



LIASA 2021 Virtual Conference

**Libraries Matter! Reflecting on a Year of
Change**

27 – 30 September 2021

Programme Booklet



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Conference Rationale

Libraries have faced massive changes since the start of the COVID-19 pandemic forced Government to implement various levels of lockdown. The impact on our services is at present still not fully comprehensible as libraries across South Africa, and indeed the world, are still attempting to get back to a measure of their former selves. Inequalities that have plagued us for decades played out exponentially in this regard making it harder for some communities to bounce back to offer services of an acceptable standard. The ability therefore to provide library services during the lockdown period has also varied, not only between sectors of the profession, but also within sectors, dependent on the Province, Municipality or institution in which a library operates.

The LIASA Conference 2021 will examine LIASA and the LIS profession through the lens of the pandemic and the effect that it has had on our profession and services. The upcoming Conference seeks to explore this by having academic papers, discussions, conversational presentations and electronic posters/lightning sessions on the following themes:

- Measuring the impact and value of libraries in providing services during the various levels of lockdown, including its use (or not) of 4IR technologies;
- Libraries and librarians as providers of equitable access to credible information, thereby advancing social justice, among others, in society, with particular regard to current circumstances;
- The new role of LIASA as a partner in the changed LIS sector including in the broader Galleries, Libraries, Archives and Museums (GLAM) environment;
- The future role of LIS and LIS Education in a post COVID world

The theme, ***LIBRARIES MATTER! - REFLECTING ON A YEAR OF CHANGE***, paves the way for us to reflect on the current state of libraries and librarianship, and the envisioned future for the sector, while setting down steps on how this evolution should happen. Such a reflective process should provide an honest look at what is and what can be; it requires visionary leadership and strategic thinking, and most importantly, a willingness to change.

LIASA Conference 2021 gives you the opportunity to share your experiences, best practices, challenges and innovative solutions towards a LIS sector and LIASA that can demonstrate why ***Libraries Matter*** despite the massive changes wrought on our profession.

Sub-Themes:

1. Innovation, reinvention and renovation

COVID-19 has forced libraries to re-evaluate their roles in the communities that they serve, be they academic, school, public or specialist. This evaluation has emphasised the need to innovate and reinvent the library to fit the “new normal” idea of what a library is. It has also required the renovation and rethinking of library spaces to accommodate these new roles. This theme continues the examination started in previous conferences around aspects of:

- New services
- Innovative services and spaces
- Repackaging traditional services
- Reskilling the LIS professional
- Reinventing the LIS curriculum
- Libraries in the 4th Industrial Revolution

2. Librarians and the LIS profession in the current landscape

Along with the introspection LIS has to do in relation to its role in society, so too do we have to grapple with uncomfortable ideas about our roles as librarians and the impact that this has on our profession.



Never more than now do we have to answer the age-old question of why we are needed in a world where Google is king. This theme explores the idea of:

- What does the future hold for the profession within this changing environment in which we have to operate?
- Where is the office and where is the client? How do we remain relevant and efficient?
- Managing our well-being in the complexities of the current situation;
- What role should the Professional Body play to strengthen the LIS profession in South Africa?

3. Impact and influence

It is our assertion that society needs libraries and librarians, especially in an age of fake news and the rapid proliferation of information. The pandemic has further highlighted the need for libraries to act as providers of credible information. Yet despite this assertion, we are still grappling with basic misconceptions of libraries and librarians / information workers. This theme explores the idea of:

- What impact are we really having on society and the communities we serve?
- What stories are we telling to change the misconceptions about libraries and librarians?
- What success stories can we share?
- How are we contributing to global conversations?



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**A generous sponsorship from the
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contributed to the success of this Virtual Conference**

Programme

Day 1: 27 September 2021

Visit the Virtual Exhibition | 08:00 – 09:00

Session 1: Opening Session | 09:00 – 10:30

Chair: Mr Nazeem Hardy

Opening video and South African Anthem

Welcome

Opening Remarks

Keynote Address

Ms Zanele Njapha

Conference Address

Minister of Sport, Arts and Culture, Mr Nathi Mthethwa - TBC

Entertainment

Mel Jones

Break | Virtual Exhibition | 10:30 – 10:45

Session 2: Department of Sport, Arts and Culture | 10:45 – 12:15

Department of Sport, Arts and Culture: Conditional Grants

Mr Puleng Kekana

Discussions

Lunch Break | Virtual Exhibition | 12:15 – 13:00

Session 3: Innovation, reinvention and renovation | 13:00 – 14:30

Chair: Dr Neil Evans

Introductions

A Digital Scholarship Centre at the University of the Free State

Ms Cornelle Scheltema-Van Wyk

Are academic library information services ready to accommodate a “phygital” generation?

