Dr Sam Motsuenyane Rural Development Foundation. He has dedicated his life to pioneering and promoting entrepreneurship and Black business in the townships, even during the dark days of apartheid. He is a pioneer in economic transformation who has dedicated his life to empowering individuals and communities to participate in rural and township economies.

3.8 Scholarly Communication Services

To promote scholarship and research at UJ, the Library provided the following services:
• UJ Data Repository/ UJ Exam papers
• Open Access Seminars.
• Research Data Management (RDM).

a) UJ Data Repository and UJ Exam papers (Figshare)

Figshare is a web-based interface designed for academic research data management and research data dissemination. This software is used to host our datasets. Our datasets views and downloads have increased drastically since we started using this software. The reason behind the increase is that it works with several organisations to harvest the content of repositories such as Google, Google Scholar, and Google Dataset Search. All content that is uploaded on Figshare is marked up so that Google can identify them, and this is done through configuring meta-tags in line with Google indexing so that crawlers can identify the site. Several integrations are synced on the system making it more discoverable.

b) UJ Institutional Repository Launched

The launch of the UJ Institutional Repository onto a new platform took place as a hybrid event on the 24th of August 2023.

The Institutional Repository has now been launched and is hosted on a new system called Esploro. Esploro is a research portal that provides access to the university research output produced, affiliated, or owned by the University of Johannesburg for a global audience. The IR hosts research outputs (journal articles, conference papers, books, and book chapters) and ETDs (electronic thesis and dissertations). Having our content on Esploro has increased the usage of our repository with more downloads and views and this is because of Smart Harvesting AI. The system shares all scholarly works with Google Scholar and other search engines.

c) Driving Research Impact through Esploro

There was an 8 % increase in the number of items added to the Institutional Repository from 2 433 in 2022 to 2 637 in 2023.

Table 8: RDM 2022/2023

Usage	2022	2023
Published datasets	39	768
Downloads	1 622	5 334
Users	2 061	3 342
Research output (items uploaded)	2 433	2 637
Items received via Oross	2 787	3 223
IR Research Output views	136 310	671 468
IR Research Output Downloads	47 699	397 148
Exam Papers Views	1 047 292	1 646 000
Exam Papers Downloads	548 961	787 940

e) Open Access Seminars

The UJ Library, through the Open Access task team, continued to raise open access awareness amongst staff and students at the University. As such, the task team hosted activities during the Open Access Week in 2023.

d) Open Access Research Support through Article Processing Cost (APC)

In 2023 a total of 365 APC orders were received, in comparison with 495 in the previous year. This amounts to a 26% decrease which is a result of the decreased value of the Rand meaning that the Library could support fewer APC requests as its budget has not increased in line with the Rand-Dollar exchange. It is also due to the increased number of transformative agreements reached with publishers allowing scholars to publish with them at no cost to the authors. During 2023 the University saved R 17 976 251.60 in APC costs through the transformative agreements negotiated via SANLiC (which Prof Maria Frahm-Arp serves on).

3.9   Building the Library Collections

The Library continued to develop a strong collection of digital information sources as part of its strategic focus. In 2023 fewer electronic and print materials were bought. The electronic collection decreased by 1% and the print collection decreased by 2%. The electronic collection consists of electronic databases and ebooks. The following figures illustrate various collections bought and growth trends in 2023:

Table 9: Growth Trend: Print and Electronic Collections

Collection type	2019	2020	2021	2022	2023	Diff	%
Electronic	506 157	549 955	631 807	720 938	716 473	-4 465	-1
Print	602 779	605 472	609 302	610 726	601 491	-9235	-2

a) Library Online Book Expo

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. The Online eBook Expo was held from 1 August to 30 September 2023. During the Expo, 39 e-book collections were purchased, and a total amount of R 6 901 870.90 was spent. Most of the ebooks that were purchased had already been made available to Library users for free from the publishers and only books that had been read/downloaded once were bought to become part of the Library collection.

3.10 Achieving Results Through Task Teams

The Library task team concept was introduced six years ago and is an important way in which the Library is engaging in the ongoing learning that is essential for staff to thrive in the changes brought about by the 4IR. All staff members participate in one of the task teams and they choose the team that is working on an area they are interested in, even if they currently do not work in that specific Library environment. By joining a task team, staff actively engage in professional development and growth. In 2023, the Library had 17 task teams that achieved amazing goals that directly impacted student success. Below is the list of all the task teams for 2023:

- **The Staff Wellness task team** contributed to motivating the Library staff through birthday messages to acknowledge staff in order to build a team spirit.
- **The Marketing task team** promoted the various Library services and contributed to the successful Library Campus Expo across all the libraries.
- **The PC Assistance and Virtual Platform task teams.** This task team aims to equip all Library staff with the knowledge to troubleshoot basic IT problems.
- **The Open Access task team** continued to raise open access awareness amongst staff and students at the University. As such, the task team hosted activities during the Open Access Week in 2023.
- **The Community Engagement task team** provided support to the Funda Ujabule school in Soweto through reading for the learners.
- **The Blackboard Collaborate task team** focused on learning how to use Blackboard effectively for teaching and learning support.
- **The Encore Duet task team** assisted in the planning and solving of technical challenges during the implementation and testing of the Summon platform.
- **The Professional Development task team** facilitated workshops to upskill Library staff.
- **The Circulation Reach Out task team** focused on providing support to undergraduate students. The team developed the Undergraduate Centre at DFC Library. They also trained Library users on various Library tools/apps.

- **The Mendeley and RefWorks task team** facilitated training on the reference management tools.
- **The Library Data task team** focussed on how to exploit the Interlending statistics for decision-making purposes.
- **Outcome-based Student Program.** This task team focussed mainly on helping matriculants with academic applications for tertiary education.
- **The Fundraising Task team** focussed on learning how to fundraise and to also contribute toward fundraising efforts.
- **Digitization/digital transformation.** The purpose was to promote digital awareness among our stakeholders and also to evaluate the Library's digital transformation status.
- **The Library Competitive Intelligence task team** gathered information on other libraries as its benchmark project.
- **The Stock-taking task team** worked on the stock-taking project at the APK Library
- **The Student Wellbeing task team** collected sanitary towels and provided sandwiches for students during exams.

By joining a task team, staff actively engage in professional development and growth. In 2023, the Library had 17 task teams that achieved amazing goals that directly impacted student success.

4. STATISTICAL REPORTS

The compilation and analysis of Library statistics were conducted to monitor the collections and use of services in the Library, to determine trends and development areas, and to demonstrate the impact of the Library services on the University. Below is a statistical overview of Library usage.

4.1 Visits to the Libraries

In 2023, the LibGuides were the most visited sites. It was found to be useful to the students. LibGuides are a powerful source of information as they guide students across all the Library services and resources. Web access increased as students accessed the Library through different access points.

Table 10: *Library Visits through Various Platforms 2019 to 2023*

Platforms	2019	2020	2021	2022	2023	Diff 2022/2023	%
LibGuides	721 844	712 796	747 067	756 214	894 972	138 758	18
Web access	891 862	828 960	874 531	729 316	827 198	97 882	13
Overall Virtual Visits	1 613 706	1 541 756	1 621 598	1 485 530	1 722 170	236 640	16

4.2 Use of the Book Collection (Print and Electronic)

In 2023, the overall book collection usage increased by 17% as compared to 40% in 2022. This low increase could be due to the decrease in the usage of the print collection and the increase in the use of database collections (which increased by 110%).
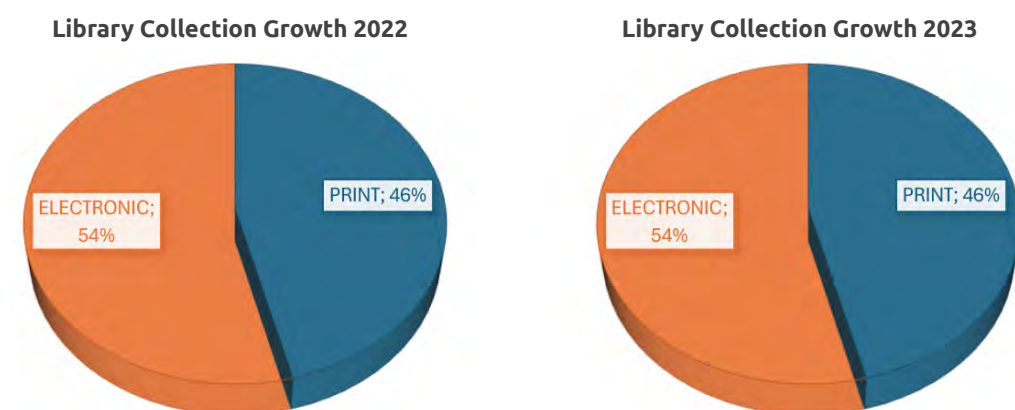
Table 11: Use of the Book Collection (Print and Electronic)

Collection Type	2019	2020	2021	2022	2023	Diff 2022/2023	%
Print	290 991	54 644	54 115	137 776	134 454	3 322	-2
Electronic	495 664	345 932	431 361	542 633	663 225	120 592	22
Total	949 784	400 576	485 476	680 409	797 679	117 270	17

4.3 Collection Development

In 2023, 46% of the total collection of the Library was available in print format, while 54% was electronically available. There is a consistent and focused decline in the acquisition of print collections and an intentional increase in acquiring electronic resources. In 2022 the total UJ collection was 1 331 664 with an increase of 90 555. In 2023 the collection decreased by 13,700. The decline is in the print collection due to the weeding and stocktaking project that was done in 2023.

