CHELSA COMMITTEE OF HIGHER EDUCATION
LIBRARIES OF SOUTH AFRICA

Reg. No.: 140-828-NPO

ANNUAL REPORT 2019/2020

REPORT TABLED AT THE CHELSA ANNUAL GENERAL MEETING
30 JUNE 2020
ONLINE VIA ZOOM

Report compiled by Ujala Satgoor with input from

Shirlene Neerputh, Zanele Mathe, Lucille Webster, Paiki Muswazi and

Anke McCallum

For more information visit: https://chelsa.ac.za/

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1. ABOUT CHELSA

AIM:
CHELSA aims to improve library and information services for public higher education and research in South Africa through adopting the following vision and mission:

VISION:
To transform existing library practices in Higher Education to respond to existing and new realities and to lay the foundation for the development of a learning society.

MISSION:
- CHELSA strives through visionary and visible transformational leadership to ensure that the Higher Education sector is provided with optimal access to information for the purpose of learning, teaching, research and community development.
- CHELSA will support knowledge management practices in academic and research libraries.

OBJECTIVES:
CHELSA is a non-profit organization established for the following public benefit objectives:

- To promote the role of libraries in Higher Education
- To foster academic and research librarianship through partnership
- To develop information access policies for Higher Education libraries
- To enhance the use of technology within the Higher Education library environment
- To develop an active quality assistance programme for Higher Education libraries
- To establish human resources development programmes
- To transform the Higher Education Library and Information Services in terms of their fitness for purpose in a new era

To ensure that all Higher Education libraries participate and contribute to community-based services

2. MEMBERSHIP

3. MOVEMENTS, RESIGNATIONS AND RETIREMENTS

New Appointments: The following new appointments were made in 2019/2020:
- Ms Nomawethu Danster, Director: Library Services, Rhodes University from 01 July 2019.
- Mrs Khomotso Maphopha, Executive Director: Library and Information Services, University of Limpopo from 01 October 2019.
- Mr Kepi Madumo, National Librarian and CEO, National Library of South Africa, from 01 December 2019.
- Ms Lindiwe Soyizwapi, Director, Department of Library Services at the University of Pretoria, from 01 January 2020.

Re-appointment:
- Ms Mushoni Mulaudzi, Director, Library Services, University of Venda

Retirements: The following members retired during 2019/2020:
- Mr Robert Moropa, Director, Department of Library Services, University of Pretoria, on 31 December 2019.
- Mr Robert Pearce, Director, Library and Information Services, Nelson Mandela University, on 31 December 2019.
- Mrs Vivian Agyei, Director, Library and information Services, Tshwane University of Technology, on 31 December 2019.
- Mr Juliano Kabamba, University Librarian, Central University of Technology, on 31 December 2019.

Resignation:
- Ms Joyce Myeza, Director, Library and Information Services, University of KwaZulu Natal

We remember:
- Ms Pinkie Mkhwanazi, Acting Director, Library and Information Services, Tshwane University of Technology, in January 2020.

4. PROFESSIONAL INVOLVEMENT

1. Sabinet Board of Directors: Prof M Frahm-Arp, Dr Mathew Moyo
2. SANLiC Board: The following members serve/d on the SANLiC Board during this reporting period:
   Ms Laila Vahed
   Ms Ujala Satgoor
   Ms Vivian Agyei (retd)
   Ms Sarah Kibirige
   Ms Pateka Ntshuntshe-Matshaya
   Ms Robert Pearce (retd)
   Ms Ellen Tise
   Ms Lucille Webster
3. LIASA HELIG: Dr Shirlene Neerputh (Chair)
4. IATUL Board: Ms Lucille Webster (Secretary)

5. GOVERNANCE

<table>
<tr><td colspan="2">The CHELSA Executive Committee is guided by the CHELSA Constitution and subscribes to the characteristics of good governance, namely, participatory leadership, consensus oriented, accountability, transparent, responsive, effective and efficient, equitable and inclusive[1].</td></tr>
<tr>
<td>CHELSA Executive Committee for the term 2018 – 2020</td>
<td>