A critical case study

Dr Brenda van Wyk

Perspectives on teaching Library and Information Studies in 2020

Ms Michelle Kahn

Implementation of the Presidential Employment Stimulus Project for the digitisation of heritage assets for the Department of Sport, Arts and Culture

Ms Anita Shaw and Ms Sonto Moleme

Lightning Talk: Promoting Wikipedia Programmes to Libraries in COVID times

Ms Ingrid Thomson

Discussions

Session 4: Libraries and Social Justice | 14:45 – 16:15

Moderator: Ms Ellen Tise

Introductions and background

Libraries and Social Justice – Global Gleanings

Dr Peter Lor

Information and knowledge access for social justice: Perspectives from Mandela’s Long Walk to freedom

Prof Dennis Ocholla

Discussions

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Day 2: 28 September 2021

Visit the Virtual Exhibition | 08:00 – 09:00

Session 5: Public Lending Rights | 09:00 – 10:30

Chair: Ms Naomi Haasbroek

Introductions

The Role of Libraries in Promoting Local Content
Dr Siphwo Mahala

Libraries and Public Lending Rights
Mr Sihle Khumalo

Discussion

Break | Virtual Exhibition | 10:30 – 10:45

Session 6: Impact and Influence | 10:45 – 12:15

Chair: Prof Ina Fourie

Introductions

The effectiveness of a virtual Information Literacy programme for first year law students at the University of Venda
Mr Maropene Ramabina

Friend or foe: TikTok as an Information Literacy facilitation platform during a time of crisis
Ms Dina Mashiyane

Building a bridge amidst troubled waters: How the Covid-19 pandemic created an opportunity to experiment with workplace Grade R-diploma information literacy course
Ms Christelle Oosthuizen

It is a matter of what's in the frame and what's out: re-framing our view of information literacy in the South African context
Mr Janusz Skarzynski

Discussions

Lunch Break | Virtual Exhibition | 12:15 – 13:00

Session 7: Librarians and the LIS Profession | 13:00 – 14:30

Chair: Ms Lucille Webster

Introductions

A Teen Librarian's journey in post lockdown Cape Town
Ms Kim Albertyn

Advancing social justice and access to institutional repositories
Ms Talifhani Ramaliba and Prof Lorette Jacobs

Auto-ethnography as research, reflection and coping mechanism for librarians in times of crisis: a viewpoint paper
Ms Anika Meyer and Ms Naailah Parbhoo-Ebrahim



Desperate times call for desperate measures: the role played by E-books in fighting the COVID 19 pandemic at the University of the Free State

Ms Carmen Nel

Lightning Talk: Staff readiness for online engagement: the DUT perspective

Mr David Thomas

Discussions

Break | Virtual Exhibition | 14:30 – 14:45

Session 8: Library Preservation and Conservation | 14:45 – 16:15

Chair: Mr Nazeem Hardy

Introductions

Panel Discussion: Preservation and conservation - Library buildings & architecture

Ms Ujala Satgoor, Mr Hopewell Gwala

Discussion

Break: 16:15 – 16:30

Happy Hour | 16:30 – 17:30

Happy Hour – Virtual Game Show – Prizes to be won

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Day 3: 29 September 2021

Visit the Virtual Exhibition | 08:00 – 09:00

Session 9: Khuluma Nenduna | 09:00 – 11:00

Introductions

President and President-Elect Round Table Discussion

Discussions

Break | Virtual Exhibition | 11:00 – 11:15

Session 10: Innovation, reinvention and renovation | 11:15 – 12:15

Chair: Ms Theresa de Young

Introductions

How the University of the Free State library information services collaborated with the Centre for Teaching and Learning (CTL) and KOVISIEFM to develop its first Podcast
Ms Xolelwa Xorile

The inevitable new role of the inter-library loans at the University of the Free State
Ms Annah Mophosho

Using linked data and personalization to reskill the library and information services profession
Mr Tony Zanders

Discussions

Lunch Break | Virtual Exhibition | 12:15 – 13:00

Session 11: Impact and influence | 13:00 – 14:30

Chair: Mr Siviwe Bangani

Introductions

An analysis of virtual library services during the different levels of the South African COVID-19 national lockdown
Mr Sagren Moodley and Mr Prashanth Sivsaran