Figure 01: Library Collection Growth

Library Collection Growth 2022 — ELECTRONIC; 54% — PRINT; 46%

Library Collection Growth 2023 — ELECTRONIC; 54% — PRINT; 46%

a) Electronic Collection Growth

This collection includes both the electronic journal collection and eBooks. The Library aimed at providing access to as many full-text electronic sources as possible. However, there was a decline of 1% from 720 938 in 2022 to 716 473 in 2023. This decline is due to the high exchange rate.

Table 12: Details of the Electronic Collection and Growth Trends.

Collection Type	2019	2020	2021	2022	2023	Diff	%
Single titles	109 912	139 325	163 927	190 073	204 457	14 384	8
Ebooks in collection	228 866	249 058	292 907	346 794	316 808	-29 986	-9
Journal titles with full text	126 895	125 523	135 444	139 661	147 885	8 224	6
Individual e-journal titles	1 275	1 232	1 247	1 194	1 183	-11	-1

Table 13: Growth of the Database Collection (2019-2023)

Types of databases	2019	2020	2021	2022	2023
Abstract	11	11	11	11	11
Full text	182	189	193	197	204
eBook	21	21	23	24	24
Bibliographic	23	23	23	23	23
Reference	13	13	13	14	16
Other	52	54	54	57	59
Archives (all formats)	48	73	74	74	74
Number of databases	**302**	**311**	**318**	**326**	**337**

b) Usage of the Database Collection

The UJ Library provided access to 337 electronic databases in 2023, compared to 326 in 2022. The use of electronic databases increased by 110%, from 4 540 301 in 2022 to 9 548 304 in 2023.

Table 14: Database Usage Trend: 2019-2023

	2019	2020	2021	2022	2023	%
Databases	5 092 451	5 659 687	3 489 718	4 540 301	9 548 304	110

4.4 Library Training

Face-to-face training increased drastically in 2023. However, online training declined because the university was no longer in lockdown. It could also be because the librarians presented most training sessions in 2022 in-person which allowed lots of students to be able to attend. YouTube videos were also used as a training option for student.

Table 15: Number of students trained.

Categories	2022	2023	Diff	%
Undergraduates	11 819	18 477	6 658	56
Postgraduates	6 913	7 442	539	8
Online	11 309	6 794	-4 515	-40
Face to Face	7 423	19125	11 702	158
YouTube views	20 569	22 115	1 546	8

4.5 Library Queries

Face-to-face queries decreased in 2023 due to readjustments in the way data on queries was captured and recorded on the system. The decline in the Chatbot stats was due to the unavailability of the Chatbot services, for some time, in 2023.

Table 16: Library Queries

Categories	2022	2023	Diff	%
Reference	112 567	112 335	-232	-1
Chatbot	19 603	12 930	-6 673	-34

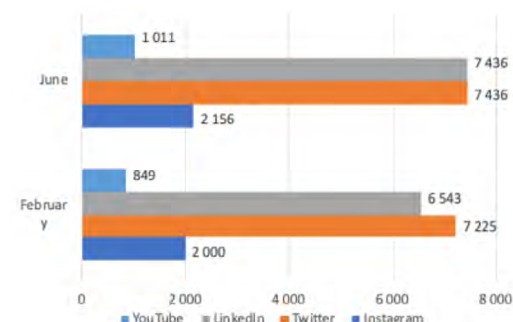## 4.6 UJ Library Social-Media and Online Visibility

Our growing online presence has opened doors to collaborations and partnerships with institutions and organisations worldwide. These partnerships have facilitated knowledge exchange, joint research initiatives, and collaborative projects, further elevating the Library's global standing.

As we move forward, building on these successes and exploring new avenues for growth is imperative.

Continued collaboration with academic departments, implementation of innovative social media campaigns, and the ongoing enhancement of our online resources will be central to our strategy in the coming year.

As we reflect on the past year, it is evident that our strategic initiatives and focused efforts in social media and online visibility have yielded remarkable results. Here are some key highlights:

Social media followers 2023

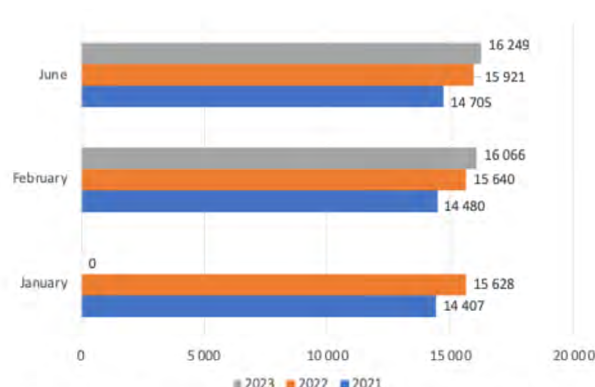From February 2023 to June 2023 the Social media followers grew by the following
- YouTube – 84%
- LinkedIn – 88%
- Twitter – 97%
- Instagram – 93%
January 2023 didn't have values so we took from February

Facebook followers 2023

From January 2023 to June 2023 the Facebook followers grew by the following
- 2021 – 98%
- 2022 – 98%
- 2023 – 16 249 Followers
January 2023 didn't have values so we took from February

Twitter: Our Twitter account has seen a 97% increase in followers. We now have 7,437 followers (in November 2023). This platform has become an effective tool for disseminating timely information, engaging with our community, and promoting Library events and resources.

Facebook: The UJ Library's page has seen a remarkable 98% follower increase. Our strategic use of this platform has facilitated lively discussions highlighted our diverse range of services, and contributed to the overall positive perception of the Library.

Instagram: With a 93% growth in followers, our Instagram account has become a visual showcase for the UJ Library. Engaging visuals, behind-the-scenes content, and user-generated posts have increased our online presence.

LinkedIn: In the Follower metrics, ranked by new followers, the UJ Library is ranked No. 5 with 8,533 followers.

Our growing online presence has opened doors to collaborations and partnerships with institutions and organisations worldwide. These partnerships have facilitated knowledge exchange, joint research initiatives, and collaborative projects, further elevating the Library's global standing.

5. EMPLOYEE PROFILE

5.1 Staff Composition per Peromnes Levels

The Library and Information Centre currently has 135 permanent positions. As of December 31, 2023, 135 of these positions were occupied, with 8 vacancies. In 2023, 11 appointments were made, all of which were from designated groups. Among the permanent staff across all campus libraries, the majority (55%) hold positions within Peromnes levels 11 and 8.

Table 17: Library Staff Peromnes Profiles

Peromnes Level	Number of positions
P3	1
P5	2
P6	6
P7	18
P8	33
P9	11
P10	7
P11	42
P12	13
P14	2
Total	**135**

5.2 Staff Turnover (Appointments, Resignations and Retirements)

Throughout 2023, the UJ Library witnessed dynamic shifts in its personnel which was marked by the successful appointment of 11 staff members to fill existing vacancies. Alongside this positive development, the year also saw 4 resignations, 3 dismissals, and 2 retirements. There was also the unfortunate passing of one staff member, Ms Senkgobeng Medupe-Adeyemi (may her soul rest in peace). We also extend our heartfelt appreciation to the retiring staff members, Ms. Catrin ver Loren van Themaat and Dorothy Nomsa Kuzwayo, for their remarkable contributions and dedicated service to the UJ Library.

The challenges that the Library experienced in 2023 were several staff shortages as posts became vacant due to retirement, resignations or long-term illnesses. At the beginning of 2023, there were six vacancies within the Technical Services team. While these were filled with temporary appointments, which alleviated some of the pressure, it was difficult for the team of 24 staff members to function efficiently with six members missing. However, by the end of 2023, five of the six vacancies were filled. During 2023 the other vacant positions within the Library were also filled, or in some cases, less technical positions that became vacant were merged to create one more specialised position. One such example has been the creation of a new Digital Scholarship Specialist position, which was filled in March 2024.

5.2.1 Temporary Appointments

Library Temporary Staff Appointments:

On an annual basis, the Library strategically appoints temporary staff to fulfil diverse roles within its operations. These roles encompass students assigned as Student Assistants and Tutors, as well as individuals engaged in project support, filling vacant positions, and participating as interns. The appointments made, excluding repeat appointments, are outlined as follows:

Student and Temporary Staff Appointments Overview:
- **Library Assistance:** 50 students appointed across 5 libraries for extended hours and Saturday operations.
- **Project Support:** 27 temporary appointments for projects, including Coffee shop, stocktaking, and digitization.
- **Event Support:** 5 interns appointed for assistance in various events.

