ANNUAL REPORT 2009

your information partner at the centre of CPUT’s academic project

Cape Peninsula University of Technology

Libraries
Table of contents

Introduction 1

1. Facilities 2
   1.1 Branches 2
   1.2 Support Units 3
   1.3 Changes during 2009 4
   1.4 Security measures 4

2. Staffing 4
   2.1 Staff numbers 4
   2.2 Staff structure 6
   2.3 Awards and achievements 7
   2.4 Staff training 7

3. Faculty support services 8
   3.1 Collection development and management 8
   3.2 Support for teaching and learning 10
   3.3 Curriculum 11
   3.4 Initiatives to promote research output, quality 12
   3.5 Research focus areas 13

4. Community Engagement and Partnerships 14
   4.1 Local and internal 14
   4.2 Regional, National and international 15

5. Library Quality Assurance programmes : 16
   5.1 Staff satisfaction survey 16
   5.2 Internal Quality Audit 16
   5.3 Collection of statistics 16
   5.4 Institutional quality measures 16
   5.5 Research outputs 17

6. Finances 17
   6.1 Budget 17
   6.2 Income 19
   6.3 Strategic funding 20

Plans for 2010 21
Introduction

CPUT Libraries in 2009 continued to grow and play a critical role in supporting teaching, learning and research across the university. The appointment of the new Director of Libraries, Dr. Elisha Rufaro T. Chiware and Deputy Director Mr. Michiel Erik Moll brought the required stability in the management of the libraries. All Senior Librarian positions were also filled in 2009 ensuring that a full complement of the top library management team is in place. This stability further ensured that the new library structure could now be put in place and allowed the library to focus on service delivery.

The library’s collection budget grew from R 8 000 000 in 2008 to R14 850 000 in 2009. This growth enabled the library to expand the range of its information resources through the acquisition of both print and electronic sources. The range of e-books that can be accessed across the campus network grew and covered all disciplines and so did the databases that contain the latest research information.

The Library, like all other departments in the university, continued to experience major difficulties with the IT infrastructure. The IT problems pose a major threat to the smooth delivery of library services across the campus network and we hope the situation will improve in the coming year.

While the management of the library’s budget improved with the appointment of a dedicated finance team, the overall response from the university finance department was not impressive as many challenges are still faced regarding the overall institutional management of financial procedures, especially the ordering and receipt of goods processes.

In its response to the university’s goal of improving institutional research output, the library in 2009 launched its own Research Agenda. This Research Agenda is embedded in most of the library activities and is designed to respond to, and support management processes and improving service delivery to the university community. The CPUT Libraries Research Agenda has also been used as a platform to generate ideas for innovative library projects that will make CPUT Libraries a world class service.

The library in 2009 continued to participate in various national, regional and international activities. The Library Director participated in the CALICO board meetings, SANLIC, and SABINET activities. The Deputy Library Director presented a paper at a pre IFLA conference on Library Quality Assurance and he also attended the main IFLA conference in Rome, Italy. The Director of Libraries, Dr. Chiware participated was part of international panel of experts tasked with the development of learning materials for library advocacy for IFLA in The Hague, Netherlands. The library also joined the International Association of Scientific and Technological University Libraries (ITAUL) and the Association of Commonwealth Academic Libraries to expand its network of international activities.

Dr. Elisha R.T. Chiware
Director: CPUT Libraries
1 Facilities

1.1 Branches

Libraries are situated at nine different sites (with a tenth site, Worcester, opening in January 2010), with 60 staff members serving users directly. The branches range in size from the smallest at Groote Schuur (31 sq m) to the largest in Cape Town (5 486 sq m).