Digital Wellness: suggestions for implementation in academic libraries
Ms Naailah Parbhoo-Ebrahim

E-books take a centre stage in the shifting purchasing patterns at the University of the Free State in the midst of the COVID 19 pandemic
Mr Monde Madiba

Digitally divided academic and research libraries in Botswana strive to provide services during the COVID 19 pandemic lockdown
Dr Ayanda Lebele

Lightning Talk: The research data management landscape at the University of the Western Cape
Mr Mark Snyders

Discussions

Break | Virtual Exhibition | 14:30 – 14:45

Session 12: Awards Session | 14:45 – 16:15

Chair: Mrs Nikki Crowster, LIASA President

Introductions

SALI Trust / LIASA Lifetime Achievement Award: Announcement of the recipient

SALI Trust / LIASA Lifetime Achievement Award: Acceptance by the recipient

Recognition of Exceptional Service to LIASA

Best Conference Paper

Best Conference Lightning Talk / Poster – Reviewers

Best Conference Lightning Talk / Poster – Voted best by the attendees

Honorary Membership Awards

Library Changemakers Award

Day 4: 30 September 2021

Session 13: Annual General Meeting | 09:00 – 12:00

Chair: Mrs Nikki Crowster, LIASA President

Annual General Meeting

Break: 12:00 – 12:15

Session 13: Annual General Meeting (continued) | 12:15 – 13:40

Election Results

Address by the outgoing President

Ms Nikki Crowster

Address by the incoming President

Mr Nazeem Hardy

Introduction of Representative Council 2021 – 2023

Closing of Conference



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Speakers and Abstracts

Conference MC



Dr Buhle Mbambo-Thata

Dr Buhle Mbambo-Thata is the University Librarian of the National University of Lesotho. She is a leader whose work spans international, continental and national work to advance the library sector as a key player in education and development. She serves on boards of library organisations, nationally and internationally. A distinguished librarian, her knowledge and expertise has been recognised with a number of awards. Her research interests are in women and ICT, and in technology applications in libraries. She is passionate about library development generally, and in Africa in particular. She is also passionate about mentoring librarians.

As **Virtual Emcee**, she will engage the audience, keep the energy up, segue from one session to the next, add insights, and thus enhance the conference experience for all the participants.

Day 1 | Session 1 | Opening Session



Zanele Njapha

Zanele, or as her clients call her, "The UnLearning Lady", is an international Transitions Facilitator and Future of Work Speaker, helping companies navigate organisational changes and step confidently into the new world of work. She is the host of the highly-rated (top 100 in the Entrepreneurship category in Zambia, SA, Ghana, Nigeria and top 200 in Canada, Portugal and Russia) entrepreneur-focused podcast "Future-Fit Fridays", hosting conversations with global experts on the future of work. Zanele is also an award-winning speaker (the first speaker in Africa to be awarded the Speaker factor competition winner) and has served as the youngest EXCO member of the Professional Speakers Association of Southern Africa. She contributes articles to Forbes and the Thought Leader section of the Mail & Guardian, and was voted #45 on Advance Media's list of Top 100 Most Influential Young South Africans in 2019.



Mel Jones

Born and raised in Cape Town, Mel Jones is a single mother, an award winning comedian, an energetic MC, a writer, an actor and a former award winning radio producer and presenter. She's appeared on many comedy tours including the King Size Comedy Tour, the Blacks Only, Mind The Gap, Kings & Queens of Comedy, the comedy & sketch show, Bitches, the Funny Festival, the Johannesburg & Cape Town International Comedy Festivals, on a Showmax comedy special, she can currently be seen on SABC2's Comedy Mixtape and she is hugely popular as a corporate comedian and MC.

Day 1 | Session 2 | Department of Sport, Arts and Culture – Conditional Grants



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Day 1 | Session 3 | Innovation, reinvention and renovation



Cornelle Scheltema-Van Wyk

Cornelle started working at the University of the Free State Library and Information Services in 2003, still a rookie in the library world. It quickly became apparent that her interests and talents lay with the developing digital world in libraries, moving from information librarian to IT and systems, then Open Access and institutional repositories, always ready to experiment and test new developments. Closing in on 20 years' experience, she has learnt the value of continuously learning, trying new things, and letting go if something doesn't work (before finding something that does!). Cornelle earned her Master's degree in Digital Curation at the University of Cape Town in 2018 and is currently taking her time in considering a PhD.