Tutoring Services: 11 tutors appointed to assist students.

5.2.2 Vacant Positions

Eight appointments were made ensuring that all eight vacant posts were filled.

5.2.3 Equity Profile

Race Equity Profile

On 31 December 2023, 83% of the permanent Library staff were from the designated groups. See Table 12 below for details:

Table 18: Equity Profile – Race Trend

Category	2019	%	2020	%	2021	%	2022	%	2023	%	Trend
African	101	72	98	73	96	73	103	76	107	79	↑
Coloured	7	5	7	5	7	5	4	3	3	2	↓
Indian	3	2	3	3	3	2	3	2	3	2	=
White	28	20	26	19	27	20	26	19	22	17	↓
Total	139	100	134	100	133	100	136	100	135	100	

Table 19: Equity Profile – Gender

Gender	Count of staff
Female	74
Male	61
Grand Total	135

Table 20: Equity Profile – Gender Trend for the last 5 years

Gender	2019		2020		2021		2022		2023	
	Number	%	Number	%	Number	%	Number	%	Number	%
Female	77	55%	75	56%	77	58%	74	54%	74	54%
Male	62	45%	59	44%	56	42%	62	46%	61	46%
Total	139	100%	134	100	133	100%	136	100%	135	100%

5.3 Staff Development

5.3.1 Staff Training

Training for the General and Learning Commons Librarians

Librarians who have not been involved in teaching and learning were allowed to be part of training undergraduate students in Information Literacy. Learning Commons Librarians and the General Librarians received extensive training in how to use teaching technology, as well as in how to train groups of students. They fully embraced this opportunity and will continue to be part of the teaching and learning team in 2023.

5.3.2 Conference Presentations, Publications and Qualifications

In 2023, 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.

Table 21: Conferences

Presenter	Conference	Title of the Presentation
Mr Sipho Zulu	South African Society of Archivists 2023	*Dilemmas of Strong Rooms Temperature, Humidity, and Emergence of Artificial Intelligence*
Dr Elize du Toit	UJ Library's annual conference on 12 September 2023	*How information literacy can overcome information poverty*
	Annual LIASA conference 2023	*Leveraging AI Technology for teaching academic integrity and anti-plagiarism practices: A Librarian's role*
Nomoya Mahlangu	West Indie conference 13-15 June titled: AI In Information Services: Implications, Applications and Added Value	*Strategies in Implementing AI Technologies in Academic Libraries: A Chatbot Experience at the University of Johannesburg*
Frederic Mavhunduse	West Indie conference 13-15 June titled: AI In Information Services: Implications, Applications and Added Value	*UJ Virtual reality project*
Maria Frahm-Arp	The University of Johannesburg's Institute for the Future of Knowledge and The Library will hold a three-part seminar series on, "Democratising Knowledge: The Politics and Economics of Knowledge Production and Consumption."	*Democratising Knowledge: Barriers to Accessing Journals in the Global South and Africa (1 August)*
	Elsevier Research Conference	*Impactful Research and the Importance of Open Access*
	43 IATUL Conference (Izmir Turkey)	*Effective Change Management for Libraries in an ever Changing World*
	SANLiC Conference	*Measure and Monitoring is not to Improve Statistics but to Improve Student Learning and Research Impact*
	UJ Library Conference	*Sustainable, Impactful Research and the Role of Libraries in 4IR*
Mr Wikus van Zyl	Association of University Presses' Annual Conference	*Global Perspectives on Open Access Publishing*
	SANLIC Annual Conference	*Open Access Scholarly Publishing by Library-based Scholarly Presses in the Global South*

Table 22: Workshop/Seminar Presentations

Presenter	Workshop/Seminar	Title of Presentation
Janina van der Westhuizen	Guest lecturer at the Department of Information and Knowledge Management for both the first and second semesters.	*Academic Libraries*
Janina van der Westhuizen	Panellist at the annual 2023 Nature Springer summit.	*E-book Roadshow – South Africa*
Janina van der Westhuizen	Hosted a workshop at the annual UJ Library Conference12 September 2023	*Online displays*
Dr Elize du Toit	Gaming Seminar on 16 May	*Back to basics: using gaming to teach students about plagiarism.*
Dr Elize du Toit	Guest lecturer at the University of Pretoria for Honours students in Information Science	*The influence of context in information behaviour*
Maria Frahm-Arp	Hosted a workshop at the annual UJ Library Conference12 September 2023	*How to Teach so that Students Come Back*
Mr Wikus van Zyl	Democratising Knowledge - Politics and Economics of Knowledge Production Webinar Series	*The economics and politics of peer review in scholarly publishing*

Table 23: Qualifications

Staff member	Qualification
Dorah Khoza	Higher Certificate in Archives and Records Management.
Janina van der Westhuizen	MPhil (Information Management)
Mpho Maroo	National Certificate: Generic Management: General Management.
Mutali Lithole	Bachelor of Information Science Honours.
Matshediso Malefane	Short Learning Programme in Research Methodology (Online)
Stanley Modau	Bachelor of Information Science Honours
Ben Seitisho	Business Administration
PT Shabalala	Higher Certificate Archives and Records Management
M Sifile	Higher Certificate in Generic Management
N Mudau	Higher Certificate in Generic Management
R Desai	Higher Certificate in Generic Management
R Legoete	Higher Certificate in Generic Management

Table 24: Publications

Staff member	Journal Articles/ Book
Janina van der Westhuizen	*Barriers preventing the optimal use of e-books: a South African Perspective. SAJIM*
Maria Frahm-Arp	*Frahm-Arp, M. December 2023, 'Problematizing Confession and Forgiveness in Prophetic Pentecostal Christianity: A Case Study of Rabboni Centre Ministries', Journal for the Study of Religion. 36(2): 1 – 22. DOI: http://dx.doi.org/10.17159/2413-3027/2023/v36n2a1.*
	Frahm-Arp, M. 2023. 'Technologies in Contemporary African Libraries: Innovations and Insights', The Fourth Industrial Revolution in African Academic Libraries. Johannesburg: UJ Press.
	Frahm-Arp, M. (ed) 2023. The Fourth Industrial Revolution in African Academic Libraries. Johannesburg: UJ Press.

The UJ Library has established itself as a powerful brand in line with the University's strategic vision and mission.

6. COMMUNITY SERVICE, STAKEHOLDER MANAGEMENT, AND REPUTATION MANAGEMENT

The UJ Library has established itself as a powerful brand in line with the University's strategic vision and mission. The Library's efforts in these endeavours are reflected in its community engagement activities in the form of events and conferences held, Internship program, benchmarking activities done at the Library, and through the leadership role played by various staff and departments in the Library environment. This section highlights achievements made in these areas in 2023.

6.1 Library Events and Conferences

The Library has successfully hosted over 244 diverse events and conferences, including book discussions, public lectures, debates, seminars, workshops, colloquia, and symposiums. The wide-ranging topics covered included Pan-African studies (24), Decolonisation (14), 4IR/AI (79), and Sustainable

Development Goals (SDGs) (49). In addition, our hybrid rooms and a dedicated podcast studio have proven instrumental in enhancing our conference offerings and providing a platform for conversation and interaction with our internal and external audiences.

The UJ Library's conferences and events have become a recognized brand at the University and with external stakeholders. We have continuously improved our offerings, showcasing our dedication to delivering quality intellectual experiences.

The involvement of interns on a one-year internship has greatly assisted us in meeting our objectives of improved service and efficiency while offering them the necessary experience and skills they need for the job market. 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.

6.1.1 The High Tea with the Vice-Chancellor

In the dynamic landscape of academia, leadership, and intellectual discourse, the University of Johannesburg has embarked on a unique journey under the guidance of its new Vice-Chancellor, Professor Letlhokwa Mpedi.

Building upon the wisdom of his predecessor, Professor Tshilidzi Marwala, Professor Mpedi has taken the helm with an innovative approach, blending leadership and literature. Introducing the captivating series of talks, "High Tea with the VC," the university has opened its doors to a literary affair beyond the conventional realms of administrative responsibility. The concept of 'High Tea' brings a sense of tradition, sophistication, and friendliness to the intellectual table. It transcends the conventional boardroom setting, providing a relaxed atmosphere for open conversations. This unconventional approach to leadership talks showcases Prof Mpedi's commitment to breaking barriers and fostering a more inclusive and engaging university culture.

The series is not just about tea but about the literary discussions accompanying it. Prof Mpedi curates several topics, from literature and philosophy to leadership and technology. By infusing these discussions with the essence of High Tea, the

university community engages in intellectual dialogues that transcend disciplinary boundaries. The talks serve as a platform for exploring new ideas, challenging established norms, and encouraging a culture of lifelong learning.

"High Tea with the VC" is more than an event; it is a catalyst for building a community of thinkers within the University of Johannesburg. Attendees, including students, faculty, and staff, can connect with the Vice-Chancellor on a personal level. This fosters a sense of unity and shared intellectual purpose. Through these conversations, the university aspires to break down hierarchical barriers and create a collaborative environment where everyone's voice is heard.