<table>
<thead>
<tr>
<th>Branch</th>
<th>Sq m</th>
<th>Sq m per student</th>
<th>Items</th>
<th>Items per student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cape Town</td>
<td>5486</td>
<td>0.43</td>
<td>114719</td>
<td>9.1</td>
</tr>
<tr>
<td>Bellville</td>
<td>3420</td>
<td>0.32</td>
<td>87030</td>
<td>8.2</td>
</tr>
<tr>
<td>Mowbray</td>
<td>1136</td>
<td>0.43</td>
<td>60009</td>
<td>22.9</td>
</tr>
<tr>
<td>Wellington</td>
<td>791</td>
<td>0.42</td>
<td>74554</td>
<td>39.6</td>
</tr>
<tr>
<td>Athlone</td>
<td>N/a</td>
<td></td>
<td>6884</td>
<td>10.4</td>
</tr>
<tr>
<td>Thomas Pattullo</td>
<td>293</td>
<td>0.45</td>
<td>6372</td>
<td>9.7</td>
</tr>
<tr>
<td>Granger Bay</td>
<td>104</td>
<td>0.17</td>
<td>10846</td>
<td>17.8</td>
</tr>
<tr>
<td>Tygerberg</td>
<td>82</td>
<td>0.23</td>
<td>5869</td>
<td>16.4</td>
</tr>
<tr>
<td>Groote Schuur</td>
<td>31</td>
<td>0.17</td>
<td>3099</td>
<td>17.4</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>369382</td>
<td>12.2</td>
</tr>
</tbody>
</table>

Although the library at Athlone is still a Provincial Administration property, the library has supplied staff members, reading materials and other resources and run it as one of our branches. A similar pattern will be followed with the facility at Worcester in 2010.
An important feature is the library’s ongoing reconfiguration in response to consolidation of courses. As courses move from one campus to another, CPUT Libraries determines which part of the collection has to be moved. This operation requires not only physical moving and recataloguing of all material, change of spine label and date sheet card, but also a reconfiguration of shelving to accommodate the new moves. The reconfiguration of Bellville and Cape Town into separate faculty library units within the branches has helped this process as well.

1.2 Support Units

At the Cape Town and Bellville branches there are also six structures supporting the work across all campuses:

- **Cape Town**: RISC (Research Information Support Centre) is aimed at postgraduate students and researchers, ILL (Inter-Library Loan), Entrepreneurs Centre aimed at students wishing to start their own business; DSS (Distance and E-learning support); Marketing, Promotions, Staff development and Student training; Systems Librarian; Digitisation;

- **Bellville**: RISC, ERC (Environmental Resource Centre) supporting the courses offered as distance learning in Environmental Resource Management by the Faculty of Engineering, Quality Assurance; Technical Services; Library Information technology; Library finance and administration dept,

- **Library management offices** are based at the Bellville campus and have another presence at the Cape Town campus.

1.3 Changes during 2009

During 2009 planning was undertaken for the opening of the new branch at Worcester. This involved discussions with the Western Cape College of Nursing as well as the Boland College. Site visits to Worcester were also undertaken and infrastructure planned. An initial collection was also identified for transfer so that the facility could open in January 2010.

At the Bellville Library two major building projects saw the creation of a management area on the second floor in the new building, and the creation of various seminar rooms in the old library. In Cape Town a digitization centre was set up to help with the provision of material for our new Digital Knowledge platform.

1.4 Security measures

A renewed emphasis on security arose as a result of the staff satisfaction survey and the incidences of violence following students protests on the different campuses during 2009. After discussions with CPUT Security both Cape Town and Bellville branches are planning increased
security measures, as well as staff preparedness for emergencies. These improvements were then placed on the budget for 2010, when they will be implemented.

2 Staffing

2.1 Staff numbers

The branches range in size from Groote Schuur with 2 staff members to Cape Town with 16. In addition, special sections of the library employ 34 persons in roles including specialist research support, library IT systems, training, and focused units for Entrepreneurs and Environmental resources. Management including library finance and the office of the director has 6 members of staff giving an overall number of 97 staff in CPUT Libraries.

The following shows the number of staff per branch and per unit:

- Strategic Information Support Services: 2 staff at Bellville, 7 at Cape Town:
- Professional Information Services: 2 staff at Bellville, 2 at Cape Town
- Technical Services: 16 staff at Bellville
• Library Information Technology resources: 2 staff at Bellville, 2 at Cape Town

• Library Administration Unit: 3 staff members in Bellville

• Library Directorate Unit: 1 secretary at Bellville, the Library Director and Deputy-Director
2.2 Staff structure

The structure was first workshopped in 2007, and during 2008/9 CPUT Libraries endeavoured to populate the structure, with minor adjustments. In particular the new Director was able to take up his position and the Deputy Director was also appointed and took up his position. Although no restructuring took place, staff did move to fill empty posts, and the structure was changed to reflect the final position.
2.3 Awards and achievements

Library staff are also actively engaged in their own studies. During 2009 the following qualifications were obtained:

M Bibl: Marion Davids: *Evaluating an information literacy intervention for first year engineering students at the Cape Peninsula University of Technology*

M.Bibl: Lynn Kleinveldt: *Academics’ experience of and perceptions of the role of the academic library in research at the Cape Peninsula University of Technology*

Staff were also active professionally with the following being on the respective committees:

- LIASA WCHELIG Committee: Shanaaz Frier
- LIASA Western Cape Branch Executive Committee: Joanne Arendse

Sophia August was awarded a Department of Arts & Culture grant to attend the Liasa conference in Bloemfontein.

