

# APPLICATION FORM: NMMU ENGAGEMENT EXCELLENCE AWARDS

(CONSULT THE NMMU ENGAGEMENT EXCELLENCE AWARDS POLICY AND READ THE APPLICATION FORM BEFORE COMPLETING THE TEMPLATE IN ORDER AVOID A DUPLICATION OF INFORMATION.)  
COMPLETE THIS FORM IN TYPESCRIPT. PROVIDE ONLY THE INFORMATION REQUESTED.

SECTION A: Application category			
<ul style="list-style-type: none"> <li>Indicate with an <b>X</b> in the appropriate box the award you are applying for.</li> <li>Your application will only be considered for the award you have applied for</li> </ul>	<p><input type="checkbox"/> Engagement Excellence Award – Science, Technology and Engineering</p> <p><input type="checkbox"/> Engagement Excellence Award – Social Sciences and Humanities</p> <p style="background-color: #0070c0; color: white; padding: 2px;"><input checked="" type="checkbox"/> Engagement Excellence Team Award</p> <p><input type="checkbox"/> Engagement Excellence Project Award – Science, Technology and Engineering</p> <p><input type="checkbox"/> Engagement Excellence Project Award – Social Sciences and Humanities</p> <p><input type="checkbox"/> Emerging Engagement Excellence Awards <i>(note that Professors and Associate Professors are not eligible for this category)</i></p>		
<b>Surname of Applicant/Team Leader</b>	Ntsiko		
<b>First Name</b>	Blondie		
<b>Initials</b>	B B B		
<b>Title</b>	Ms		
<b>Telephone numbers</b>	041 504 2936		
<b>E-mail address</b>	blondie.ntsiko@nmmu.ac.za		
<b>Employment position held at NMMU</b>	Librarian: Customer Relations		
<b>Faculty</b>	Circulation Services		
<b>Department</b>	Library and Information Services		
<b>Division</b>	Research and Engagement		
<b>Immediate line-manager</b>	Ms Marlene du Plessis		
<b>Eligibility: Are you permanently employed and/or on a long term (3 years or more) fixed contract? (indicate with an X)</b>	<table style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Permanent</td> <td style="padding: 5px;"><input checked="" type="checkbox"/></td> </tr> </table>	Permanent	<input checked="" type="checkbox"/>
Permanent	<input checked="" type="checkbox"/>		
<b>If this is an application for one of the <u>Engagement Excellence Project Awards</u>, provide a brief title and description of the project (250 words maximum)</b>	<p><b><u>Title:</u></b></p> <p><b><u>Description:</u></b></p>		
<b>If this is an application for either the <u>Excellence Awards</u> or the <u>Emerging Award</u>, provide a brief description of your engagement activities and initiatives (250 words maximum)</b>	<b><u>Description:</u></b>		

If this is an application for the **Engagement Excellence Team Award**, provide

- the names of all staff members and students participating
- the nature of their involvement
- a brief description of the team's engagement initiatives and activities (250 words maximum)

**Staff:**

1. Blondie Ntsiko – Community Outreach Task Team/ Adopt-a-Shelf Program Facilitator
2. Bonga Makrwele – Engagement Through Research
3. Nomathongo Bell – Open Access Programme Director
4. Pamela Kuse – Marketing Task Team Leader
5. Michelle Coates – Adopt-a-Shelf Volunteer Program Facilitator
6. Busisiwe Ngxila – LIS Web Administrator
7. Zola Bob – Outreach Program
8. Thenji Solundwana – Auditor, Editor and Secretary of the Project

**Students:**

1. Mpumie Masuku - Volunteer/ Student Assistant
2. Sibusiso Makaringe – Volunteer

**Description:**

Students, lecturers and the wider library community as a whole no longer need a library simply for just accessing books.

NMMU LIS is driving the process to make **SA Library Week** a celebration of our country's intellectual and literacy tradition. We use this annual event as an opportunity to market our services to the users.

LIS hosted an **OPEN ACCESS** seminar. It is a free, immediate online availability of research articles coupled with rights to use these articles fully in the digital environment.

LIS has **Student Volunteers** who play an important role in the LIS mission of connecting people to the world of ideas and information.

To show appreciation for their efforts, every year LIS holds a function and hand over a small gift, certificates and a reference letter to show appreciation.

One of our former student assistants/volunteers is now employed as the **LIS Web Administrator**. Her responsibility is to make sure that the links on the LIS web page remain current and are regularly checked by using software that checks and reports bad links.

NMMU LIS is part of **Innovative Users Group Southern Africa (IUG-SA)**. Any library in Southern Africa that is using the automated library systems and products of Innovative Interfaces Inc. is eligible to



	<p>become a member of the organisation. The purpose of IUG-SA is to:</p> <ul style="list-style-type: none"> <li>• Encourage the sharing of ideas and the optimum use of the Innovative systems amongst the users</li> <li>• Build relationships among the members</li> <li>• Convene an annual workshop to discuss new developments and resolution of problems experienced with the Innovative systems.</li> </ul>
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<p><b>Are your Engagement activities/projects/initiatives registered on the Engagement Management Information System (E-MIS) on SharePoint?</b> If <u>not</u>, please ensure that they are before you submit this application. Applications that are not registered and updated on the E-MIS will not be considered for Awards. The most recent date on E-MIS for each project update (achieved when 'submit' is clicked) must be in 2015. Provide the exact titles (as featured on the E-MIS) for all of the Engagement activities/ projects/ initiatives with which you are involved. Visit <a href="http://caec.nmmu.ac.za/Engagement-Information-and-Development/Engagement-Management-Information-System">http://caec.nmmu.ac.za/Engagement-Information-and-Development/Engagement-Management-Information-System</a></p>	<p><b>Titles:</b> 1.Reaching Out 2. Reaching In</p>
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<p align="center"><b>SECTION B: Engagement categories</b></p> <ul style="list-style-type: none"> <li>• <i>You are required to describe and report in detail on a minimum of <u>two engagement categories (these are 1, 2, 3 and 4 below) in order to be considered for an award.</u></i></li> <li>• <i>If you or your team are involved in three or four of the engagement categories, report in detail on all of these categories.</i></li> <li>• <i>Applications that describe and can provide evidence of engagement activities across all four categories are encouraged.</i></li> <li>• <i>Refer to section 5 of the attached Engagement Excellence Awards policy which provides a guideline on the specific activities you should report on under each of the categories you have chosen.</i></li> </ul>
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<p><b>Report on your:</b> 1. Engagement through Community Interaction, Service and Outreach:</p>
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<p><b>Report on your:</b> 2. Engagement through Teaching and Learning:</p>
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<p><b>Report on your:</b> 3. Engagement through Profession/Discipline-Based Service Provision:</p>
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<p><b>Report on your:</b> 4. Engagement through Research and Scholarship:</p>
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<p align="center"><b>SECTION C: Descriptions</b></p>
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<p><b>1. Describe the impact your Engagement activities have made on stakeholders/beneficiaries/communities and provide details on how these activities are acknowledged/recognized by:</b></p>
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<p><b>1.1. External communities/stakeholders/beneficiaries:</b> (not staff and students of NMMU)</p>	<p>Committee for Higher Education Librarians of South Africa (CHELSA) compiled a memorandum of understanding between 23 South African University libraries. It relates to the mutual rendering of certain library and information services with a view to the cost-efficient use of resources for the purpose of maintaining and improving library and information services for higher education and research in South Africa. The memorandum promotes cooperation</p>
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among University libraries in order to develop a national academic information infrastructure. As individual libraries are not in a position to meet all the needs of the users, the establishment of a networked academic information infrastructure has become essential. The memorandum provides the framework to ensure the provision of quality services by all participants.