The Library hosted seven High Tea with the VC book discussion events this year.

1. *The White-Faced Huts: Witchcraft in the Transkei* by H. F. Sampson (Author) - Special guest - Adv Tembeka Ngcukaitobi SC.

2. *Never Too Young to Lead: A Call for the Youth to Rise* by Lebogang Isaac Maile.

3. Jonathan Ancer on his book *Mensches in the Trenches: Jewish Foot Soldiers in the Anti-Apartheid Struggle*.

4. Nicky Verd on her book, *Disrupt Yourself or be Disrupted: Escape Conformity, Reinvent Your Thinking and Thrive in an Era of Emerging Technologies and Economic Anxiety*.

5. Nonkululeko Gobodo, *AWAKENED*

6. Xoli KaMadlala on her book, *The Peri Menopausal Globetrotter*.

As the University of Johannesburg continues to evolve under its new leadership, "High Tea with the VC" is a testament to its commitment to innovation, intellectual exploration, and community building. Professor Letlhokwa Mpedi leads and inspires a community to read, discuss, and grow together. This literary affair is a series of talks and a commitment to the transformative power of ideas, uniting the university in a shared pursuit of knowledge and excellence.

6.1.2 UJ International Conference

The University of Johannesburg Library, in partnership with the Association of Commonwealth Universities (ACU) and the National Convention Bureau, hosted a spectacular International Conference in September, bringing together librarians (academic and public), researchers, and experts worldwide to engage in a dynamic exchange of ideas, knowledge, and research findings.

The "Imagining Sustainability" conference theme was a unifying thread woven through diverse sessions and discussions.

With a stellar lineup of panellists, including Prof Maria Frahm-Arp (UJ), Glenn Truran (SANLIC),

Dr Mathew Moyo (NWU), Veronica Klipp (Wits University Press), Professor Earl B Givens, Jr. (Catawba College US), Prof M Madhan (Jindal Global University, India), Ed Fay (University of Bristol), Kelvin Watson (Las Vegas-Clark County Library District), Rebekkah Smith Aldrich (Mid-Hudson Library System) and Jon Ray (Wiley) attendees were inspired to explore new frontiers in their respective fields.

The conference also offered valuable networking opportunities, allowing attendees to connect with colleagues worldwide and foster new collaborations and partnerships. The International Conference was a testament to the power of collaboration, knowledge-sharing, and the vital role of academic libraries in facilitating academic discourse.

# TEDˣ
# University of Johannesburg
x = independently organized TED event

TEDˣ
University of Johannesburg
x = independently organized TED event

re·eng neering
humanity

SPEAKERS

NICKY VERD
Top 50 Global Thought Leaders on Digital Disruption and the Future of Work.

THABO "T-BOSE" MOKWELE
South African radio personality and author. Thabo is known for his shows on Kaya FM. Music Collector and Philanthropist.

BUYANI ZWANE
CEO (CHIEF ENGAGEMENT ORCHESTRATOR) of Breakthrough Development

KENNETH KAYSER
Co-Founder: CarScan and Envel Bank & Startup Investor

CORNÉ DAVIS
Associate Professor Strategic Communication

DR BRIAN CHINSAMY
MANAGING DIRECTOR

GRAEME CODRINGTON
Expert on the Future of Work and the disruptive forces shaping organisations and their leaders

ZANELE ZIKALALA
PhD Candidate in Digital Transformation at the Johannesburg Business School (JBS) & Business Analysis Specialist

WAYNE MOODALEY
Senior Lecturer in Accounting and Financial Management at the Johannesburg Business School

THATO BELANG
Professional Speaker & Executive Coach

To be part of the event, register here: tedxuniversityofjohannesburg.uj.ac.za

6.1.3 TEDxUniversity of Johannesburg

In the heart of Johannesburg, where ideas meet, innovation and inspiration know no bounds. TEDxUniversityofJohannesburg unfurled its wings, creating ripples of intellectual stimulation and creativity. With the resounding theme, "*Re-Engineering Humanity*," this year's event proved to be a beacon of enlightenment, sparking conversations that transcended the ordinary and ventured into the realms of the extraordinary.

The Library hosted its annual TEDxUniversityof-Johannesburg on 11 October 2023. The evening brought together an eclectic ensemble of speakers, each a luminary in their respective fields. The talks wove a tapestry of ideas that challenged our perceptions and ignited curiosity, from technology and artificial intelligence to ethics, sustainability, and social change. The speakers, with their diverse backgrounds and experiences, unveiled the potential for reshaping the future of humanity.

The talks were not just about the future but a call to action. Many speakers shared real-life examples of how small acts, when amplified, could lead to significant societal changes.

TEDxUniversityofJohannesburg was not just an event; it was a community. Attendees, speakers, and organisers came together, forging connections beyond the venue's confines. The spirit of camaraderie and shared enthusiasm for positive change permeated the atmosphere, creating a sense of belonging that will resonate long after the event concludes.

6.1.4 TEDx Volunteer Programme - A Triumph of Collaboration

The TEDx Volunteer Programme, powered by the enthusiasm of our diverse community, has emerged as a beacon of collaboration. Our UJ staff, students, and alumni joined hands to create an unparalleled experience beyond traditional volunteerism's boundaries. Together, they played pivotal roles in organising, managing, and executing every aspect of our TEDx events, turning them into extraordinary platforms for thought-provoking discussions.

Our volunteers have proven that when passion meets purpose, remarkable things happen. Their commitment to excellence has transformed our TEDx events into unforgettable experiences, leaving a lasting impact on both participants and attendees. From event planning and logistics to speaker coordination and audience engagement, our volunteers have become the heartbeat of our university's TEDx programme.

The impact of our TEDx events extends far beyond the walls of our university. By providing a platform for innovative ideas and diverse perspectives, our volunteers have contributed to the intellectual growth of our community and beyond. The ripple effect of these discussions will continue to inspire change and drive positive transformations in various spheres of life.

As we celebrate the success of our TEDx Volunteer Programme, we also look forward to the future with excitement and anticipation. The momentum gained from this collaborative effort will undoubtedly propel us to new heights, encouraging us to explore even more ambitious initiatives that highlight the power of unity within our university community.

6.2 Community Outreach, Collaborations, and Partnerships

The Library engaged in several community outreach programs to address socio-economic challenges within the students and broader community stakeholders. In so doing the Library contributed to some of the sustainable development goals in line with the university's strategic focus.

6.2.1 The National Youth ICT Council for the Campus Innov8 Hackathon 2023

The University of Johannesburg in partnership with the Library as the official venue host held The National Youth ICT Council for the Campus Innov8 Hackathon 2023 from 27-28th July 2023. The Theme was "Infrastructure Security and Protection". Driven by the spirit of innovation and disruption, The Gauteng Campus Innov8 Hackathon aimed to give the youth of Gauteng an opportunity to showcase their innovation and robotics skills for problem-solving within society.

Our Hon. Philly Mapulane, Deputy Minister of Communications and Digital Technologies from the Department of Communications and Digital Technologies delivered the keynote address stating how the Hackathon will further serve as a vehicle to assess the local Innovation ecosystem for the revival of the township economy and provide necessary intervention support through information, collaborations, and networking.

6.2.2 UJ Library's Successful 2023 Student Expos: Fostering Student Welfare and Sustainable Development

The University of Johannesburg Library achieved notable success in hosting two impactful Student Expos during the academic year of 2023. These were held in both the first and second semesters. Both Expos served as a continuation of the successful ones held the previous year, where the focus was on student welfare on campus.

The objectives for the Expos are to cultivate student well-being and academic success through the following:

- Demonstrate UJ's commitment to supporting students in their social, wellness, and mental health engagement.
- Address inclusivity and loneliness anxiety by adapting to the challenges of the "new normal."
- Raise awareness of the diverse support services available at UJ throughout students' academic journeys.
- Encourage active participation in societal groups and teams within UJ, fostering mutual support and solutions to challenges the students face.
- Nurture well-rounded students with academic acumen, capable of engaging with societal issues and proposing solutions to challenges.

6.2.3 August Expo: Universities and Sustainable Development Goals

The second expo, held in August, shifted its focus to the role of universities in advancing sustainable development goals. Recognizing the crucial impact of universities in shaping sustainable practices, the expo provided a platform for attendees to network with various departments, organizations, and companies dedicated to supporting campus sustainability. Exhibitors at the event focused on economic, environmental, health, and social sustainable goals. The event facilitated meaningful connections and collaborations, highlighting the role of universities in promoting sustainability and contributing to societal objectives.

6.2.4 MobiReadathon Reading Development Programme for High School Finals 2023.

The University of Johannesburg Library, in collaboration with the City of Johannesburg Community Development: Library and Information Services, hosted the finals of the MobiReadathon Reading Development Programme for High School Finals 2023 on 22 June 2023, with 11 schools and groups of 7 to 10 learners.