Topic: *A digital scholarship centre at the University of the Free State*

Innovation and reinvention is as much a part of libraries as collection and preservation. South African higher education institutions had to adapt to the effects of the #feesmustfall movement in 2015, and its libraries with them. At the University of the Free State Library and Information Services (UFS LIS) this meant upgrading and expanding our digital and online service delivery and spaces, upskilling our staff to work with confidence in a digital environment, and renovating our physical spaces to accommodate the needs expressed by our students and other patrons. Fast forward to the COVID-19 pandemic and the start of a national lockdown: the UFS LIS was ready for the demands of working remotely and delivering services online. But these two situations are not exactly alike, and each day brought unexpected challenges. An investigation in the establishment of digital scholarship (DS) services had already begun in 2019, with the pilot scheduled for 2020. Coincidentally the lockdown and pilot worked well together since most of the DS services could be provided online. This presentation will look at the UFS LIS's experience in setting up its Digital Scholarship Centre (DSC) during the COVID-19 pandemic, new and old services (repackaged and reorganised), and the staff and skills we gained in the process, building on our digital efforts.



Brenda van Wyk

Brenda van Wyk is the Deputy Dean: research and Postgraduate Studies at The Independent Institute of Education, and internationally accredited private higher education institution. She holds a PhD in Information and Knowledge Management from the University of Pretoria, South Africa. She has a second Master's in Educational Technology. Her research interests are digital scholarship research curation, competitive advantage and knowledge capital of research, institutional repositories, and digital learning commons. She has published in journals and conference proceedings.

Topic: *Are academic library information services ready to accommodate a "phygital" generation? A critical case study*

The Academic library and information services (LIS) sector is constantly challenged with new entry-level students characterised by an ever-expanding digital imprint. Over the past decades, research and literature have continuously been stressing the impact of "digital natives", "millennials", "generation Z" and others on the need to adapt services. In essence, information-seeking behaviour and expectation change with each generation, requiring a deep understanding of both changes in educational technology, strengths and weaknesses of information formats offered by vendors and publishers, plus aligning training and development with these evolving support needs. Through all these disruptive technological changes and challenges, academic LIS answered and adapted services to include tailor-made models such as digital learning commons, virtual research environments and maker spaces, to name but a few. The impact of a ubiquitous digital world is increasingly experienced through social media. A new term and phenomena emerged: the phygital generation. Coined as recently as 2013, "Phygital", is a term that also applies to a new generation of students who are used to navigate the world via their smart devices. Reportedly, this generation sees little distinction between the physical and digital worlds and appears to be comfortable in both. The question that needs to be interrogated is does academic LIS understand this need and are we geared for yet a novel challenge of mobile access? For some time, literature has been warning that many African LIS remained comfortable in rendering traditional LIS. The nature and impact of mobile technology was underestimated. With mobile technology at the centre of the phygital generations' expectations and experience, they expect all sectors of society to optimise for it in every aspect of their operations. Are we as higher education role players prepared to receive the phygital generation on your campuses? Do we understand the change in learning towards microlearning preferences? Online businesses may be better prepared than HEIs, and we may want to explore and research further. This paper reports on recent literature on this topic. It explores the readiness of an HEI LIS service to understand the nature of the phygital generation, in an attempt to predict future LIS user trends.



Michelle Kahn

Michelle Kahn is a lecturer in the Department of Knowledge and Information Stewardship at the University of Cape Town and convenes courses in the Postgraduate Diploma in Library and Information Studies and in the department's master's programmes.

Topic: *Perspectives on teaching Library and Information Studies in 2020*

In this paper, I will share my experience of teaching two LIS courses during the pandemic in 2020: one course, traditionally taught in face-to-face mode and another, traditionally delivered in a blended format, both of which had to move fully online for most of 2020.

The paper will look at to what degree the courses needed to be adapted to an online environment and consider the level of success of these endeavours, both from my perspective as a teacher and the experiences of students. Finally, the paper will reflect on the possibility for long-lasting and positive change that emergency remote teaching can inspire in LIS academic programmes.



Anita Shaw

Anita Shaw was appointed in February 2021 as Project Coordinator of the Presidential Stimulus Employment Project at the National Library of South Africa. She has extensive experience in the public library sector, working for a total of 25 years at various public libraries in Cape Town. She also worked as Deputy Programme Manager at the NLSA's Centre for the Book and as Communications Coordinator at the International Federation of Workers Association. She holds a Master's Degree in Library and Information Science from the University of Cape Town and a Master's Degree in Social Development from the University of Sussex.