**EXTERNAL USER:** The library constantly seeks ways to contribute effectively to the quality of teaching, learning and research by facilitating access to worldwide information. NMMU LIS welcomes external borrowers and can provide access to a range of library material.

An external user is a library user who is not registered as a NMMU staff member or an NMMU student, but by payment of a prescribed fee, obtains access to the library collections and services. External users are issued with a membership card for a **3, 6 and 12 month** registration period and must re-apply for membership and pay the required dues, after the expiration of each registration period. There is also Day Visit option where R50 is payable before utilizing the library. External Users must reside in the Nelson Mandela Bay Municipality Area (Jeffrey's Bay and Humansdorp included) or George Municipality Area (Knysna, Oudtshoorn and Mossel Bay included). They may only take out library materials after individual approval by the Customer Services Librarian, Branch Librarians /Senior Librarians and the payment of a **prescribed fee** (some members have free membership).

The services that LIS offers to these members have a very huge impact in service delivery and attending to our users and their needs. To date, 63% of our external users are Unisa students who have access to all NMMU LIS resources, as there is no Unisa library available in the area. NMMU LIS is of great assistance to these Unisa Students, even during exam time they benefit from the extended hours as they have access to the library.

**Lending privileges:** These members may borrow 5 items for 2 weeks and renew these twice, unless another client has requested the item. Items may be returned to any library of the NMMU Library and Information Services. Reserving of books is free of charge and unlimited. Provision has been made as

well to get access to printing and copying services for these users.

**Impact towards the user:** guiding the users with regards to their expectations and use of academic library and its resources by offering monthly training sessions.

**Examples of our external users:**

- Honorary members: individuals who have been previously employed by the university and whose membership has been conferred at the discretion of the Director of the LIS
- Private members: individuals in their private or personal capacity (comprises students from other universities, researchers and members of the community).
- Exchange students: those who are part of an exchange programme.

**LIBRARY SCHOOL VISITS**

As information professionals, librarians have the opportunity and responsibility to educate community leaders and the public about the changes and the expanded role of libraries. Whether information is printed in a book or on a screen, the ability to read is a basic survival skill. In 2015 and 2016 LIS marketing team visited township school libraries namely;

**Lwandlekazi High school:** There was never a school library. We had to set up a small Resource Centre as well as donate books to the school. We organized and arranged their few books that were kept in the classroom that was utilized as a staff/store room. We cleaned the small library/room and promised to maintain it but because of the learners deteriorating numbers the school was closed down;

**Tyhilulwazi Secondary School:** Their library was so attractive and well maintained, but with limited collection. LIS staff also donated books in the school and assisted in arranging the material. We had a reading session with the grade 8 learners.

**Sakhisizwe Secondary School:** The advent of technology is increasing, not reducing, its importance to society. Many more young people and adults face

severely limited opportunities because of limited literacy skills. LIS staff was invited by this school to assist in the development of their school library. Their school library was inviting and the collection was well kept and organized. NMMU LIS staff had to assist in classifying the collection into subject areas, as they do not use the classification system like Dewey Decimal system or Library of Congress. We also assisted the school librarian on how to utilize card catalogue for circulating library material to the learners at a two-week basis. The school's Grade 12 class was invited to NMMU LIS to attend a presentation that equipped them with skills on how to search information and they were exposed to all NMMU LIS resources.

**MANDELA DAY:** Being able to read is a survival skill in an information society, but it is not enough. The word outreach has become a label for the process of extending library services and programs to non-traditional library users. Serving others is what brings about sustainable university growth. However, why such a big fuss about Mandela Day then? Mandela once said; "there can be no keener revelation of society's soul than the way in which it treats its children". It is in this timeframe where people unite to do more than just ordinary, even if the tasks are the same as what they usually do. The day should not be about Nelson Mandela, the icon. It should be about Nelson Mandela, an everyday man who made the choice to lead by **serv**ing. Mandela Day is sparking a revolution in the way we serve our communities.

NMMU LIS launched the adoption of the **Masiphathisane S.S.S School** library. The event was well attended and it was a joint venture of the NMMU LIS, PE College and the Department of Correctional Services to celebrate Mandela Day and spend our 67 minutes giving back to the community. Interesting fiction and nonfiction books from NMMU LIS were displayed for the community, specifically for learners to review them.

We assure free and open access to recorded knowledge, information, and creative works. We recognize that access to ideas across time and across cultures is fundamental to society and to civilization.

	<p>NMMU LIS has a commitment to literacy and learning. We aid people to become independent lifelong learners by selecting and offering material that supports the differing needs of all learners, and that entertain and delight the human spirit. We support freedom for all people to form, hold, and to express their own beliefs. All people have the right to seek, to know, and to find. We work for preservation of the human record. The cultural memory of humankind and its many families, its stories, its expertise, its history, and its evolved wisdom must be preserved so it may illuminate the present and make the future possible. We strive for excellence in professional service to our communities.</p>
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**1.2. Internal communities/stakeholders/beneficiaries:**  
(staff and students of NMMU)

**LIBRARY WEEK:** NMMU LIS cultivates the culture of library use for the nation that reads and furthermore promotes lifelong learning, which is one of the objectives set out by UNESCO's manifesto regarding the library. The library week was initiated by LIASA (Library and Information Association of South Africa) in 2001.

NMMU campus libraries use this opportunity yearly to market their services in an effort to contribute to the understanding of the important role that the libraries play in a democratic society, advancing literacy, making the basic human right of freedom of access to information a reality, and to promote tolerance and respect among all South Africans.

This led to our yearly library displays as NMMU LIS to reflect how the library has evolved through the years, which also promotes lifelong learning. Our displays communicate a visual story on how the library has been the pillar of the community and the beacon of knowledge throughout the decades.

**INTERLIBRARY LOANS (ILL):** is a service that enables NMMU users to obtain materials that are not available in the NMMU LIS from overseas libraries as well as in South African Libraries. The service is offered to all currently registered BTech, Honours, Masters and Doctoral students as well as staff members of NMMU.