Sulaiman Majal was selected to attend the first Carnegie Library Leadership Academy for South Africa hosted by the University of Pretoria and funded by the Carnegie Corporation.

2.4 Staff training

As part of ongoing efforts to improve the quality of services the library offered, intensive staff training. This includes training in the library itself, training done through CPUT and elsewhere, as well as attendance of workshops and conferences.
3 Faculty support services

3.1 Collection development and management

The constant upgrading of the collection is designed to improve the quality of the student’s study experience. During 2008 and 2009 the following was spent on collection development per faculty:

<table>
<thead>
<tr>
<th>Faculty</th>
<th>2009 Items</th>
<th>2009 Cost (R)</th>
<th>2009 Average cost per item</th>
<th>2008 Items</th>
<th>2008 Cost (R)</th>
<th>2008 Average cost per item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Sciences</td>
<td>389</td>
<td>R 326 498.95</td>
<td>R 839.33</td>
<td>341</td>
<td>R 274 804.71</td>
<td>R 805.87</td>
</tr>
<tr>
<td>Business</td>
<td>1072</td>
<td>R 699 581.22</td>
<td>R 652.60</td>
<td>1250</td>
<td>R 609 123.90</td>
<td>R 487.30</td>
</tr>
<tr>
<td>Education &amp; Social sciences</td>
<td>641</td>
<td>R 173 326.74</td>
<td>R 270.40</td>
<td>797</td>
<td>R 184 882.81</td>
<td>R 231.97</td>
</tr>
<tr>
<td>Engineering</td>
<td>512</td>
<td>R 470 905.35</td>
<td>R 919.74</td>
<td>647</td>
<td>R 523 744.29</td>
<td>R 809.49</td>
</tr>
<tr>
<td>Health &amp; Wellness sciences</td>
<td>506</td>
<td>R 380 810.40</td>
<td>R 752.59</td>
<td>464</td>
<td>R 463 357.57</td>
<td>R 998.61</td>
</tr>
<tr>
<td>Informatics &amp; Design</td>
<td>962</td>
<td>R 511 440.48</td>
<td>R 531.65</td>
<td>748</td>
<td>R 401 034.71</td>
<td>R 536.14</td>
</tr>
</tbody>
</table>

The above includes 23 student assistants who attended a Client Service course offered by an external facilitator, therefore the % is higher than the 90 permanent staff members. If they are not included it would be 100%.
Further initiatives lay in the development of electronic resources. The library website was further expanded and database access increased as a tool for students and to improve contact and support from the library. Other IT improvements included the further roll-out of specific software (ZoomText) and adaptive hardware for use by disabled students to more branches and the manning of the digitization office.

New information resources added include:

- SpringerLink: one of the world's leading interactive databases for high-quality STM journals, book series, books, reference works and the Online Archives Collection

- EngineeringPro: a companion to IT Pro and containing the latest Engineering books in e-format, with multiple-user access. With this we pay less than R30,00 per title and save on staff costs - acquisitions, cataloguing and processing
• Wiley books: as a companion to the journals from last year we obtained access to a selection of Wiley-Interscience Online books

• Dawsonera: this is a further selection of eBooks available in Full text online for users to read.

As can be seen during 2009 a specific focus was the extension of our eBooks. This is in anticipation of the increased availability of bandwidth and greater stability of system promised for 2010 and will enable us to deliver material not only online but also 24/7 – a particular advantage to our advanced students and researchers, but also with great benefits for undergraduates and students studying at a distance.

3.2 Support for teaching and learning

As a support structure the library has at its core the assistance of the user, mainly the student but also including staff. This assistance is offered in various ways;

• Direct user assistance by answering questions posed to staff: 107659 questions were answered during the year (more than double 2008’s 44911): 3.6 questions answered for each student (up from 1.7).

• Lending material to users so that they can obtain the necessary information: 247003 loans were made during (up from 208,077): 8.2 for each user (up from 7.1).