Sonto Moleme

Balungile Brightness "Sonto" Moleme is currently the Director of Information access Services and the Cape Town Campus Coordinator at the National Library of South Africa. She joined the NLSA in 2014. She has extensive experience in working at Academic Libraries and Public Libraries. Her interests are heritage awareness and Special Collections. She holds a BA and Bachelor of Social Science Honours from the University of Natal, and an MA in Library and Information Science, specialising in Digital Librarianship from the University of Pittsburgh, Pennsylvania.

Topic: *Implementation of the Presidential Employment Stimulus Project for the digitisation of heritage assets for the Department of Sport, Arts and Culture*

The National Library of South Africa (NLSA) has a responsibility to contribute to South Africa's socio-economic, cultural, educational, scientific, and innovative development. This entails collecting, recording, preserving and making available the national documentary heritage. The NLSA has in its collections rare and irreplaceable items ranging from maps, manuscripts, periodicals and newspapers. The NLSA preserve these items while also making them accessible to users, both local and international. South Africa's dire unemployment rate worsened during the Covid-19 pandemic. Against this background, the NLSA, along with National Archives and Records Service of South Africa (NARSSA), applied and was granted funding for the Presidential Employment Stimulus Project (PESP) for the digitisation of heritage assets. During this project unemployed youths were employed at the Cape Town and Pretoria campuses of the NLSA. Training consisted of a general induction and orientation for everyone and thereafter specific on-the-job training and virtual training, via Zoom. They were trained in digitising selected collections; conservation, which includes bookbinding and book repairs; and providing online access to digitised heritage collection through quality metadata. Heritage collections that are heavily used, of unique nature and of historic or cultural value to South Africa, were selected for this project. The project targets were based the assumptions of a full staff complement, including supervisors, and that staff would be able to operate at full capacity with all the required supplies and equipment. However, none of these assumptions were met. This, together with a range of other challenges, compromised the ability to achieve the projected targets within the projected timeframe. The NLSA therefore applied for an extension to the next quarter (April-June 2021). In June, a further extension was requested until the end of September. An additional 100 interns were employed from 1 June to 30 November in order to meet the project targets. Another commendable achievement was the employment and training of a large number of unemployed youths. The internship opportunities greatly enhanced their employability. The NLSA PESP for the digitisation of heritage assets heralded in a new chapter in the NLSA's history. Despite many stumbling blocks along the way, the library is now able to bring part of South Africa's rich documentary heritage to the country and the world.



Ingrid Thomson

Ingrid Thomson and Susanne Noll are librarians at the University of Cape Town, while Wynand van der Walt is the Head Librarian: Technical Services at Rhodes University. All three are active members of the WikimediaZA chapter in South Africa.

Topic: *Promoting Wikipedia Programmes to Libraries in COVID times*

With the onset of the COVID-19 pandemic and the disruption to education, including the move from face-to-face to online teaching, a group of South African Wikibrarians took the opportunity to advocate for Wikipedia to be incorporated into the teaching curriculum, whether as part of an academic programme or through library information literacy programmes. Opportunities were also taken to demonstrate the pedagogical value of Wikipedia to librarians through promotion of Wikipedia campaigns such as #1lib1ref campaign as well as information sessions delivered online to groups of librarians and as part of the AfLIA Wikipedia in African Libraries Training Programmes. The poster and lightning talk will tell our stories of our various programmes and outreach and how these enrich learning, not just for students but also will enable librarians to start a conversation with their academic colleagues. All three contributors are actively involved with WikimediaZA, the South African chapter of the Wikimedia Foundation, and are active members of LIASA.

Day 1 | Session 4 | Libraries and Social Justice



Ellen Tise

Ellen Tise, first LIASA President and current Chair of IFLA Freedom of Access to Information and Freedom of Expression (FAIFE) Committee will moderate this session.



Peter Lor

Peter Johan Lor holds a D.Phil. degree (1991 as well as an honorary doctorate (2008) from the University of Pretoria. He was South Africa's first National Librarian (2000 - 2003), and served as Secretary General of IFLA during 2005 - 2008.

In retirement he continues to pursue scholarly interests as a research associate in the Department of Information Science, University of Pretoria. His current research focuses on international and comparative librarianship, with an emphasis on research methods and on the ethical and political economic aspects of international information relations. He is an honorary member of the Library and Information Association of South African (LIASA).