The ILL service helps users, both staff and students, with books (including theses) and journals that are not available at NMMU Libraries, and by so doing; it assists them in completing their research on time. The ILL team takes into account the fact that the university gets its funding through output (i.e.) the more graduates we produce the more money we get from donors and government (this refers to the entire institution).

Distance students (those residing outside Nelson Mandela Bay Municipality ) can also get books through this office using courier services, which makes it quicker for them in getting information for their research, without having to travel to the university.

**INTER-BRANCH LOANS (IBL):** is a service that allows patrons (NMMU LIS users) the convenience of having items from any branch library brought to their



home library. IBL items may be requested and returned at any branch library. A maximum of eight IBL items are allowed per NMMU user. IBL items can take up to 48hours to arrive and users are notified by mail, email or contact numbers regarding the availability of IBL items requested.

IBL services, like all library services serves to facilitate student's access to knowledge. We live in a country of great wealth disparity; not only can few patrons afford to buy all the books they may need, even fewer have their own transport. IBL services is, in main, a convenience in which we try to get the book to the patron instead of asking the patron to get to the book. This service saves the students a lot of time as well.

**2. Describe how your Engagement activities contribute towards faculty/department/entity engagement goals and objectives. (Refer to your Department/Faculty/Entity's strategic plan here)**

## **OPEN ACCESS (OA):**

The term Open Access is a hotly debated concept, which has many implications and meanings. Open Access publishing models have transformed the academic publishing tradition, becoming more viable and increasingly gaining tremendous support from authors, who appreciate the increased visibility of their work, as well as academic institutions and funders, who value the societal impact of freely available research.

### **The importance of Open Access**

**Universities:** it increases the visibility of their researchers and their research, reduces their expenditure on journals, advances university's mission to share knowledge.

**Libraries:** it addresses the problem of the rising costs of journal subscriptions

**Lecturers:** it allows lecturers to bring current research into the classroom

**Writers:** it gives them a worldwide audience and increases visibility of their work

**Readers/Researchers:** it gives them barrier-free access to the literature they need for their research

In order to create an awareness of and promote OPEN ACCESS to our researchers, academics and doctoral students, the NMMU LIS hosted an OPEN ACCESS SEMINAR and 122 candidates attended. It was a huge success.

### **The following were the objectives of the Seminar:**

- Awareness of Open Access
- Publishing in Open Access
- Formulating an institutional Open Access Strategy
- Impact of Open Access on future research, teaching and learning
- Impact of Open Access on academic and research libraries
- Role of an academic library in an Open Access environment
- Highlight the significance of having an institutional Repository

### **The topics covered were:**

- **Open Access to science and research as public good and the status of repositories in South Africa:** Mr, Lazarus Matizirofa, Team Leader: Data, Content and Curation Management Services (Knowledge Management Corporate), NRF
- **Policy driving Open Access to research output:** Ms. Ina Smith, SciELO Planning Manager, ASSAF
- **Publishing in Open Access Journals-Increasing institutional Research Impact:** Dr Pierre De Villiers, Managing Director, AOSIS
- **The future of Open Scholarship for research and teaching and learning:** Dr Reggie Raju, Deputy Director, University of Cape Town Libraries
- **From Berlin back to business:** Ms. Mimi Seyffert, Manager: Digitisation and Digital Services, Stellenbosch University Library and Information Service
- **The APC, the IR and the subscription problem: The UP experience:** Dr Leti Kleyn, Manager: Open Scholarship Programme, Department of Library Services, University of Pretoria
- **InCites Presentation:** Ms. Melissa Badenhorst: Marketing Manager, WorldWide Information Services
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### **LIS Web Administrator set an open access Website in the following content:**

- Homepage with banner
- Speakers
- Contact us form
- Map of the venue

- Online Registration Form
- Countdown to date timer

The administrator also confirmed emails to delegates who had registered online. The Seminar was also marketed and reported live during the event by:

- A Twitter account and Twitter hashtag to trend on the day of the OA Seminar
- Tweets during the event

**RESERVE MATERIALS:** Short loan- **1 hour**, Study collection – **3 days**.

At the request of lecturers, in anticipation of high demand by the NMMU community, Short loan and Study collection contain books, articles and class notes that have been placed in a separate enclosed area. Short loan items may only be taken out for an hour at a time and the study collection for three days. In order to try to meet the demand for recommended and prescribed material, LIS staff liaise with lecturers to place their personal prescribed copies of books on the reserved section. Staff members are cautious when handling personal material because there are some risks as they are in high demand by the student. During exam time the pressure is high and because of this the staff assists in making copies where the need arises. The material reserved in this section is always taken care of by replacing damaged copies, searching for missing copies and replacing them where necessary. It is always kept tidy by doing shelf reading to enable smooth access for students and lecturers. Circulation staff together with faculty librarians remove reserved materials that are no longer in use at the end of semester/year in order to keep the section up to date.

**BLOCK LOANS:** Block loans is a service offered to a Department or Faculty on request. It is a loan for specific library materials for a period of a year in order to facilitate access to these materials for students attending off-campus courses, e.g. Game Management course offered in ADDO, Music Department and Law of the Sea etc., or if an on-campus Department makes a specific request for specific materials. The library materials that are issued on a Block Loan will be the responsibility of that particular Department. A specific faculty/department staff member will also take responsibility for all the items issued to that particular department.

This service is very useful as it gives the department/faculty the opportunity to keep this collection for a longer period. It saves lecturer's time in visiting campuses, especially during exam time. It also enables them to search information for their research as quickly as possible.

**3. Describe how your Engagement activities contribute towards the achievement of the NMMU Vision 2020 Engagement Strategic Goals and Objectives. (Refer to the attached NMMU Engagement Strategic Goals and Objectives)**

**Teaching, learning and research support:**

- Enhances service experience and quality by improved customer care and service orientation.
- Aligns academic focus areas with balanced collection development to increase appropriateness of information

**Engagement:**

- LIS increases user awareness and return on investment.
- Markets services and facilities and communicates with users
- Engages with faculties by building and improving partnerships within the university

**Partnerships:**

- LIS builds global partnerships.
- LIS continues to collaborate within SEALS, SANLiC, and CHELSA.

**Community involvement:**

- Continues to engage with the community
- Implements School outreach programs
- Visits schools to market both the LIS and the University as a whole

**4. Describe how your Engagement activities contribute towards: (Refer to any relevant media coverage, representation on boards or committees, scholarly publications, conference presentations etc.)****4.1. Addressing the needs of society and various external communities served by NMMU:**

At NMMU LIS, we believe in learning and education as key tools in helping to achieve engagement with our community and its members. Ninety percent of disadvantaged schools do not have libraries. To address the problem NMMU LIS decided to invite and visit schools in 2015 and 2016 and this was a major project. The project's aim was to encourage book discussions, instill the love of reading and raise awareness about the importance of reading, reach out and give people access to books and the university, educate learners to take care of their library facilities and to celebrate books. We worked in partnership with the following schools; **Limekhaya, Lwandlekazi, Masiphathisane, Ndzondelelo and Tyhilulwazi**. We worked with their teachers to develop projects, which are educational, fun and engaging, to create resilient communities with educated and motivated young people who do not allow their current situation to determine their future.