MobiReadathon is a reading development programme initiated by the City of Johannesburg Library and Information Services (CoJLIS) to introduce high school youth to reading (and writing) tools available on digital platforms using mobile devices. MobiReadathon refers to a reading development programme for high school learners using mobile devices: "mobiread", meaning using mobile devices to read. This competition supports both digital literacy and reading development

Randfontein High School won 1st prize, followed by Pace High School in 2nd place, and Oprah Winfrey Leadership Academy for Girls in 3rd place.

Pick n Pay School Club sponsored prizes for all finalists and gift vouchers for 30 learners from the winning schools and all educators. The competition consisted of 3 parts:

1. The QR code game of scanning to find digital content for reading or images and sounds using a tablet.

2. The main Mobireadathon quiz competition using laptops.

3. The final, "Questions and Conversation test to assess if learners were "reading for understanding" or meaning.

6.2.5 UJ Library Internship Program

The UJ Library's internship program is a huge success and up to date, we gave more than 15 individuals the opportunity to not only gain valuable skills but having the opportunity to be mentored by professionals. 95% of our Interns have found permanent jobs after or even during the duration of the program.

Our first cohort of interns we received was in 2019 through IOL. They paid for the interns, and it was initially for AVU support interns. As we have an extensive events program, we decided to utilise interns to help us with the events.

It was a success and we managed to do more events than expected and started to change our model to accommodate paid conferences too.

This allowed us to generate a third-stream income and the next year we could pay for our interns and allow unemployed graduates to gain experience and pay them an internship salary.

Below are some of the skills they gained:
- Event planning and coordination: Interns typically learn how to plan, organize, and execute several types of events.
- Communication and interpersonal skills: Interns often interact with a wide range of stakeholders, including clients, vendors, and event attendees. This experience helps develop effective communication and interpersonal skills, such as active listening, professional correspondence, and building relationships.
- Problem-solving and adaptability: Events can be dynamic and unpredictable, presenting challenges that require quick thinking and adaptability. Interns gain critical thinking skills as they handle unforeseen issues, make on-the-spot decisions, and adjust plans to ensure the success of the event.

- Time management and organization: Internships in events demand strong time management and organizational skills.
- Marketing and promotion: Interns often contribute to event marketing efforts, assisting in promotional activities and campaigns.
- Teamwork and collaboration: Events involve working with cross-functional teams to achieve common goals. Interns learn how to collaborate effectively, delegate tasks, and contribute to team projects, fostering skills in teamwork, collaboration, and building professional relationships.

- Attention to detail and quality control: Interns gain a keen eye for detail as they assist in event setup, décor, and overall quality control. They learn to ensure that every aspect of the event meets high standards and reflects the desired brand image.
- Technical skills: The Interns acquire audio-visual equipment operation, data analytics tools, or event registration systems.
- Creativity and innovation: Events often require creative thinking and innovative solutions to make them memorable and unique.

Marketing and Events team, including the Interns.

From L- R; Alrina de Bruyn, Reneka Panday, Palesa Tlatsi, Sibusiso Gambu (Intern), Kabelo Dhlamini, Theodorah Modise, Thapelo Khambule (Intern), Kutlwano Ntsime (Intern), Jason Shaw (Intern).

6.2.6 Exposing high school learners to Science, Technology, Engineering, Mathematics, and Innovation (STEMI)

The Department of Chemical Engineering, in collaboration with FEBE, FoS, and the Library, hosted high school learners to expose the learners to the Engineering Disciplines (Chemical Engineering, Metallurgy, Mechanical, and Electrical Engineering) and 4IR Technologies (3D facility and 3D food printing). The learners were exposed to STEMI and were taught about what Engineering, Food Technology, and 3D printing are about.

6.2.7 The APK Library SDG #2 – End Hunger

Hunger among UJ students is confirmed by the Undergraduate Experience Report of 2022. The failure of NFSAS to deliver some student allowances at the time of the final examinations in 2023, resulted in a crisis where thousands of students went hungry. Being cognizant of the issue that students go without food, prompted the APK Library, in some small way, to help students. Consequently, the Library participated in four activities where the focus was to provide food to students. We participated in the two Library expos. The muffin project has become an ongoing practice for the Library to provide muffins and hot chocolate to students during the winter examinations. In consultation with the Faculty of Humanities, the Library has learnt that one of the crucial impediments experienced by the F5 students at the faculty was the scarcity of food. The Library then partnered with the Faculty of Humanities to provide sandwiches to specific F5 students. The news spread that the Library was offering sandwiches and many students outside the Humanities Faculty were also supported.

On average we have approximately 3700 unique visits (excludes repeat visits) to the Library per day, while the seating capacity is 3000. Hence the need for extra study space. The APK Library managed to deselect approx. 14000 items. Translated to space, it is the equivalent of 40 extra seating spaces.

7. RESOURCES MANAGEMENT AND SUSTAINABILITY

7.1 Income and Expenditure

The 2023 Library budget has been 95%.

7.2 Financial Summary

Table 25: Financial Summary

		2023		
		Budget	**Expenditure**	**%**
1	*Human Resource*	98 723 894	93 094 616	94%
2	*Restricted Budget*	1 784 957	1 095 004	61%
3	*Operational Budget*	11 459 630	11 881 921	104%
	Sub Total (HR, Restricted and Operational)	111 968 481	106 071 542	95%
4	*Information Budget*	148 424 573	142 195 827	96%
	Total	**260 393 054**	**248 267 369**	**95%**

Note on Point 1
Human Resources
There were several vacancies during the year, thus creating under-expenditure in the Human Resources / Personnel Remuneration category.

Note on Point 2
Restricted Budget
Expenses relating to Foreign Exchange Gains and Losses were allocated by Finance to a central Foreign Gains and Losses account. Thus, resulting in an under-expenditure in the Restricted Budget category.

Note on Point 3
Operational Budget
The Operational Budget category was spent as planned. The budget was optimally utilised.

Note on Point 4
Information Budget
The allocated information budget was spent as planned. The budget was optimally utilised.

7.3 Library Asset Management Activities

The following processes were implemented in line with the UJ asset management and the Library policies and processes:

a) Stock-taking and Weeding at the APK Library

It is common practice for libraries to intermittently take stock of their holdings. In the case of the APK Campus Library, stock-taking is done every 5 years over two years. The primary reason for performing stock-taking is to make sure that the collection is congruent with the catalogue. Among the other reasons is to keep the collection relevant. Aided by 4IR technology, the APK Library managed to complete the scanning of three of its most dense floors.

While it may be trite to suggest that space is premium, this is, nevertheless, a very real challenge for the APK Library. On average we have approximately 3700 unique visits (excludes repeat visits) to the Library per day. While the seating capacity is 3000. Hence the need for extra study space. The APK Library managed to deselect approx. 14000 items. Translated to space, it is the equivalent of 40 extra seating spaces. However, we could not convert this into study space as we had to make way to ease the congestion among the shelves. A third leg of this project was that we removed journal titles where back files were purchased. We managed to create prime space for developing offices for Postdoctoral Research Fellows (PDRFs).

The subsidiary benefit of the project was that it used internal Library resources from across all four campuses. This not only resulted in cohesive teamwork, but it was also cost-effective.

b) Digitisation

The digitization of archival documents began in June 2023, and it is implemented in-house, taking place at UJ Archives. Veritas Engineering and Project Management was appointed to run the project for three years until 2025. So far approximately 150 000 documents have been digitised. Parallel to the digitisation, the Archives is continuously running an internal digitisation programme led by a full-time employee. The bigger picture is to set up a Digitisation Unit. However, this would require huge capital investments for the equipment and additional staff. This project, if successful, would yield a long-term return on investment.

8. UJ PRESS

At the end of 2023, the UJ Press had 96 titles in progress, 143 titles live on the website and hosted 18 journals. During the year 2023, the Press made a profit of R196,483 and published 33 books.

UJ Press has also added three new Open Access journals to its platform. The books include co-publications with the Monthly Review Press (New York), McGill-Queen's University Press (Canada), James Curry (Great Britain), and ATF Press (Australia).

The new journals on the platform are the *Higher Education Compass* (in collaboration with Professors without Borders), the *Journal of Indigenous Languages of South Africa*, and the South African Journal of Arts Therapy.

UJ Press also presented on open-access publishing at the South African National Library and Information Consortium (SANLIC) Conference and the Association of University Presses' Annual Conference. In addition to this, UJ Press exhibited their books at the International Library Conference at the University of Johannesburg Library and presented on Peer Review at the Democratising Knowledge - Politics and Economics of Knowledge Production Webinar Series. Lastly, they exhibited at the Scholarship of Biblical Literature Conference at the University of Pretoria.

The following book launches were held this year: *Rhoda: 'Comrade Kadalie, You Are Out of Order!': A Biography* at Exclusive Books (EB) Rosebank, EB Canal Walk, and the Jewish Literary Festival. Township Politics: Civic Struggles for a New South Africa at EB Rosebank. *The Participation Paradox: Between Bottom-Up and Top-Down Development in South Africa* at FADA. *Being Gay is not all fabulous: Short stories of black South African gay men* at the UJ Library, *A Scientific Bibliography of the Far Northern Drakensberg* at the University of the Free State Qwaqwa Campus. *Research Mentorship* at the UJ Library, and *Reluctant Prophet* at the Cedar Park Maronite Church.