Dennis Ocholla

Professor Dennis Ocholla joined the University of Zululand as Professor (FP) and Head of the department of Library and Information Science (1996 - 2014) and was appointed senior Professor at the University in 2006. He has served the University of Zululand as Dean (1998 - 1999), Vice Dean (2007 - 2011), Deputy Dean of Research and Internationalization (2014 - 2019) in the Faculty of Arts. He graduated with a PhD (Kiev and Leningrad/St Petersburg) in 1988 in the former Soviet Union. His research and teaching interest, where he has published and graduated many masters and PhDs, include information seeking, KM and IKS, ICT4D, LISE, applied bibliometrics / infometrics, information ethics, scholarly communication and research methods. He serves/has served on the editorial and peer review boards of many national and international journals, conferences and research organisations. He is currently (since 2009) the Editor-in-Chief of Inkanyiso: Journal of Humanities and Social Sciences and before that, Editor -in-Chief (2002 - 2008) of the South African Journal of Libraries and Information Science (SAJLIS). His research awards include NRF [RSA] established researcher rating. You can access some of his publications [here](#).

Day 2 | Session 5 | Public Lending Rights



Sphiwo Mahala

Dr Sphiwo Mahala is a short story writer, novelist, playwright and critic playing his trade in both English and Xhosa. His most recent books is *Red Apple Dreams and Other Stories* (2019). He holds a PhD in English Literature from UNISA. He was the Head of Books and Publishing at the national Department of Arts and Culture for over 10 years. He is the editor of *Imbiza Journal for African Writing*. In this talk, Dr Mahala, will present "strategies that can be used to augment transformation in the LIS sector and support the promotion of local content".



Sihle Khumalo

Sihle Khumalo is the best-selling author of *Dark Continent My Black Arse*, *Heart of Africa* and *Almost Sleeping My Way to Timbuktu*. Shorter pieces by him appeared in *uMama* and *Cheesecutters and Gymslips*, and he has contributed to a number of travel magazines. In 2011, Sihle was selected as one of *Destiny* magazine's Top 40 South Africans under the age of 40 who are destined for greatness. Born in Nqutu in rural KwaZulu-Natal, he was educated at Natal Technikon (now Durban University of Technology) and the Wits Business School. He is married and has two children. He currently lives in Johannesburg.

Day 2 | Session 6 | Impact and Influence



Maropene Ramabina

Maropene Ramabina is currently the Law Librarian at the University of Venda, Thohoyandou, Limpopo Province. He previously worked as a Serials Librarian at the Constitutional Court Library before he Joined eNCA as an audio-Visual Archivist. He studied BA Law and PGDipLIS at UCT and BLISH at UKZN where he is currently studying towards his Masters degree. He has attended LIASA, IFLA and ZimLA Conferences. He served as LIASA Limpopo Branch Chairperson, PRO and Additional Member. He won the Bitner Research Fellow at Cornell University Law Library, USA; the UniVen VC Award and was the LIASA Limpopo Librarian of the Year in 2016.

Topic: *The effectiveness of a virtual Information Literacy programme for first year law students at the University of Venda.*

This paper assessed the effectiveness of an Information literacy programme offered by the law library to first year law students at the University of Venda between April and June 2021. This credit-bearing, law library Infolit programme was offered virtually on Microsoft Teams. The study population consisted of 311 law students (LLB and Criminal Justice) who attended an Introduction to the Theory of law (INT 1141) law library course. The study adopted a quantitative research approach using a survey design and a law library test for data collection. [The survey](#) was distributed through Google Forms circulated on student's WhatsApp groups and the main and special test were written on [Moodle Learning Management Systems](#) for data collection and analysis. The study results revealed that the INT 1141 Students attended the law library course virtually using mostly a mobile phone and some used a laptop. Some students revealed that they had poor network connection while others reported not to have data and gadget to attend the sessions. The test results showed an average grade of all attempts of 79.4% and the evaluation survey revealed that students enjoyed the library course. However, majority still preferred blended learning (combination of virtual and face to face sessions).



Dina Mashiyane

Dina Mashiyane is an Assistant Director (Campus Librarian) with a demonstrated history of working in higher education Library and Information Services. She is skilled in Electronic Resources, Analytical Skills, Knowledge Management, Digitization, Information Literacy, Research Methodology, Library Marketing and library liaison. She is an upcoming author and researcher who has published in reputable academic journals, and an accredited facilitator. She was a candidate for the Carnegie CPD Programme "Enhancing librarians' ICT skills for research enablement in African universities". She has presented papers at LIASA, ICIL and NADEOSA conferences. She is fascinated by changes and development in her area of expertise.