**4.2. Profiling and promoting the NMMU as an engaged university:**

We have provided learners from the schools with career guidance and assisted them with online applications, exam preparation and bursary applications. Ndzondelelo High School grade 9 learners visited the Missionvale Library as part of a school project. They had to visit any organization and write about its day-to-day running, what services the organization offers the community and have hands-on experience as well. The learners came to the library and they were shown around to have get an impression of how the library operates. They had to take photos as proof to their teacher. They did a little bit of shelving under supervision and were evaluated on a form that the school provided, for which they would receive marks. The questions were about how they completed the task and if they were attentive. The staff at the library could rate them as well. All in all it was good day spent with the learners.

**5. Describe how you have successfully integrated engagement into the Teaching and Learning and Research functions of the university. (Refer to sections 5.1, 5.2 and 5.3 of the Engagement Excellence Awards Policy as a guideline)**

By having an online platform, library resources become accessible to students that are not campus based, or are regularly not on campus. The LIS **Web Administrator** ensures the smooth running of this service. The library



keeps students and staff up-to-date on new acquisitions, upcoming workshops, library training sessions schedules for each campus, library policies, library guide, links to online newspapers and changes to library operating hours (e.g. library hours during exams, library hours during recess) via the LIS website and also on the library social media pages, such as the LIS Facebook page. Students and staff who add the library to their Facebook or Twitter accounts receive these updates as part of their newsfeed.

The library website also makes it easy for students who cannot physically come to the campus to access librarians and seek information for their research by using an online functionality like online chat on the library website. Students and staff get to view services and resources that are available in the library on the library website. The LIS website is also accessible via mobile devices. Urgent library notices and announcements are also displayed on the library electronic notice board. These notices are created using a software called Xibo, which is also used by ICT services to display images at the North Campus entrance.

Providing a platform for students and staff to access online databases and search the library catalogue wherever and whenever they need to, is one way to encourage more students to access library resources. Accessibility is part of the LIS vision and mission statements. By providing resources on the library website, students do not need to physically come to the library to search for information and this helps to free up space in the learning commons so that more students can use the library to study.

**6. Provide details of scholarly outputs/contributions made to a body of knowledge as a result of your engagement activities.** (Refer to publications, new teaching programmes, technical reports, conference proceedings, etc.)

Open Access has contributed tremendously to a global knowledge economy. There are more than 148 funders as well as over 509 (15 South African) institutions and universities worldwide who have adopted an Open Access policy or mandate their researchers to make their work freely available, **NMMU LIS Open Access Seminar** was held under the support of the Deputy Vice-Chancellor: Research and Engagement, Prof Andrew Leitch and was organized by a Task Team of the NMMU Library and Information Services under the leadership of Nomathongo Bell, Deputy Director: Bibliographic Services. The venue was the NMMU Madibaz Sports Conference Centre at South Campus and 122 delegates from NMMU and Eastern Cape Institutions attended. The Opening and welcome was done by Prof Andrew Leitch, Deputy Vice-Chancellor: Research and Engagement of the Nelson Mandela Metropolitan University.

The seminar was streamed live over the Internet, showing mainly the presentations on screen, while a second camera focused on the presenters. Viewers of the live stream could see the delegates asking questions, and heard them clearly with audio from roving radio hand-held microphones. Twitter, with the hashtag #NMMUOA2015, was also used as communication interaction between viewers and

The Seminar was sponsored by:

- NMMU Marketing & Corporate Relations
- SABINET
- World Wide Information Services
- Elsevier
- Taylor and Francis
- Hargraves Library Service (Pty) Ltd
- NMMU Research Office
- SAPnet

## IUG-SA

Libraries face many challenges of inadequate information infrastructure, limited financial budgets, manpower issues and rapid changes in technological systems. IUG-SA is proving itself as the management practice for handling these challenges and for supporting quality delivery of services in information centres. The group disseminates information on the use of Innovative tools and fosters relationships and communication between all concerned.

IUG-SA is unique in the library technology industry for its independence, size and productivity. It holds an annual conference that has grown steadily in participation by librarians and by third party vendors of library products and services. A recent annual conference attracted over 1,700 library professionals from South Africa who participated in over 150 programs presented by their colleagues.

The skills we obtain from these conferences are the same skills we transfer to NMMU staff and students. The ultimate goal of NMMU LIS staff in attending these conferences is to create virtual communities of information professionals and university library users, and this creates a strong social interaction, collaboration and friendly environment. Conferences give staff the opportunity to learn more about university environment, network with more people that are knowledgeable and get solutions to day by day problems that we encounter.

Our colleague, Pamela Nyokwana presented a paper on the 14th IUG-SA Annual Conference 2016, which was held by the Vaal University of Technology (VUT) from the 23 – 25 November 2016 at the Emerald Resort & Casino, Vanderbijlpark.

E-mail: [Pamela.Nyokwana@nmmu.ac.za](mailto:Pamela.Nyokwana@nmmu.ac.za)

Library Website: <http://library.nmmu.ac.za/>

## 7. Describe the important role performed by you or the team in:

### 7.1. The leadership and management of the engagement activities and initiatives:

Too often, teams are formed by gathering some people together with the hope that those people will somehow find a way to work together. Fortunately there was cooperation and collaboration among those concerned. The team leader visited each and every one that had experienced the activities involved in the project. They were all requested to go through the rules and regulations of the project, which was going to help them to think outside the box and work collaboratively. Team members were to collect and provide information, and student volunteers were interviewed by the team leader on their impact and benefit in the library world.

The benefits of teamwork include increased efficiency, the ability to focus different minds on the same problem as well as provide mutual support, Hats off to Tenjie Solundwana; a scribe, examiner, editor and the administrator of this project, who would always remind the team that, "We are librarians and we always serve people". As individuals we had to be careful when handing raw information to her. It was so interesting because of her values, responsibility and work ethics.

We all understand now that, without trust, a team crumbles and cannot succeed on assigned projects. Great teams build each other up and strengthen individual members to create a cohesive group. This principle helped us a lot because the objective was to participate and complete the project we started. By working together, we have learned that wins and losses affect everyone on the team. Teamwork necessitates confidence in each other's distinct abilities and here we are at the end of this project even though there were ups and downs along the way. The agreement from all the team members when the document was completed was awesome and everyone was happy. Trusting your teammates also provides a feeling of safety that allows ideas to emerge. It

helps members to open up and encourage each other. Open communication which was our priority in this team; is the key when working on a team and produces effective solutions.