• Electronic material is made available, mainly through the databases. These provide a quality resource of academic merit: 221898 articles and 30114 chapters from E books were downloaded: a total of 252012 (up from 241792): 8.3 articles per user (up from 8.2).

• Training in aspects of information literacy that are essential to a student becoming an independent and life-long learner is offered by library staff at all campuses: 11730 students were part of this training (more than double 2008’s 5054).

• A range of value adding services such as printing, binding, lamination, photocopying and even recording facilities is offered.

• To achieve this students visited the library 1,696,484 times, or an average of 56.2 visits per student (up from 2008’s 32.7)
3.3 Curriculum

The library also has an important role to play in curriculum development with its Information Literacy initiatives. During 2008 a draft policy was developed by the Information Literacy Task Group that was set-up via the Senate Teaching & Learning Committee. This policy was accepted by the T & L Committee, by Senate and also by Council and implemented during 2009. In terms of this policy an Information Literacy Subcommittee was set up with faculty librarians and the training librarian having sitting on the committee, together with representatives of faculties. The task of this sub-committee was to monitor, evaluate and validate the Information literacy components within each course’s curriculum. The Training Librarian was elected chair of this sub-committee and also given seating on the Senate teaching and Learning Committee.

3.4 Initiatives to promote research output, quality

CPUT Libraries have undertaken several initiatives to improve research at the institution. These include the expansion of the RISC facility, the establishment of a repository and the increased functionality in Inter-Library Loans.

RISC (Research Information Support Centre) is an innovative centre providing dedicated information support for research, the first of its kind in the Western Cape and possibly South Africa, with both the Bellville and Cape Town centres being expanded in 2009. Physical expansion included the increase in the number of workstations, as well as physical space and
the Centre for Postgraduate Study partnered with space provision next to/or in the RISC facilities.

Visits by Post-Graduate students to RISC

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>M students</td>
<td>Still experimental</td>
<td>3205</td>
<td>3127</td>
<td>3864</td>
</tr>
<tr>
<td>D students</td>
<td>335</td>
<td>280</td>
<td>892</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3540</td>
<td>3407</td>
<td>4756</td>
<td></td>
</tr>
</tbody>
</table>

The decrease in 2008 was due to the closing of RISC for expansion and also number of students already trained in 2007 as M and D students typically spend more than one year doing their post-graduate studies. This is shown by the increase in 2009 over both 2007 and 2008.

A repository for hosting own research output was established. This platform, known as Digital Knowledge, has proved to be extremely popular, with over 10,000 downloads registered before the end of the year.

The platform has enabled the library to host theses and dissertations. The most recent of these have been submitted electronically and could be hosted immediately, but the library also undertook a digitization of Cape Technikon and Peninsula Technikon theses and has placed these on the platform as well.

In addition the platform has allowed the library to

- Link to or host all published articles by CPUT staff
- Host unpublished material, including presentations
• Host digitized material, such as X-rays, plans and photographs

• Host published material with permission from the copyright holders, thus securing faster access for our users.

• Access the repositories of institutions using the same platform. These include more than 100 universities and research centres

The Inter-Library Lending (ILL) service enables researchers to obtain books from other institutions. This service has shown strong growth in the provision of books, but with our increased access to journal databases, requests for these are starting to decrease.

3.5 Library research focus areas

Within CPUT Libraries there is also ongoing research by the library staff. This research is informed by the library research agenda, which specifies the research focus areas, as well as outputs and activities for each area. The main areas of focus are:

1. Information literacy

2. Knowledge management

3. Access to information and knowledge resources

4. Service Delivery and quality management

5. Digitization

6. Information Technology

7. E-resources

8. Collection Development and management
9. Continuing Education and training for library staff

10. Management in CPUT Libraries

11. Collaboration with CTS

The research activities in the library also provide a critical feedback mechanism to library management in areas that needs further improvement and highlighting to the faculties and departments.

4 Community Engagement and Partnerships

4.1 Local and internal

Besides the direct interaction with the public in the libraries, the library has also initiated several programs to reach out to the community.

The first of these is the identification of institutions to which the library can donate books and material withdrawn from our collections. During 2009 nine institutions were identified:

- Cafda
- NGO: Thembalitsha
- NGO: Narconon Drug Education
- NGO: Starckrehab Fundraising
- Hillview Primary School
- Education Alive - NGO in Athlone
- South Peninsula High School
- Kalksteenfontein Primary
- Anna Pienaar Primary - rural school [Malmesbury]

Two hand-over ceremonies were organized to hand-over the books.