- Ms Ujala Satgoor, Chair
- Dr Shirlene Neerputh, Chair Elect
- Ms Zanele Mathe, Secretary
- Ms Mushoni Mulaudzi, Treasurer
- Mr Paiki Muswazi, Additional Member
- Ms Lucille Webster, Additional Member

I wish to acknowledge Ms Vivian Agyei, who willingly assisted with the Treasurer's portfolio until Ms Mulaudzi was confirmed in this position
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<tr>
<td>Executive Committee Meetings</td>
<td>

CHELSA Executive Committee Meetings in order to ensure the continued operations of CHELSA and realisation of priorities took place on the following dates:

- 26 September 2019 – via teleconference
- 14 February 2020 – face to face meeting in Johannesburg
- 6 April 2020 – via teleconference
- 6 May 2020 – via teleconference
- 15 June 2020 – via teleconference

The minutes of the Executive Committee Meetings are available on the members section of the CHELSA website.
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<tr>
<td>Working Group Meetings</td>
<td>CHELSA Working Group Meetings took place on 5 April 2019, 3 May 2019 and 1 November 2019 in order to attend to CHELSA projects and priorities.</td>
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<tr>
<td>CHELSA Domicilium</td>
<td>The retention of the CHELSA Office at the NLSA campus ensured the continuance of the CHELSA domicilium. The CHELA Project Manager has keys to the office and access to the building. Basic furniture and stationery are in place but no telephone or network infrastructure at present.</td>
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<tr>
<td>CHELSA Postal Address</td>
<td>Pending the approval of members, the CHELSA PO Box address will be changed moving forwards. LIASA has generously offered the sharing of the LIASA postal box with CHELSA. All relevant stakeholders will be informed accordingly.</td>
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[1] UKEssays. November 2018. Principles and Characteristics of Good Governance. [online]. Available from: https://www.ukessays.com/essays/politics/principle-of-good-governance.php?vref=1.

CHELSA Membership	CHELSA admitted two new members in 2019, following the constitutional amendment regarding membership, approved at the CHELSA AGM on 24 June 2019: • The CSIR Information Services of the Council for Scientific and Industrial Research (CSIR), was welcomed as new members on 25 October 2019. • The Knowledge and Information Management Services of the South African Medical Research Council (SAMRC), was welcomed as new members on 25 October 2019.
CHELSA Constitutional Amendment	The following amendment to the CHELSA constitution was adopted at the AGM on 24 June 2019: *Membership shall be open to the libraries of all South African public higher education institutions and research councils, as well as the National Library of South Africa.* The possible inclusion of FTEs and private Higher Education Institutions would be considered as part of the CHELSA sustainability discussions, still to take place.
Appointment of the CHELSA Project Manager	Ms Anke McCallum was originally appointed as CHELSA Project Manager (a part-time contract position) on 01 May 2018 for an initial period of 12 months. This contract was renewed for another year June 2019-May 2020 and again from 01 June 2020 to 31 May 2021. This position has enabled the Executive Committee to make tremendous strides in realising the corporate projects and consolidating the administration of CHELSA. I wish to acknowledge Ms McCallum for her diligence, integrity and professionalism in every aspect of her responsibilities.
Postponement of CHELSA AGM	The CHELSA Annual General Meeting, Ordinary General Meeting, Retirees' Dinner and CHELSA Leadership Dialogue, scheduled to have taken place on 28 to 29 May 2020, were cancelled, and members agreed to a virtual AGM and OGM to take place on 30 June 2020.
Department of Social Development Compliance	The Department of Social Development requires that all non-profit organisations upload narrative report of all activities annually. Upon making enquiries regarding the creation of an online profile for the uploading of the narrative reports, it was established that there was some confusion regarding issuing of the NPO Certificate for CHELSA
Central Supplier Database	The updating of CHELSA's details on National Treasury's Central Supplier database, is pending, as the new NPO Certificate is required for the details to be changed.