**7.2. The level and extent of partnerships/collaborations/networks/linkages formed internally and externally:**

**a. Internally** (*inter-departmental, inter-faculty and interdisciplinary*):

The NMMU LIS engaged with the **NMMU Trust** office in the sourcing of funding for the NMMU LIS Self-Check Unit. Funding of R500 000 plus was donated towards the purchasing of a single self-check unit in 2016. The unit was installed in February 2017 and will be running from July 2017.

The Self-check Unit Task Team was led by Ms Z.N.Makrwele as the project leader and Ms M du Plessis as the project coordinator.

**b. Externally** (*at local, national and international level*):

Seals Partnership:

NMMU LIS staff members participate in SEALS Standards Committee meetings to discuss common SIERRA circulation matters and assures the maintenance of standards in library services provision across the four SEALS university libraries in the Eastern Cape.

**SECTION D: Signature**

Applicant Signature	BBB Ntsiko	Date	26 May 2017
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**SECTION E: FOR OFFICE USE**

*(Administered by the Centre for Academic Engagement and Collaboration and the NMMU Engagement Committee)*

Resolution regarding application from Awards Committee:	
Feedback to applicant:	

**SECTION F: Portfolio of Evidence**

Attach any relevant documents as a portfolio of evidence to support your application. **Limit this portfolio of evidence to a maximum of 20 pages.** This can include photographs, promotional material, commendations from stakeholders/beneficiaries etc., publication references, (extracts from) annual or project reports to funders/sponsors etc., or any other relevant materials that may serve as evidence.

**List of supporting documents submitted along with this application as addendums:**

Please ensure that the documentary evidence below is clearly cross-referenced with the relevant section and number in the application template, for example Section B1 or Section C4.

1. Library Week/ Mandela Day
2. Open Access
3. Student Volunteers
4. LIS Web Administrator
5. IUG-SA



## NMMU LIBRARY AND INFORMATION SERVICES PORTFOLIO OF EVIDENCE

1. LIASA / LIBRARY WEEK ; SCHOOLS; MANDELA DAY
2. OPEN ACCESS
3. STUDENT VOLUNTEERS / ADOPT – A – SHELF PROGRAMME
4. LIS WEB ADMINISTRATOR
5. IUG-SA – INNOVATIVE USERS GROUP –SOUTHERN AFRICA





**NMMU LIBRARY AT A GLANCE**



**Missionvale Campus**



**George Campus**



**2<sup>ND</sup> Ave. Campus**



**Business School**



**South campus**



**North Campus**

- NMMU six campus libraries are visited almost **1092604** times every year.
- Students utilise nearly **70751** individual and collaborative study spaces in our six libraries.
- Around **100** library staff supports over **20051** students and nearly **800** academic and professional staff.
- The library provided employment to **25** students.
- Expenditure on information resources is around **R506450** annually

The changing nature of information provision presents both opportunities and challenges for university libraries. It is more important than ever that the library engages pro-actively in re-thinking its role in the digital era and the way in which it delivers services to the university community. The library is contributing to the intellectual, cultural and social life of NMMU community by making the library a central hub for conversation and collaboration for students, staff, alumni and the wider community (external members).

The development of strategic priorities for the university library has extensively considered how best to meet the goals and priorities of the broader university (Vision 2020). We at our campus libraries are excited about what the future has to offer and confident that library's strategic directions in the areas of student experiences, leadership in education, internationally- renowned research, community and global engagement and operational excellence will support the university in new and innovative ways.

**LIS is checking out Internet workstation for staff and students.**

Campus	
South	34 262

North	1 089
2 <sup>nd</sup> Avenue	11 444
Missionvale	196
George	29 760
Business School	.....
<b>TOTAL</b>	<b>76 751</b>

**Reaching Out:**

1. SA Library Week





LIS staff member organizing the school library at **Lwandlekazi High School** where NMMU LIS staff set up a small library that was not there.



NMMU LIS staff members were assisting class of Grade 8 learners with their reading in their language of learning at **Tyhilulwazi Secondary School**.

In 2016 there was also a visit by other NMMU LIS group in one of Uitenhage schools, **Limekhaya High School**.



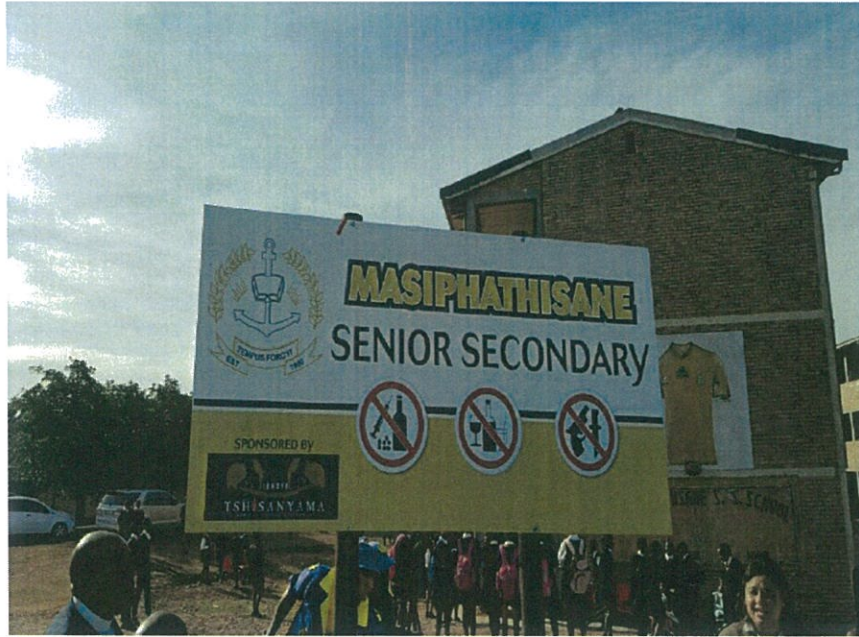
NMMU LIS staff member with Grade 12 learners