Secondly, by supporting the in-service learning of CPUT students the library employed two PR Interns in 2009. Thirdly, our Strategic Information Services Units have been actively engaged in outreach through the Entrepreneur Centre which has been instrumental in arranging for outside presenters to come to our campuses for students as well as arranging for students to attend off-campus presentations, and through RISC (Research Information Support Centre) which is involved on an institutional level with research support for all students and researchers, but also
liaises on a national level with library research support initiatives nationally. The Entrepreneur Centre was responsible for a first in arranging a talk by a South African Entrepreneur live from Los Angeles using Skype. In addition, 37 students were employed in the different branches, thus ensuring that CPUT Libraries was effectively present in the CPUT student community.

A special partnership exists with the Western Cape College of Nursing. CPUT Libraries has undertaken to assist the College in provision of library services, not only through placement of staff (there are two CPUT library staff at Athlone) but also through support of the library function’s and purchase of materials. This partnership is being expanded to Worcester which will be a new site of delivery for both WCCN and CPUT Libraries in 2010.

4.2 Regional, National and international

Strong partnerships exist on the regional level with the other three Western Cape Universities in the form of CALICO, the Cape Library Cooperative. In turn, CALICO is an organ of CHEC, the Cape Higher Education Cooperative with which the library works particularly closely on the subject of copyright. In the spirit of this a joint training day was held by CPUT and UWC Libraries at the UWC campus.

Nationally, the Director of CPUT Libraries has a sitting on CHELSA (Committee of Higher Education Librarians of South Africa)

Through LIASA and the Director, CPUT Libraries has also formed international links, with the Director being invited to participate in an IFLA international planning group in the Netherlands in December 2009.

5 Library Quality Assurance programmes

5.1 Staff satisfaction survey

Based on the Queensland University of Technology staff satisfaction survey, CPUT Libraries ran a staff satisfaction survey during October 2009. Results from this survey were used to inform management decisions and to focus attention on areas that were of concern to staff.

5.2 Internal Quality Audit

During 2010 CPUT will undergo an Institutional Audit. On 18 August 2008, the library underwent an internal quality audit in preparation for this. In preparation for the Audit, the library followed the CHELSA Guide to Self Review of University Libraries, looking at the suggested 7 critical
success factors. The final rating indicated that, while in most cases the library met the standard expected, 2 areas needed improvement: mainly, Information resources, and Library processes.

A Quality Improvement Plan was then drawn up to address concerns in these areas and this plan was then incorporated into the different library departments work plans for 2010.

5.3 Collection of statistics

As a further incentive and assistance to staff to deliver quality service a number of new forms were developed for the collecting of circulation and service statistics in line with the Quality Assurance guidelines and quarterly submission of statistics was implemented. A Quality Assurance contribution was also added as a KPA to each staff member’s performance management contract for 2009.

5.4 Institutional quality measures

As different courses are preparing course audits, one of the facets they are required to look at is the library use. During 2009 the library assisted several courses with appropriate information, and also hosted several visits from auditing groups.

Bodies on which the library has sitting include:

- Senate: Director
- Deans’ Forum: Director
- Quality Assurance: Director
- Transformation Forum: Director
- ICT Committee: Senior Librarian: Library IT
- Data Quality Committee: Senior Librarian: Library IT
- Teaching and learning Committee: Training Librarian
- Senate Research Committee: Deputy Director
- Institutional Strategic Planning: Director, Deputy Director

On an individual campus level the library is also represented in campus structures and is a key player in campus committees, as well as assisting in audits on a campus level, such as those at Tygerberg and Granger Bay.
5.5 Research outputs

Conference presentations done:

- Mike Moll (Ifla/Northumbria) 8th Northumbria International Conference “Culling the herd” 17 - 20 August 2009 (Florence and Milan, Italy)
- Mark Frier (Internet Librarian International 09) ”Learning 1.0, 2.0 and Beyond” 15 - 16 October 2009 (London, England)
- Mike Moll and Debbie Becker (DITCHE) “The elephant’s graveyard”, 10 – 12 April 2009 (Port Elizabeth)

Publications:

- Viljoen, K. 2009. Cape Peninsula University of Technology (CPUT). Liasa in touch, 10(2):7.(not accredited)