Topic: *Friend or foe: TikTok as an Information Literacy facilitation platform during a time of crisis*

Information and Communication Technologies (ICT) advancements have created opportunities for library and information science professionals to embed and equip users with Information Literacy (IL) skills beyond the library walls. In addition to this, social media platforms have also been embraced and incorporated into teaching and learning practices. Generation Z, which are considered digital natives, consists of individuals fascinated by social media, finds themselves at wit ends with a lack of skills in navigating, accessing, and using information for academic and everyday life information needs. Literature has indicated the potential of social media in engaging and enticing this generation in enhancing learning endeavours. The closure of libraries and the inability to conduct face-to-face orientations and IL sessions have drastically affected IL endeavours. However, with the pandemic as a disruption on teaching and learning, it has created opportunities for academic institutions and libraries to find innovative ways to enhance pedagogical practices. The embracement of social media platforms during Covid-19 has ensured that libraries stay in touch with their users without any location barriers. The outbreak of Covid-19 has seen the rise of usage and popularity of TikTok as a platform for sharing video content globally, where various individuals, regardless of age, geographic parameter, or profession, have engaged and participated on this platform. Professionals from various fields and walks of life use TikTok to share informative content with those who are a part of this community. "TikTok is where your next generation of students is today, so why not meet them there?" These are the words of a Director of Social Media at the Rochester Institute of Technology. However, some academic institutions are sceptical and reluctant to consider this platform due to several disadvantages associated with TikTok. This study will use content analysis on TikTok and a literature review related to the study phenomenon. The study aims to ascertain the usage of TikTok in facilitating Information Literacy.



Christelle Oosthuizen

Christel Oosthuizen is an Education Faculty Librarian at the Wellington campus of the Cape Peninsula University of Technology. She obtained the degree Master of Library and Information Studies at the University of Cape Town in 2019.

Topic: *Building a bridge amidst troubled waters: How the Covid-19 pandemic created an opportunity to experiment with workplace Grade R-diploma information literacy course*

In November 2019 CPUT libraries presented a research and workplace information literacy skills seminar. In March 2020, the outbreak of the COVID-19 pandemic forced the Cape Peninsula University of Technology (CPUT) into a remote teaching and learning situation. This provided the ideal opportunity to experiment with the concepts associated with workplace information literacy training. According to Van Wyk and Jacobs (2019: 32) workplace literacy skills refer to "the ability to display a characteristic or quality needed by employees in a specific workplace." These skills are associated with an individual's ability to solve problems, think critically, act autonomously, be self-organising and self-motivated and to use information and knowledge in creative and innovative ways (Van Wyk & Jacobs, 2019:32). Workplace literacy skills correlate with 21st Century skills as identified by Stauffer on behalf of the Applied Education Systems (2020) which include aspects such as critical thinking, creativity, collaboration, communication, information literacy, media literacy, technology literacy, flexibility, leadership, initiative and productivity. The opportunity to explore the incorporation of workplace literacy skills into an information literacy training module presented itself in 2020 when the library was requested to develop a course on children's and early literacies for Grade R-diploma students. Embedded in the 3rd year Academic Literacy subject for grade R diploma students, the course consists of 5 modules and contributes towards 30% of students' Academic Literacy marks. This Grade R Diploma Course is a part time course offered at the Wellington campus of the Cape Peninsula University of Technology. The library received a clean slate in terms of the course content. Thus the author decided to include as many aspects as possible relating to workplace literacy concepts and skills. The objectives included the incorporation of active learning principles, the facilitation of a multi-modal teaching approach and the implementation of formative assessments as part of each module presented. In the end students' responses were recorded via an online evaluation form which indicated their satisfaction and appreciation of the course.



Janusz Skarzynski

Janusz Skarzynski started working in Cape Town public libraries in 1997 while completing his BAdmin. This was followed by a PGDipLIS and later MPhil (research) in Library and Information Science at UCT. That experience inspired him, with the support of LISC, to undertake research projects in public libraries. This led to presenting at local and international conferences, working on collaborative projects, like the Poverty and Inequality Initiative and the Mistra Urban Futures. In the recent past, Janusz has been working for an NGO to establish and serve on the Community Libraries Information Portal (CLIP) Advisory Committee.