member with Limekhaya Educators

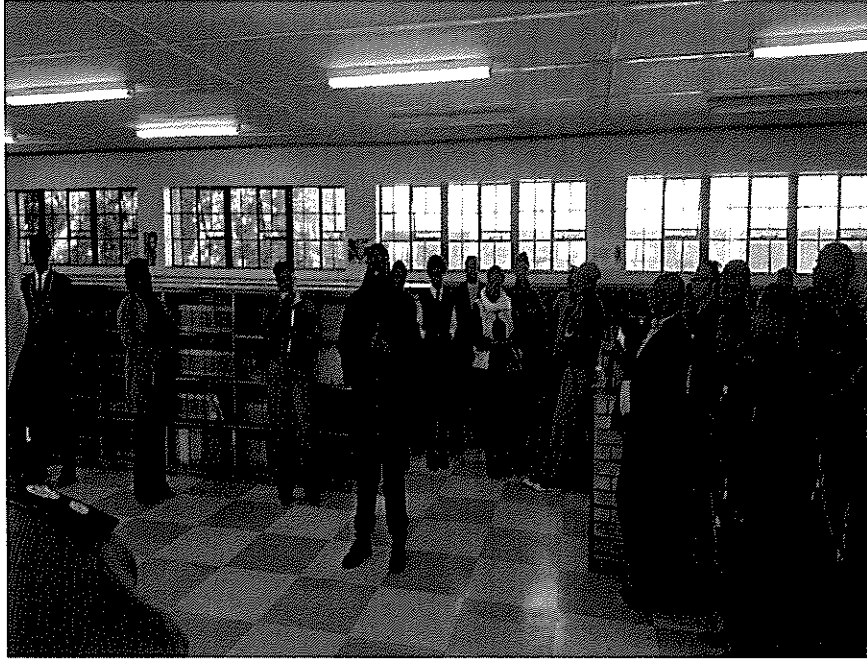
Staff



NMMU

LIS launched the adoption of the **Masiphathisane Senior Secondary School** library



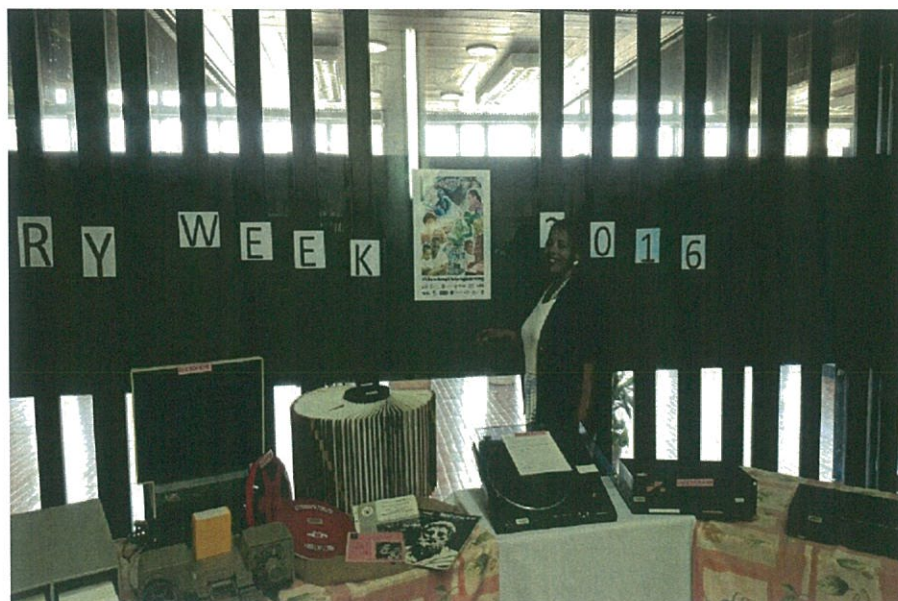


Learners with the NMMU LIS, Dept of Correctional Services and PE College staff



LIS

staff member with the Educator and a student handing over one of the donated books



Library displays in tune with the Library week/Mandela day projects





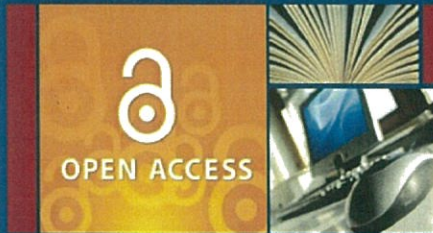


2. Open Access



Library & Information  
Services

INFORMATION FOR TOMORROW



Road to Promoting Open Access to  
Researchers in Academic Institutions  
27 July 2015

**SPEAKERS AND TOPICS:**

*Opening and welcome by Prof Andrew Leitch, Deputy Vice-Chancellor: Research and Engagement Nelson Mandela Metropolitan University*

**Mr. Lazarus Matizirofa**, Team Leader: Data, Content and Curation Management Services (Knowledge Management Corporate), NRF on *Open Access to science and research as public good and the status of repositories in South Africa*

**Ms. Ina Smith**, SciELO Planning Manager, ASSAF on *Policy driving Open Access to research output*

**Dr Pierre De Villiers**, Managing Director, AOSIS on *Publishing in Open Access Journals – Increasing institutional Research Impact*

**Dr Reggie Raju**, Deputy Director, University of Cape Town Libraries on *The future of Open Scholarship for research and teaching and learning*

**Ms. Mimi Seyffert**, Manager: Digitisation and Digital Services, Stellenbosch University Library and Information Service on *From Berlin back to business*

**Dr Leti Kleyn**, Manager: Open Scholarship Programme, Department of Library Services, University of Pretoria on *The APC, the IR and the subscription problem: The UP experience*

**Ms. Melissa Badenhorst**: Marketing Manager, WorldWide Information Services on *InCites Presentation*



One of the speakers on the seminar



of delegates

Registration











LIS Staff

members who made the seminar a success

### 3. Student Volunteers

#### **Adopt – A – Shelf Student Volunteer Programme**



**Blondie, Student Assistant Coordinator and the driving force behind this project. She does not cease to encourage and appreciate her "charges"**

### Adopt-a-shelf: Volunteer programme

Nelson Mandela Metropolitan University Library and Information Services

nmnu

**Where did you get the idea of a Student Volunteer Programme?**

When I started at NMMU LIS in 2007, there were only two staff members in my section and we struggled to get returned books and books used in-house, filed back onto the shelves and also to keep the shelves in order. As there was no budget for additional staff, I did some research and saw how other libraries were using volunteers. We placed an advert on the Library Web Site and 9 students volunteered for the programme, which I called Adopt-a-shelf.

**Who volunteers for the programme?**

Mainly students, but also people in part-time jobs, such as Library Evening Staff.

**How many volunteers do you have at a time?**

We started with 9 in 2008 and had 16 in 2013, spread across our 6 campuses.

**What do you expect of the volunteers?**

I give them some copies of the application sheet and they can choose what they would prefer to do. They can choose to do shelving, shelf-reading, toying shelves or clearing shelves. If they choose to Adopt-a-shelf, they are solely responsible for maintaining a section of the shelves. They can also assist with collecting statistics of e.g. how many books in each Library of Congress class were returned on any day, which assists in Management Information, something we did not have before 2008.



Student volunteers Innocentia Masuku, Josephine Malunga, Langole Maseko and Sandra Khoyi with Blondie Nyofu and Ezra Burger

**As they are volunteers, there is no monetary reward for them. What do they get out of the programme?**

Most of them experience a sense of purpose, accomplishment, pride and self-worth. They also learn new skills, as I co-ordinate with other sections, e.g. Bibliographic Services, to train them in some aspects of Library work, e.g. how books arrive on the New Books Shelf. They have an opportunity to contribute to and serve the community and meet new people. They also learn how important patron confidentiality and privacy is.