6. OVERVIEW OF THE YEAR: CORPORATE PROJECTS

6.1 Academic Library Standards Framework (Convenor: Ujala Satgoor)

The determination of an Academic Library Standards Framework was identified as a corporate project during the 2016-2018 term. The development of the Framework was a collective initiative and reflects the South African HE LIS context and best practice.

The *CHELSA Academic Library Standards Framework* was finalised and submitted to the South African Bureau of Standards (SABS) TC46 (Information and Documentation) in November 2019 for consideration as a prospective standard. The CHELSA Chairperson presented the C*HELSA Academic Library Standards Framework* to the SABS TC Committee on 30 April 2020. The response of the TC to the Framework was extremely positive and it was unanimously recommended to serve before the National Standards Committee. The outcome hereof will only be known later in the year.

The purpose of the Framework is to:
- Provide an evaluation mechanism and benchmarking tool for South African academic libraries
- Assist in planning, design and development of library services
- Assist in determining whether resources are enough
- Serve as a tool to identify strengths and select areas for strategic and operational improvement[2][3]

The Framework will serve as a guiding document to:
1. Eradicate the resource and facility disparities amongst academic libraries
2. Set the standards for academic librarianship and library practices including strategic planning, good governance, advocacy, and accountability
3. Ensure an equitable and quality user experience across all libraries
4. Advance the role of academic libraries as partners to the teaching, learning and research endeavours of South African higher education institutions
5. Ensure best practices, introduce benchmarking for continuous improvement, equitable access and services across all academic libraries.[4]

I wish to acknowledge the members of the Task Team for their diligence and commitment to developing this Framework, and especially Janet Zambri, for her insights, experience in developing standards and advice on the SABS.

6.2 The State of Academic Libraries in South Africa Report (Convenor: Dr Shirlene Neerputh)

An application was submitted to the SALI Trust for application for a SALI Trust Grant on 31 October 2019 towards the costs of this project. The SALI Trust awarded an amount of R30,000.00 on 29 November 2019 towards the costs of developing the report. Unfortunately, due to the COVID-19 pandemic and national lockdown, CHELSA was unable to finalise the report. An extension request was submitted in June 2020 to the SALI Trust for approval of the revised project plan dates approved.

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[2] Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016 FINAL DRAFT
[3] CHELSA Academic Library Standards Framework, November 2019 Final
[4] CHELSA Academic Library Standards Framework, November 2019 Final

The objectives of the report are:
- To provide an accurate snapshot of the 26 Public Higher Education Institutional Library Services, facilities and resources in South Africa.
- To add to the body of LIS knowledge about South African academic libraries through an updated biennial publication.
- To create a shared resource on the State of Academic Libraries in South Africa.
- To examine emergent trends, successes and challenges in South African Academic libraries

The new project dates will be from 01 June 2020 to 30 November 2020 during which the following activities will be undertaken:
- CHELSA Task Team to finalise the framework (done)
- Appointment of consultant/researcher assistants (01July 2020 – in process) 🗊
- Literature survey/analysis of similar projects internationally (1 June)
- Compilation of research instruments – questionnaires, interview schedules, etc (1July 2020) 🗊
- Conduct investigation amongst member libraries (15 July – 15 Aug) 🗊
- Collation of data and analysis of data, compilation of draft Report (01 September) 🗊
- CHELSA Member input into draft Report (01 October) 🗊
- Editing and finalisation of Report (01 November) 🗊
- Publication of Report (25 November) 🗊
- Distribution of Report to Stakeholders (30 November)
- Project Closure (01 December 2020)

6.3 Leadership Development Programme (Convenor: Ms Zanele Mathe)

The purpose of the programme is to support aspiring middle managers and new LIS leaders, by strengthening their capability to grow and become great academic library leaders of the future; and to enable them to execute key objectives with speed, ease, and precision; as well as to create a space where they can critically reflect upon current practice and experience.

The first CHELSA Leadership Dialogue and consultation, to be facilitated by Leigh Harrison of Ziya Training, was scheduled for 28 May 2020 and subsequently cancelled due to the national lockdown.