Lastly, UJ Press is partnering with the Social Sciences Academic Press (China) to translate their title, *A Brief History of China*, into Afrikaans and isiZulu. With 85 titles in process, 132 titles live, 18 journals live and another six journals in the pipeline for 2024, the year will surely be a record year for UJ Press

At the end of 2023, the UJ Press had 96 titles in progress, 143 titles live on the website and hosted 18 journals. During the year 2023, the Press made a profit of R196,483 and published 33 books.

9. CONCLUSION AND THE WAY FORWARD

Whilst the Library's primary strategic focus in 2023 was on *the outcomes to change lives,* in 2024, the University will continue to support and strengthen research around the Fourth Industrial Revolution for positive societal impact. The focus for 2024 is to embrace digital technologies and focus on SDGs 4, 8 and 9 to support and prepare all students and researchers to become and remain **work-ready.**

Student and Staff Work Readiness speaks to the following three SDGs (Sustainable Development Goals)
- **SDG 4:** Access to excellent equitable education – providing skills for lifelong learning.
- **SDG 8:** Decent Work and Economic Growth - Sustainable economic growth will require societies to create the conditions that allow people to have quality jobs. Students need cutting-edge skills to enter decent work and grow our economy.
- **SDG 9:** Industry, Innovation, and Infrastructure – Providing students with the space and skills to become innovative by ensuring that they become competent in using some of the most important 4IR tools and technologies.

In 2024 the library will be developing AI training programmes for students and staff. These will help students learn how to use AI tools effectively and ethically for learning. The programme for academic staff will enable them to learn how to use various AI platforms effectively and ethically to save them time, strengthen their research, deepen their arguments and write more clearly. The new Digital Scholarship specialist and our Specialist Teaching and Learning Librarian will be driving this project. The focus of the 2024 Library Conference will also be on AI and Libraries.

The MakerSpace and the VR Lab have been so successful that the Library aims to expand these. A second MakerSpace will be developed on the APK campus, and a VR Lab will be developed on the SWC campus as the Faculty of Education are particularly interested in using VR to enhance student learning.

In 2024 the Short Learning Programme on Information Literacy will go live, and we hope that this will attract many students. From the experience of the library students who actively participate in the various forms of information literacy training provided by librarians do better in their studies than students who do not. A long-term goal of the Library is for all first-year UG and PG students to do a compulsory information and digital training module for eight credits, tailor-made for the different disciplines, in which students learn to find the most relevant, critically evaluate that information and use this information analytically in all aspects of their learning.

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in all aspects of
their learning.

10. CONSOLIDATED LIBRARY EVENTS: 2023

Table 26: 2023 Library Events and Conferences

DATE	TITLE	PARTNERS
2023/01/09	Conference: Urban Transformation & Gendered Violence in India and South Africa	Faculty of Humanities (FH)
2023/01/17	In-person: CBE: Career crafting workshop	College of Business and Economics (CBE)
2023/01/18	Marketing Fit Webinar: Is Marketing or Retail for me?	College of Business and Economics (CBE)
2023/01/19	Marketing Fit Webinar: Top email trends to try in 2023	College of Business and Economics (CBE)
2023/01/26	Book Launch: Until We Have Won Our Liberty by Evan Lieberman	Faculty of Humanities
2023/02/09	IPPM Postgraduate Study School	College of Business and Economics (CBE)
2023/02/10	BCOM Honours Marketing Orientation	College of Business and Economics (CBE)
2023/02/15	Science Public Lecture and Movie: At the Fork by Prof Adebo Oluwafemi	Faculty of Science
2023/02/17	In-person: Orange Carpet Welcome	Faculty of Education
2023/02/21	International Mother Language Day: "The Origins of Languages in South Africa"	Transformation Division
2023/02/21	Workshop on feminist publishing by the editor of JIWS	Faculty of Humanities (FH)
2023/02/21	(CSDA) and the DSI/(NRF) Chair in Welfare and Social Development webinar on: Social Grants and Livelihood Activities of Beneficiaries	CSDA and the DSI/(NRF)
2023/02/22	School of Accounting and Department of Accountancy Research Workshop	College of Business and Economics (CBE)
2023/02/24	Student Welfare Expo - APB Campus	Library Project
2023/02/28	Retail Business Management Workshop	College of Business and Economics (CBE)
2023/03/02	Hybrid Workshop: Writing of a Proposal	School of Consumer Intelligence and Information Systems
2023/03/03	Student Welfare Expo - DFC Campus	Library Project
2023/03/03	Book Discussion: Thrive by Nicci Robertson	Library Project
2023/03/08	International Woman's Day Celebration - Book Discussion: I am a Woman by Claudine Mofokeng	Transformation Division
2023/03/08	Workshop for Psychology Honours Programme	Faculty of Humanities (FH)
2023/03/10	Student Welfare Expo - SWC Campus	Library Project
2023/03/10	Book Discussion with Welcome Mandla Lishiva on his latest book, "Boy on the Run".	
2023/03/10	SRC Workshop: Financial Literacy: Money Management	Student Affairs Division
2023/03/15	Science Public Lecture: A Machine Learning Approach to Water Quality Monitoring by Thulane Paepae	Faculty of Science

DATE	TITLE	PARTNERS
2023/03/16	Book Discussion: Partnering: Forge the Deep Connections That Make Great Things Happen	Library Project
2023/03/17	Student Welfare Expo - APK Campus	Library Project
2023/03/17	Book Discussion: Pause by Thabo Mokwele	Library Project
2023/03/22	Psychology Honors Program Workshop	Faculty of Humanities
2023/03/22	Internationalisation Virtual World Café for 2023 in partnership with the University of Iowa, USA	Division of Internationalisation
2023/03/23	Book Discussion: The Lost Prince of the ANC by Mandla Radebe	Faculty of Humanities (FH)
2023/03/23	SCiiS Top Achievers Awards	School of Consumer Intelligence and Information Systems
2023/03/24	Science Public Lecture: Pixels to zero hunger: Leveraging Earth observation and AI for eliminating hunger in Africa by Mahlatse Kganyago	Faculty of Science
2023/03/27	Academic Integrity Week Workshop	Postgraduate Division
2023/03/27	Retail Fit Webinar: Digitization in the Wholesale and Retail Sector	College of Business and Economics (CBE)
2023/03/27	Sonja Verwey Memorial Lecture together with Lund University	Faculty of Humanities (FH)
2023/03/28	Retail Fit Webinar: Digitization in the Wholesale and Retail Sector	College of Business and Economics (CBE)
2023/03/29	Retail Fit Webinar: Digitization in the Wholesale and Retail Sector	College of Business and Economics (CBE)
2023/03/29	Conference: Scientific Cooperation and Development: New Frontiers for Relations between Italy and South Africa - Festival dell' Economia – Trento South Africa Spinoff	College of Business and Economics (CBE)
2023/03/30	Retail Fit Webinar: Digitization in the Wholesale and Retail Sector	College of Business and Economics (CBE)
2023/03/30	Elsevier Researcher Workshop for Postgraduates	Postgraduate Division
2023/03/31	High Tea with the VC - Book discussion on The White-Faced Huts: Witchcraft in the Transkei by H. F. Sampson (Author)	Vice Chancellor's Office
2023/04/11	German Chancellor Fellowship (Online)	Internationalisation Division
2023/04/12	Elsevier Workshop	Postgraduate Division
2023/04/13	Professors Forum 1	College of Business and Economics (CBE)
2023/04/14	Zoology Public Lecture: When we go, you go: Insects and Climate Change by Prof Durand	Faculty of Science
2023/04/14	Fulbright Scholarship Information Session	Internationalisation Division
2023/04/14	Careers in Law Session	Faculty of Law
2023/04/17	2023 World Creativity and Innovation Week/Day	College of Business and Economics (CBE)
2023/04/17	African Union Summit	Division of Student Affairs