**How do you show appreciation for their work?**

At the end of every year, we have a function to thank them and hand over a small gift and a Certificate. They also get the opportunity to tell the LIS Staff what the programme meant to them. I also give each

a reference letter to assist in job application. Many volunteers get a job as after-hours or permanent staff in the NMMU LIS.

**How can volunteers benefit a library?**

Volunteers serve as an important link between the library and the community, helping the community to understand how the library functions. Volunteers enhance library services, bring their community connections to the library and bring specialised skills/life experiences, as well as new energy and ideas. I encourage them to come up with new ideas and they often do.

**Any final words about a Library Volunteer Programme?**

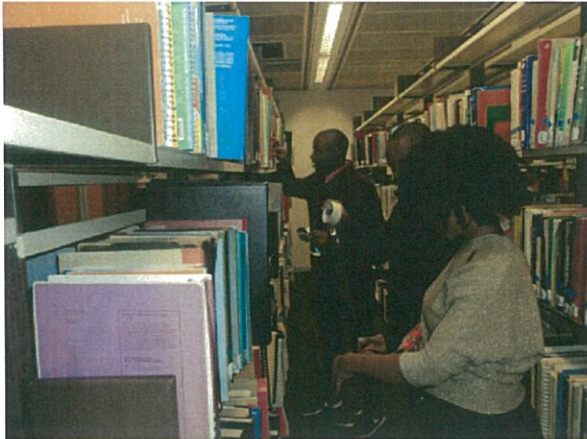
Library volunteers play an important role as partners in the Library's mission of connecting people to the world of ideas and information. Preston Diggs and Ericson Dumas wrote in their book, "Managing Library Volunteers: A Practical Toolkit" (2002): "In the broadest sense, library volunteerism is one way of fostering the democratic ideal of community participation... In the narrowest sense, volunteerism is one part of the total dialog between the community and the library."

If you need to find out more about the NMMU LIS Adopt-a-shelf programme, contact Blondie Nyofu, [blondie.nyofu@nmnu.ac.za](mailto:blondie.nyofu@nmnu.ac.za)

These were student volunteers in an article that was posted for LIASA conference in October 2015. Mpumie Innocentia Masuku is still with NMMU LIS to date and she is dedicated in serving NMMU



community as the student assistant and she is willing to assist anywhere in the library when she is requested to do so.



Student Volunteers in action





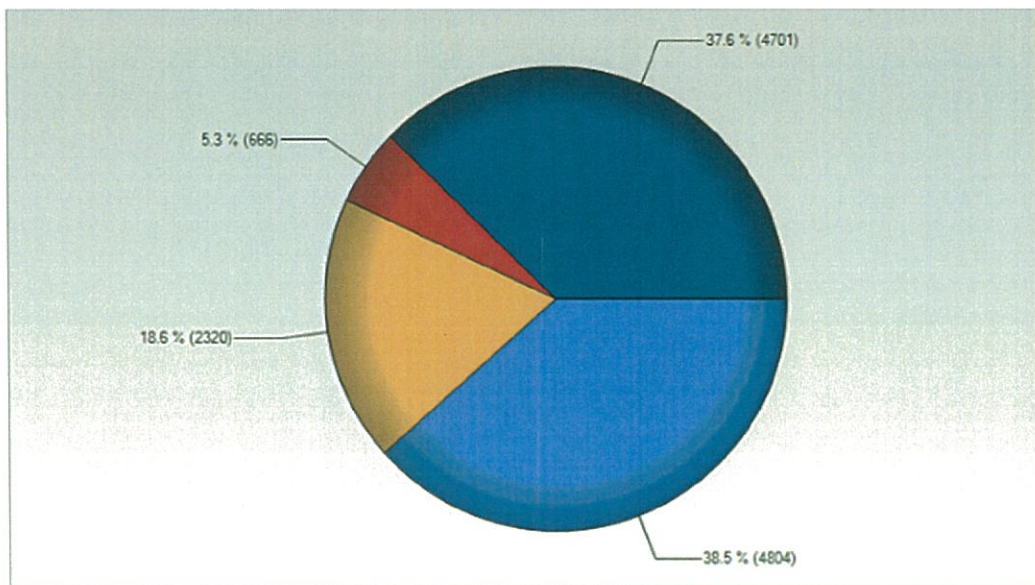
Awarding Student Volunteers

4. LIS Web Administrator

**Library website page views**




Library website views in different countries





## Library Facebook Page

Page Messages Notifications 2 Insights Publishing Tools Settings Help



**Nelson Mandela Metropolitan University Library**  
@NMMUL15

Home

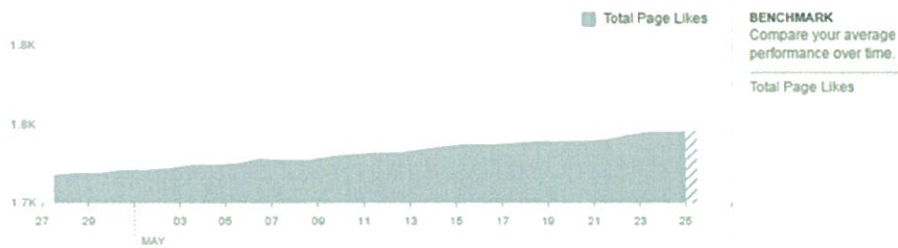
### Library Extended Hours (22 May - 19 June 2017)

Days:	2nd/4th Campus	George Campus	Missionvale Campus	North Campus	South Campus
Mon-Thurs:	08:30-22:00	07:30-22:00	08:30-22:00	08:30-22:00	08:30-24:00
Friday:	09:00-22:00	07:30-22:00	09:00-22:00	09:00-22:00	09:00-22:00
Saturday:	10:00-17:00	09:00-16:00	10:00-17:00	10:00-17:00	10:00-17:00
Sunday:	closed	14:00-18:00	14:00-20:00	closed	14:00-20:00