6 Finances

6.1 Budget

The overall budget for CPUT Libraries in 2009 was R38 620 066. This can be divided into four main segments:

- Human Resources R20 007 066
- Operational R2 655 379
- Capital R1 107 621
- Library information material purchase R14 850 000

The expenditure on Library Information Materials is particularly problematic as with the growth in student numbers the library is hard-put to keep up with the necessary supply. In addition the growing postgraduate component and raising of the academic standard of many of the courses has necessitated an increase in the sophistication and level of material made available. The increase in the number of campuses served by libraries is another factor putting pressure on this collection development budget. Finally, a comparison of the expenditure on Library
information Supply for the four universities in the Western Cape per year since 2006 (including the 2010 projection) highlights the precarious situation our information supply is in.

The pie chart shows the share in expenditure over the last five years of each of the institutions, with CPUT clearly lagging far behind.
6.2 Income

CPUT Libraries generates income in two ways:

- Direct income generation
- Donations and sponsorships

Direct income generation is from services that the library offers including binding, photocopying and laminating. Further income is generated by fines for lost material as well as payment for lost materials which includes a handling fee.

An exceptional source of income for CPUT Libraries is donations. For CPUT Libraries many of these are from other units within CPUT, but there are also external donations. These external donations fall into four distinct groupings:

1. Donations of books. During 2009 1587 books were received as donations. These donations were received from individuals, institutions as well as from publishers. Calculated at half the average cost of books (R616) as some items are older) this represents a donation of R488,796.

2. Donations of money, other material and goods. During 2009 we received R80,000 from the European Union for the Entrepreneur Centre. This was used for equipment, books and furniture.

3. Part donation as discount. In addition to the donation of books, CPUT Libraries received R305,000 as discounts on book purchases. This discount is negotiated directly with the suppliers and is higher than the normal discount offered to libraries.

4. In addition the library raised sponsorship of R15,000 in the form of a grant for LIASA conference attendance. Other sponsored events included the attendance of a training seminar in Pretoria (a cost of R25 000), as well as the Director’s participation in an IFLA event in the Netherlands (a cost of R23 000).

When calculating the library’s overall financial contribution to CPUT, then, these figures need to be added together to get a better picture of what the library has actually managed to generate to the benefit of the institution in monetary terms.
The total income for the CPUT Libraries for 2009 was therefore R1, 504,313.

6.3 Strategic funding

Three main strategic thrusts received specific funding from CPUT Libraries during 2009. These were:

- Digitization: An operational budget of R35 500 was set aside for digitization. This was used for the purchase of equipment specifically for digitization, as well as setting up a digitization centre in Cape Town. From 1 September this centre was staffed by a Senior Library Assistant and is concentrating on digitizing existing material for placement on the Digital Knowledge platform. The costs of the Digital Knowledge platform are not reflected in the Digitization Budget.

- Entrepreneurial Unit: In addition to the R64 000 operational budget set aside specifically for this unit, a funding grant of R80 000 was received from the European Union for this function. This unit was also staffed by one full-time librarian.

- RISC: R54 000 was budgeted for this unit. In addition, library material on research for these units was purchased from the overall library collection development budget. Two full-time permanent librarians, one Senior Library Assistant and one Library Assistant were also assigned to this unit.

In addition to the funding used directly for the units, and the staffing, these units all enjoyed budgetary support from the two branches in which they were stationed, Bellville and Cape Town, for items such as maintenance support, and even stationery, entertainment and travel expenses.
Plans for 2010

The year 2010 promises to be yet another productive for CPUT Libraries with various projects planned. The various library units are preparing work plans for implementation. The library in 2010 will continue to grow and improve services to the CPUT community in order to fulfill its strategic goal of supporting teaching, learning and research. The library will also embark on the following activities:

- A realignment of the management process to improve areas that were not clearly aligned in the 2008/9 structure
- Building a strong faculty and research support team to ensure strong delivery of services to the academic project
- Cleaning up the library holdings database in order to benchmark it with international holdings
- Set up a statistical database to improve the flow of information for overall library management

A number of internal library committees set up in 2009, will start working in 2010. These committees including: Finance, Quality Assurance, Circulation, Research and Knowledge Management, will support the library management team with information and other support. The library will also continue to focus on staff training and development in order to ensure that they provide the highest standards in information delivery to the university community.