6.4 CHELSA Task Teams

The purpose of the Task teams, comprising CHELSA 1st and 2nd representatives, is to brainstorm, formulate, review and determine CHELSA's:
- Continuity and sustainability
- Position on Open Access (OA) - ascertain the extent of the academic library's role in implementing OA at South African universities towards a national response
- Leadership role in developing the next generation academic library leader and how it may serve as a future leadership think tank for the strategic development of academic libraries in South Africa
- Levels of collaboration and cooperation as contained in current agreements

Exco Members	1	Ujala Satgoor
	2	Shirlene Neerputh
	3	Lucille Webster
	4	Mushoni Mulaudzi
	5	Zanele Mathe
	6	Paiki Muswazi
	7	Anke McCallum
Sustainability	8	Maria Frahm-Arp
		Reggie Raju
Open Access	9	Lazarus Matizirofa
	10	Elisha Chiware
	11	Sabelo Chizwina
		Mathew Moyo
Leadership		Zanele Mathe
	12	Larshan Naicker
	13	Khomotso Maphopha
M&D Agreement	14	Daisy Selematsela
	15	Maria Frahm-Arp

Recognising the professional responsibilities of members, it was decided to host a 2-day workshop on 24-25 March 2020 during which the following task teams together with the Executive, could make progress with their respective projects:

Unfortunately, due to the COVID-19 pandemic and national lockdown, the workshop had to be cancelled and the projects temporarily put on hold. While we recognise the effectiveness of face-to-face meeting, it is recommended the task teams convene as online teams and to encourage the 2nd representatives to participation so that the foundation of CHELSA may consolidated.

6.5 COVID-19 Survey

South Africa's response to the COVID-19 pandemic was a national lockdown from Mar 26, 2020. The impact of the national lockdown precipitated the introduction of online/remote teaching and learning by universities and academic libraries migrated to virtual services in support of the continued teaching, learning and research endeavours. A survey was developed by CHELSA to determine how academic libraries in South Africa are managing during the COVID19 lockdown and to ascertain the levels of service and support being provided by academic libraries during this time. The results of this survey have been compiled into a report, which may be shared with relevant stakeholders. It demonstrates the value and responsiveness of the academic library during a time of emergency.

The survey, administered by a team from the Cape Peninsula University of Technology (CPUT) Library Services on behalf of CHELSA from 04-15 June 2020, was sent to all 29 CHELSA members. A total of 22 members responded to the online survey using Google forms, which did not ask for institutional identification. This high response rate, **75.86%,** serves as a credible reflection of the situation on the ground. Given the nature of the survey – i.e. both quantitative and qualitative in nature – both content analysis and quantitative approaches were used to analyse the data.

The survey consisted of 4 sections: Business continuity plan, Services, Staff and Moving to post-lockdown services as well as 4 questions not belonging to any of the sections. With **62%** participants providing a full virtual service, it is evident that South African academic libraries are evolving towards becoming partners to the teaching, learning and research endeavours of their institutions. While disparities in the levels of service and resourcing persist, the purpose of the academic library can still be realised.

CHELSA may consider an article, should members agree, and a follow-up survey to determine the effectiveness of the virtual library services and what could have been done differently.

I wish to acknowledge:
- CHELSA Executive
- CHELSA Project Manager
- Dr Elisha R.T. Chiware (Director) and Deborah Anne Becker of the Cape Peninsula University of Technology Library and Information Services
- CHELSA members for their participation in the survey and willingness to share their information.

7. NATIONAL AND INTERNATIONAL ENGAGEMENTS

7.1 National Site Licensing for Open Access Project (NSLOAP)

Following on the SANLiC post-conference workshop held in 2019, CHELSA was invited by Prof Ahmed Bawa (CEO, USAf) to be a member of the NSLOAP Task Team. CHELSA's presence on this task team is based on the cognition that OA at many universities is driven and/or championed by the academic library. The implementation of OA policies is realised by the various initiatives undertaken by the academic library. This has huge implications in terms of financial and human resourcing for new roles, infrastructure and staff development aside from the annual costs for access to subscription-based information and knowledge resources.