Like Following Share Call Now

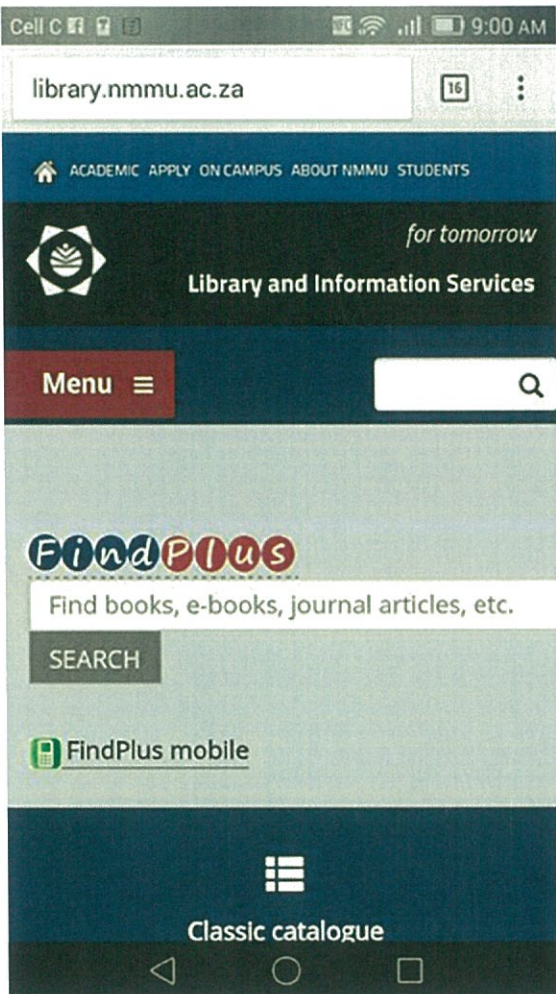
## LIS Facebook likes 1746

Total Page Likes as of Today: 1,746





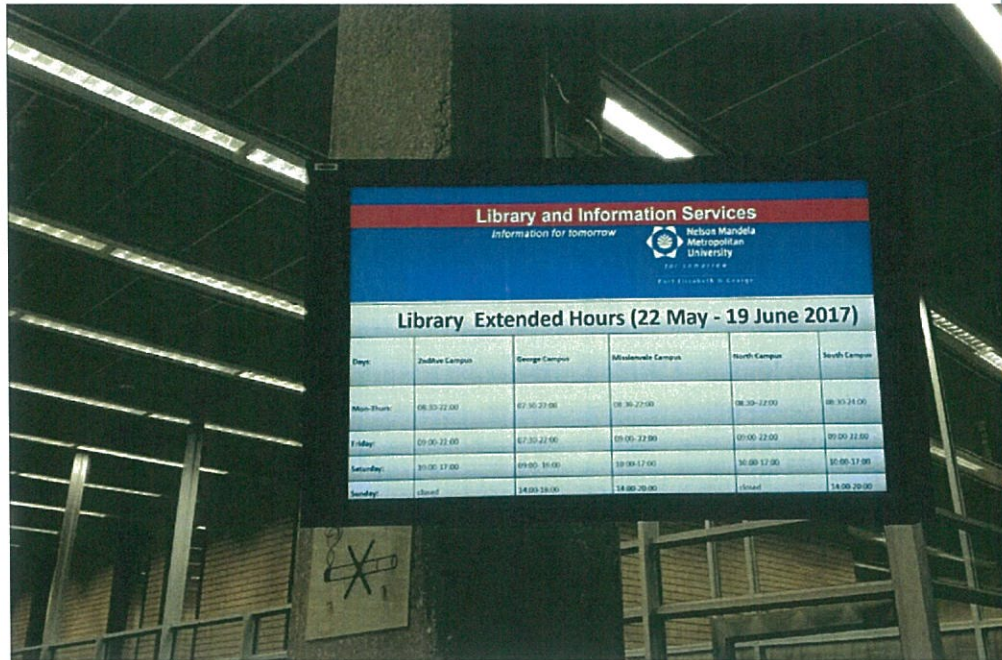
**Library website accessed via a mobile device**



Library Electronic noticeboard







Open Access seminar website



**Nelson Mandela  
Metropolitan  
University**  
*for tomorrow*



## OPEN ACCESS SEMINAR

*Road to Promoting Open Access to  
Researchers in Academic Institutions*  
**27 JULY 2015**



• • • •  
**Welcome**

Welcome

Map

Presentations

Image Gallery

Seminar Venue:

**NMMU Madibaz Sports Conference Centre- South Campus** (view Map)



• • • •  
**Welcome**

Welcome

Map

Presentations

Image Gallery

Program

Speakers

Contact us

Seminar Venue:

**NMMU Madibaz Sports Conference Centre- South Campus** (view Map)



### Road to promoting Open Access to Researchers in Academic Institutions

#### A Very Brief Introduction to Open Access

by Peter Suber <http://www.eartham.edu/~peters/fos/brief.htm>

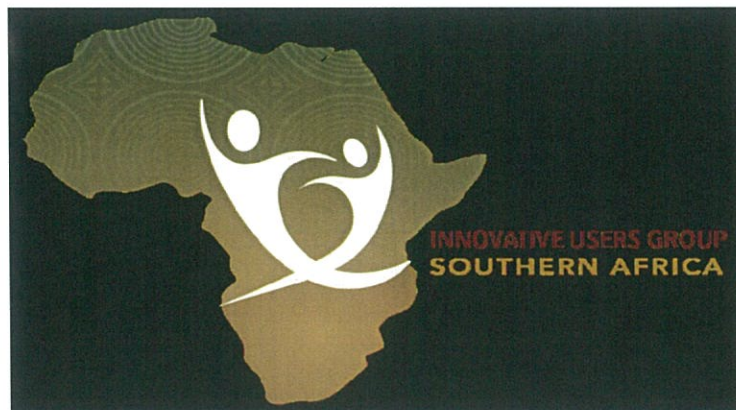
Open-access (OA) literature is digital, online, free of charge, and free of most copyright and licensing restrictions. What makes it possible is the internet and the consent of the author or copyright-holder.

In most fields, scholarly journals do not pay authors, who can therefore consent to OA without losing revenue. In this respect scholars and scientists are very differently situated from most musicians and movie-makers, and controversies about OA to music and movies do not carry over to research literature.

OA is entirely compatible with peer review, and all the major OA initiatives for scientific and scholarly literature insist on its importance. Just as authors of journal articles donate their labor, so do most journal editors and referees participating in peer review.

OA literature is not free to produce, even if it is less expensive to produce than conventionally published literature. The question is not whether scholarly literature can be made costless, but whether there are better ways to pay the bills than by charging readers and creating access barriers. Business models for paying the bills depend on how OA is delivered.

5. IUG-SA



*'Encore Duet Experiences at NMMU Library and Information Services (LIS) : a funky name for a useful reseach tool'* presented by Pamela Nyokwana. the topic presented by our staff member at the conference



ACADEMIC APPLY ON CAMPUS ABOUT NMMU STUDENTS

f t g+ v Search

Nelson Mandela Metropolitan University *for tomorrow*

## Library and Information Services

Menu

60006006 SEARCH

FindPlus mobile

- Classic catalogue
- NMMU online databases
- Library hours

**LOOKING FOR**

- Books/journals
- Accredited journals

**HOW TO**

- Access ENDNOTE
- Access InCites

**USEFUL LINKS**

- My library record
- Infowise



Nelson Mandela Metropolitan University Library



September 17, 2014 · 6

Meet a new Discovery Tool

New Library search: FindPlus

on the library website ([www.nmmu.ac.za/library](http://www.nmmu.ac.za/library)).... See More

FindPlus



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