DATE	TITLE	PARTNERS
2023/04/18	Elsevier Workshop	Postgraduate Division
2023/04/18	2023 World Creativity and Innovation Week/Day	College of Business and Economics (CBE)
2023/04/18	African Union Summit	Division of Student Affairs
2023/04/19	Science Public Lecture: Unveiling the mystique on ChatGPT by Prof Leung	Faculty of Science
2023/04/19	2023 World Creativity and Innovation Week/Day	College of Business and Economics (CBE)
2023/04/20	Post Graduate Career Day	Postgraduate Division
2023/04/20	Elsevier Workshop for Postgraduates	Postgraduate Division
2023/04/21	High Tea with the VC - Book discussion - The Future of Leadership is Collegiality by Mike Teke.	Vice Chancellor's Office
2023/04/21	Postdoctoral Research Forum	College of Business and Economics (CBE)
2023/04/21	2023 World Creativity and Innovation Week/Day	College of Business and Economics (CBE)
2023/04/25	Workshop: Factors Influencing Students Information Behaviour -Presented by Elize du Toit	Library Project
2023/04/26	Virtual World Café Series- "Zebras: Are they just horses in striped pajamas?" by Prof Daniel I. Rubenstein, Princeton University	Internationalisation Division
2023/05/03	Webinars with UJ Press for Postgraduates	UJ Press
2023/05/03	Webinar: Is Marketing Still Sexy?	Marketing Management
2023/05/04	Indigenous Language Glossaries	College of Business and Economics (CBE)
2023/05/04	Research Department of Accountancy	College of Business and Economics (CBE)
2023/05/04	Unbounded Academy Conversation Webinar	College of Business and Economics (CBE)
2023/05/05	Public Lecture (Botany and plant Biotechnology): Extreme high-latitude platform carbonate deposition: A climate paradox at the terminal Mesoproterozoic? By Prof Michiel de Kock	Faculty of Science
2023/05/05	Hybrid Public Lecture: The African Export and Import Bank and the quest towards an African Continental Free Trade Area	SARCHi Chairs / Faculty of Humanities
2023/05/05	Marketing Masters and Doctoral Colloquium	College of Business and Economics (CBE)
2023/05/08	Celebrating Africa Month: Encouraging you to learn new information skills with pride in Sepedi and isiZulu	Faculty of Humanities
2023/05/08	Marketingfit Masterclass: "A Bibliometric Analysis of the Customer Engagement Lecture"	College of Business and Economics (CBE)
2023/05/12	Public Lecture (Statistics): "Mapping crime and unemployment rates based on large-scale surveys and population censuses: Are crime and unemployment rates related locally?" by Dr Yeganew Shiferaw	Faculty of Science
2023/05/16	CDC Seminar - "Underrepresentation of Black Professionals and Black Businesses in the marketplace"	College of Business and Economics (CBE)

DATE	TITLE	PARTNERS
2023/05/18	UJ Men's Forum - Transformation Unit	Transformation Division
2023/05/19	High Tea with the VC - Book Discussion - Never Too Young to Lead: A Call for the Youth to Rise by Lebogang Isaac Maile	Vice Chancellor's Office
2023/05/24	Hybrid Public Lecture with Prof Renée Cummings - From Data Trauma to Data Justice	Faculty of Science
2023/05/24	Seminar on Childhood Nutrition During Covid-19	College of Business and Economics (CBE)
2023/05/25	Structured Master's Supervision Workshop	College of Business and Economics (CBE)
2023/05/26	Postgraduate Conversations Workshop	Postgraduate Division
2023/05/26	Workshop: Analysing Attitudes as Complex Networks - Methods and Findings.	Faculty of Humanities (FH)
2023/05/29	Global Internal Audit Standards Commenting Workshop	College of Business and Economics (CBE)
2023/05/30	Hybrid Book Discussion: The Township Economy	Faculty of Humanities (FH)
2023/05/30	Community Engagement Mental Health Forum for students	Community Engagement Division
2023/05/31	Public Lecture and Book Review - "Awakening Awareness and Calling on Emerging Leaders to Save South Africa"	College of Business and Economics (CBE)
2023/06/01	Young people's transitions from precarious work in China and South Africa	College of Business and Economics (CBE)
2023/06/05	Research Department of Accountancy - "Behavioural Research in Accounting"	College of Business and Economics (CBE)
2023/06/06	Public Lecture: Lessons on University Innovation Infrastructure by Dr Tim Miano	Johannesburg Business School
2023/06/08	Retail Fit Webinar: Digitisation in the Wholesale and Retail Sector	College of Business and Economics (CBE)
2023/06/09	Hybrid Webinar: Digital health as part of the fourth industrial revolution: Health data, Linked data, and Online data by Dr Jacques Raubenheimer	Institute for the Future of Knowledge
2023/06/13	Wiley: Author Engagement Programme	Library division
2023/06/14	Hybrid CDDC Book launch: Teaching and Learning with Digital Technologies in Higher Education Institutions in Africa: Case Studies from a Pandemic Context	Centre for Data and Digital Communications
2023/06/14	UJ Matriculation Exemption webinar with Internationalisation Division	Internationalisation Division
2023/06/14	Wiley: Author Engagement Programme 2	Library division
2023/06/14	UJ Matriculation Exemption webinar	Division of Internationalisation
2023/06/15	Wiley: Author Engagement Programme 3	Library Project
2023/06/20	Virtual Book Launch: Radio and Youth co-edited by Prof Sarah Chiumbu	Faculty o Humanities
2023/06/21	UJ Immigration Requirements Webinar with Internationalisation	Internationalisation Division
2023/06/21	Hybrid Book Discussion: Being Gay is not all Fabulous by Katlego Scheepers	UJ Press

DATE	TITLE	PARTNERS
2023/06/22	COJ Mobi Readathon	City of Johannesburg
2023/06/22	Hybrid Public Lecture: Prof Vijay Prashad 4IR Lecture: Beyond National Boundaries: Internationalism in the Digital Age	Faculty of Engineering and the Built Environment (FEBE)
2023/06/22	Summit on Surveillance in Southern Africa (MPDP)	Faculty of Humanities (FH)
2023/06/23	Summit on Surveillance in Southern Africa (MPDP)	Faculty of Humanities (FH)
2023/06/26	Virtual Career Boot Camp with PsyCad	PsyCaD
2023/06/27	Virtual Career Boot Camp with PsyCad	PsyCaD
2023/06/28	Virtual Career Boot Camp with PsyCad	PsyCaD
2023/06/29	Virtual Career Boot Camp with PsyCad	PsyCaD
2023/06/30	The Soul City Institute for Social Justice: Feminist Parliament	Division of Student Affairs
2023/07/18	Young people's transitions from precarious work in China and South Africa	Faculty of Humanities (FH)
2023/07/19	Professors Forum 2	College of Business and Economics (CBE)
2023/07/20	Book Launch: The "Research Mentorship" book with Prof Refilwe Phaswana-Mafuya	Postgraduate Division
2023/07/21	Hight tea with the VC- Book choice: Mensches in the Trenches: Jewish Foot Soldiers in the Anti-Apartheid Struggle by Jonathan Ancer	Vice Chancellor's Office
2023/07/21	Hybrid Book Discussion in partnership with Government Relations: Gap in the cloud	University Relations
2023/07/24	Hybrid: eMobility Seminar	Faculty of Engineering and the Built Environment (FEBE)
2023/07/27	Physical - Book Discussion: Prison Love by Tshidi Monkoe	Library Project
2023/07/28	UJ Got Talent Auditions	UJ Art Centre
2023/07/28	Hybrid: Careers of the Future Series 2023 with PsyCaD	PsyCaD
2023/07/28	Science Public Lecture: Exploring the use of augmented reality as a technology 0 Enhanced tool in the teaching of pre-graduate biochemistry modules	Faculty of Science
2023/07/31	Hybrid Public Lecture with Prof Kaushik Sengupta, Princeton University: Terahertz chip-scale Systems: A New Design Paradigm	Faculty of Engineering and the Built Environment (FEBE)
2023/08/01	Hybrid Launch: Double Special Issue on South Africa-Sweden Relations (The Thinker)	Faculty of Humanities (FH)
2023/08/01	Hybrid Webinar Series: Democratising Knowledge - Politics and Economics of Knowledge Production	Faculty of Humanities (FH)
2023/08/02	Hybrid Book Discussion: The Scholarship Kid by Robert Gentle	Internationalisation Division
2023/08/04	Library Student Expo - Cultivating A Sustainability Mindset - Connecting with my future. SWC	UJ Art Centre