7.2 SABINET/NRF National ETD project

CHELSA was approached by Sabinet in June 2019 to ascertain support for Sabinet taking over the NRF hosted NETD Project. Sabinet subsequently presented a proposal at the OGM held on 02 October 2019. The current NETD is based on old technology and the infrastructure will no longer be updated or maintained by the NRF, nor will new data be added. Sabinet proposed infrastructure support and ease of use; technical solutions to ensure continued feeds and metadata from IRs; and marketing and exposure to global research communities thereby enhancing SA research and IRs. The challenges highlighted include disparities at institutional level regarding IR infrastructure and maintenance, technical expertise, permissions to make content available

There was consensus that the database, as an Open Access database, is extremely valuable for the visibility of South African research outputs but also for informing future research by postgraduates. Although Sabinet is prepared to host the database, there would be a cost implication to members for use of existing/new Sabinet infrastructure, which was considered unacceptable. SABINET to provide details regarding proposed costing.

Members were requested to take the conversation back to their institutions for further consideration of hosting the NETD project on an institutional platform, and to engage internally with all relevant internal stakeholders.

7.3 Visit by Tony Marx, President of the New York Public Library

The New York Public Library (NYPL) has approximately 55 million items, which makes it the 4th largest collection and one of the most used research collections in the world. The other notable libraries are the Library of Congress, British Library and Harvard, whose collections are physically accessible to affiliates only. The NYPL aims to digitize and enable virtual access to its vast collections.

Tony Marx, the President of the NYPL visited South Africa during the week of the 28th October 2019 to hold meetings with amongst others USAf and University Vice Chancellors, and subsequently CHELSA members with the aim of promoting electronic access to all NYPL's book holdings. CHELSA members were invited to attend a meeting with Tony Marx, President of the New York Public Library, held at UCT on 30 October 2019. The NYPL proposal is to offer South Africa, its universities, libraries and to the public at large, a platform and growing collection which would ultimately make all the world's books (and other primary material) freely available online.

The NYPL has been working on the following three categories of collections:
a) Public domain collection (no longer in copyright, out of print and out of commerce)
NYPL worked with the Library of Congress to digitise these titles, which are scanned and readily available for free online access via the NYPL app, Simply E. This app is a catalogue of all books openly

available to the world and thousands of libraries in the US have signed up on it.

b) Collection in copyright, in print, in commerce

NYPL is currently engaging on agreements with publishers/copyright owners of books to pay for open licences, some of these agreements are favourable whilst others aren't. Most libraries in the US have joined in on signing up these agreements. The idea is for a country like South Africa to join in the move and work with NYPL towards a global model.

c) Collection in copyright, out of print and out of commerce

Currently this collection is dead to the world. The idea to explore therefore is to digitise this collection and make it accessible online for free. If the titles in this collection are accessed and used, then the process to identify the copyright owner and initiating an agreement will come into effect.
CHELSA response:

*   All members to engage directly with the app and market this as they choose on their websites.
*   CHELSA to explore via a working group the merits of contributing to this global project given the extent of special collections hosted by members, the value of linking or integrating these collections and creating a heritage hub that may be shared with the world through the NYL initiative.

8. CONCLUSION

It has been a privilege to lead and work with the CHELSA Executive towards realising some of the goals identified in the previous term under the leadership of Lucille Webster. The potential for CHELSA to assert itself as the academic library think tank and upholder of best practice and standards is very real. It will however require your cooperation and participation. I urge you or your 2nd representative to get involved in one of the Task Teams so that the future of CHELSA may be sustained. I wish the incoming Executive, under the leadership of Dr Shirlene Neerputh, well with their term. We are indeed heading towards a future that will be defined by our current conditions and circumstances. Together we can make a difference!

UJALA SATGOOR
CHAIR (2018-2020)