DATE	TITLE	PARTNERS
2023/08/04	Financial management workshop with SRC	Student Affairs Division
2023/08/04	Book Discussion: SLIKOUR- The True Story of a Hip-hop Pioneer	Library Project
2023/08/04	Financial management workshop	College of Business and Economics (CBE)
2023/08/07	Hybrid Webinar with PsyCad: Intercultural Education (IEC) Teach English Abroad	Internationalisation Division
2023/08/08	Hybrid Webinar Series: Democratising Knowledge - Politics and Economics of Knowledge Production	Faculty of Humanities (FH)
2023/08/08	Hybrid Book Discussion: "A Mother's Journey Through Grief, Trauma and Healing" by Louisa Zondo	Faculty of Humanities (FH)
2023/08/10	Humanities Career Fair with PsyCaD	PsyCaD
2023/08/11	Student Welfare Expo - DFC	UJ Art Centre
2023/08/11	Gauteng Campus Innov8 Hackathon: Infrastructure security and protection	College of Business and Economics (CBE)
2023/08/12	Gauteng Campus Innov8 Hackathon: Infrastructure security and protection	College of Business and Economics (CBE)
2023/08/14	Virtual SciiS 4IR Webinar Series	College of Business and Economics (CBE)
2023/08/15	Hybrid Book Discussion: Phekolo - Afro-Centric healing modality for rape survivors by Dr Palesa Makhale-Mahlangu	Library Project / Fort Hare University
2023/08/15	Hybrid Webinar Series: Democratising Knowledge - Politics and Economics of Knowledge Production	Faculty of Humanities (FH)
2023/08/16	Hybrid PsyCad Future World of Work Series: Job search, remote job opportunities and working NOMADs in industry 4.0	PsyCaD
2023/08/17	The Annual School of Communication Pier Paolo Franssinelli Research	Faculty of Humanities (FH)
2023/08/17	Hybrid Webinar: The Biggest Science you never heard of by Prof Alex Broadbent	Centre for Philosophy of Epidemiology, Medicine and Public Health (CPEMPH).
2023/08/18	Library Student Expo - Cultivating A Sustainability Mindset - Connecting with my future. APK campus	UJ Art Centre
2023/08/18	Hybrid Webinar: Talking Entrepreneurship with Keitumetse Lekaba and Zakhele Mgobhozi	Centre for Entrepreneurship
2023/08/19	Science Public Lecture: Emotion AI and Facial Affect Analysis: Possibilities and Risks by Prof Hima Vadapalli	Faculty of Science
2023/08/22	Faculty of Humanities Virtual Webinar: 'Africa's Role in Contemporary Geopolitics: Opportunities and Challenges for Scholars and Practitioners' by Prof Francis Onditi.	Faculty of Humanities (FH)
2023/08/23	Hybrid 4IR Distinguished Lecture with the Department of Religious Studies: Changing Pentecostalism in 4IR	Faculty of Humanities (FH)
2023/08/23	Virtual Public Lecture: "State of the Accounting Profession in Africa: a sustainability viewpoint."	College of Business and Economics (CBE)
2023/08/24	Hybrid: Institutional Repository new system launch	Library Project
2023/08/24	Your Future in Marketing and Retail: Fun Day!	College of Business and Economics (CBE)

DATE	TITLE	PARTNERS
2023/08/28	Book Discussion: On The Rocks by Thando Pato	Library Project
2023/08/28	Virtual Immigration Webinar with Internationalisation Division	Internationalisation Division
2023/08/29	Book Launch with Centre for Africa-China Studies (CASC); Boutros Boutrous-Gali	Centre for Africa-China Studies (CASC)
2023/08/30	CBE TNL Workshop Case Study3	College of Business and Economics (CBE)
2023/08/30	Hybrid SRC panel discussion: "Empowered Women Empower"	Student Affairs Division
2023/08/30	Postgraduate conversation with Prof Gravett titled: Research with Societal Impact	Postgraduate Division
2023/08/31	Hybrid: Public Lecture - Tax Ombud: Ms Yanga Mputa	
2023/08/31	Virtual PsyCaD Future World of Work Series: Equity, Inclusion and Diversity in the changing world of work	PsyCaD
2023/09/01	Student Welfare Expo - APB campus	Library Project
2023/09/05	Public lecture - Public sector communication and AI	Faculty of Humanities (FH)
2023/09/11	Library International Conference: Imagining Sustainability	Association of Commonwealth Universities (ACU)
2023/09/12	Library International Conference: Imagining Sustainability	Association of Commonwealth Universities (ACU)
2023/09/14	CBE - Recognition of Prior Learning	College of Business and Economics (CBE)
2023/09/14	Virtual PsyCAD Future World of Work Series: Careers of the future: Climate change and sustainability Careers	PsyCaD
2023/09/14	Women in Diplomacy	Faculty of Humanities
2023/09/18	Hybrid Book Launch with Government and Stakeholder Relations: BREASTS, etc by Nthikeng Mohlele	University Relations Division
2023/09/19	Hybrid CBE Public Lecture with Mr Talifani Banks: The Importance of Data Analytics in Business or running a Tech Business	College of Business and Economics (CBE)
2023/09/20	2023 Annual Thomas Sankara Public Lecture	Student Affairs Division
2023/09/20	Conference: Enhancing Accountability: Supporting Good Governance in South Africa.	Totem Media
2023/09/20	Public Lecture: What value do public sector auditors add amidst recurring audit findings? By AGSA	College of Business and Economics (CBE)
2023/09/21	Conference: Migration as Economic Imperialism (Polity Press)	Faculty of Humanities (FH)
2023/09/21	Work Integrated Learning (WIL) showcase with PsyCad	PsyCaD
2023/09/21	Hybrid Book Launch - Workplace Bullying - A South African Perspective by Octavia Mkhabela	Library Project
2023/09/21	How Well Are Children Faring? A longitudinal assessment of child well-being in the COVID-19 pandemic over three waves from 2020 -2022	College of Business and Economics (CBE)
2023/09/22	African Languages Workshop	Faculty of Humanities (FH)
2023/09/22	Science Public Lecture: Cybersecurity harder and stranger than fiction	Faculty of Science

DATE	TITLE	PARTNERS
2023/09/26	Book Discussion: Cracking Corporate: Building a career that you can be proud of	Library Project
2023/09/27	Careers Workplace Forum Exhibition with PsyCaD	PsyCaD
2023/09/27	Physical Public lecture with Prof Howard Nothhaft from Lund University	Faculty of Humanities (FH)
2023/09/28	Information session on international study opportunities/scholarships and mobility programmes	Internationalisation Division
2023/09/28	Hybrid Webinar with Prof Lehana - UJ/PACER: Confusions about and controversies around pragmatic trials in implementation science	Faculty of Humanities (FH)
2023/09/29	Hybrid Book Launch: Managing Money in The Real World by Cheryl Benadie	Library Project
2023/10/03	Undergraduate Research Conference	Library Project
2023/10/05	5th Annual Gauteng Environmental Research Student Symposium	
2023/10/10	ERASMUS+ Week	Division of Internationalisation
2023/10/11	TEDxUniversity of Johannesburg: Re-Engineering Humanity	Johannesburg Business School (JBS)
2023/10/11	Virtual Public Lecture with Dept of Applied Information Systems: Data & Analytics in Assurance by Imraan Rahim (EY)	College of Business and Economics (CBE)
2023/10/11	ERASMUS+ Week	Division of Internationalisation
2023/10/11	ERASMUS+ Week	Division of Internationalisation
2023/10/12	ERASMUS+ Week	Division of Internationalisation
2023/10/13	Science Public Lecture (Botany & Plant Biotechnology): The fungal microbiome of the Kalahari 4IR	Faculty of Science
2023/10/16	Hybrid: Dissertation Clinic for Postgraduate students	Postgraduate Division
2023/10/16	Public Lecture: A Reflection on Teaching Decolonised Business Ethics via Collaborative Online International Learning	College of Business and Economics (CBE)
2023/10/17	Physical - Business Management Public Lecture - Storytelling, space and power by Prof Kenneth Molbjerg Jorgensen	College of Business and Economics (CBE)
2023/10/18	Virtual UJ Decolonisation Dialogues: The State of Higher Education on the Eve of 30 Years of Democracy	Faculty of Humanities (FH)
2023/10/19	African Languages Annual Celebration Day	Faculty of Humanities (FH)
2023/10/19	The use of Digital Technology in Social Development	College of Business and Economics (CBE)
2023/10/20	African Languages Workshop	Faculty of Humanities (FH)
2023/10/20	High tea with the VC	Vice Chancellor's Office
2023/10/23	Physical- UJ Decolonisation Seminar: Rediscovering ancient African Societies and their Economies: The case of Mapungubwe, Great Zimbabwe and Kilwa Kisiwani	Faculty of Humanities (FH)

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2023/10/24	Standard Bank Student Conference	Standard Bank
2023/10/25	Hybrid: Centre for Social Development in Africa Book Launch	Centre for Social Development in Africa
2023/10/25	Book Launch: Triangle of Hundred Years Wars	UJ Press
2023/10/26	Gauteng Department of Agriculture, Rural Development and Environment (GDARDE) Symposium	Gauteng Department of Agriculture, Rural Development and Environment (GDARDE) Symposium
2023/10/26	FERL & NSSA Symposium	College of Business and Economics (CBE)
2023/10/27	The Academic Development and Support (ADS) division and the UJ Writing Centre Writing Competition Event	Academic Development and Support (ADS)
2023/10/31	4th International Sports Conference	UJ Sport Division
2023/11/01	4th International Sports Conference	UJ Sport Division
2023/11/02	Hybrid: Teacher Conversation	
2023/11/02	CACS Book Launch: Quest for Unity	Centre for Africa-China Studies (CASC)
2023/11/06	Book Launch for Mongane Serote's biography of Ruth Mompati	Faculty of Humanities (FH)
2023/11/07	Public Lecture; Department of Public Law - "Terrorism as an International Crime: Past and Future"	Faculty of Humanities (FH)
2023/11/13	Training and awareness sessions with UJ Academics and UJ Attorneys from various Law Firms	LAW Faculty
2023/11/22	IKM Public lecture: 4IR Shaping the immigration landscape: An African Perspective	
2023/11/29	Virtual - UJ Press Book Launch: Kortpad-Praatjies - Bekendstelling	UJ Press