Topic: *It is a matter of what's in the frame and what's out: re-framing our view of information literacy in the South African context*

There is a generally held belief that the doors to the knowledge economy have been thrown open to every individual who has access to a smart device. However, the reality is that in South Africa, numerous barriers lie in the path of potential participants in the Fourth Industrial Revolution. Technological changes, as outlined in the draft national policy for library and information services in South Africa (NPLIS), have had far reaching influence on how South Africans access and interact with information. Unfortunately, these technological advances have not addressed the long-standing issues of information privilege, information literacy or our unique sociocultural conditions that impact on individual and collective knowledge building. As stated in the NPLIS (2018) "... the mere provision of access to information will not lead to an informed and knowledgeable society." The sociocultural disconnect that currently exists in information literacy results in frustration, anxiety, poor learner performance and a whole host of social and economic setbacks. By developing a better understanding of the South African "information environment", libraries (both public and academic), schools and tertiary institutions could, potentially, not only facilitate more effective information literacy education, but also influence the design of online portals and web pages, and inform textbook design and approaches to teaching and learning. Statement of the research problem: This exploratory paper discusses the need to develop a contextualised understanding of information needs and gaps in South Africa that is not dependent on the existing models of information literacy. This paper investigates how we can potentially map these gaps and evolve an information literacy framework that is both relevant and proactive. Methodology: This paper examines potential methodological approach that could be applied to mapping information gaps within South Africa and the individual's sociocultural frame of reference. Findings: As this is an exploratory paper, no findings will be presented at this time. Implications of the study: An individual's identity, cultural background, and social and educational environment has a greater impact on how they understand and internalise information than we currently acknowledge. This research has the potential to help us better understand information literacy and move beyond the Eurocentric epistemology currently practiced to one more relevant to the South African context.

Day 2 | Session 7 | Librarians and the LIS profession



Kim Albertyn

Kim Albertyn is a Teen Public Librarian at the City of Cape Town Wynberg Library. Prior to this she worked for five months at Pelican Park Library, one year and five months at Grassy Park Library as a General Librarian, where she also worked with teenagers. She completed her Master's degree in Library and Information Studies at the University of the Western Cape in March 2021.

Topic: *A Teen Librarian's journey in post lockdown Cape Town*

Teenagers are usually the forgotten age group in public libraries and they are the most challenging age group to work with as they are going through changes, are socially influenced and have their own tastes and interests. This age group is also known to disappear during this period of time and not make use of the library services, thus it is important for the teen librarian to create programmes and services that will appeal to this age group in order to encourage them to become lifelong learners, readers and users of the library, which could be achieved through the vision of the City of Cape Town and Library Services to connect library users with information, people and spaces through the various services and programmes offered. Covid-19 has thrown some extra hurdles in the way from accomplishing this vision. However, it has given Teen librarians the opportunity to think creatively and come up with a new way to connect with their tween and teen users. The presentation will make a comparison of how teen programmes were done initially and the new innovative methods that were used to reach out to teenagers during Covid-19. The data that the researcher will make uses of are personal experiences, case studies and best practices for teen programmes and services that were implemented by the researcher at Wynberg Library. Figures such as photos, sign up registers, hand -outs submitted by teenagers, social media input (views and comments) would also be used etc. Findings: The findings will consist of successful methods such as programmes for tweens and teenagers that were implemented at Wynberg Library.



Lorette Jacobs

Prof Lorette Jacobs is a senior lecturer in the Department of Information Science at Unisa. Her interests range from records management to the use of ICTs in information practices, information literacy development, curriculum development and the improvement of teaching and learning practices in higher education. Her current research relates to transcending research paradigms to encompass an Afro-centric paradigmatic construct and exploring supervision models that are unique to the open distance e-learning environment. She has completed a D Litt Et Phil in Information Science at the University of Johannesburg and a MPhil in Higher Education at the University of Stellenbosch. She is currently involved in the artificial intelligence project of InterPARES part of the International Council on Archives related to the access and use of digital records by ESARBICA citizens.



Talifhani Ramaliba

Ms Talifhani Ramaliba is an open scholarly communication specialist and currently employed at the National Institute for Occupational Health. Talifhani did her undergraduate studies at the University of Pretoria and has since obtained her Masters in Information science focusing on ethical guidelines for sharing information via an Institutional repository. Talifhani plans on further specialising in Intellectual property law within the Information Science profession. She is very talkative person and often times easy to get along with. Talifhani plans on changing the landscape of information science by applying her knowledge of ethical guidelines and intellectual property law.

Topic: *Advancing social justice and access to institutional repositories*

Towards the promotion of social justice, information professionals play an important role in ensuring fair access to information resources. When creating an institutional repository in an occupational health environment, social justice is influenced by ethical considerations to ensure compliance with legislative requirements but also to support expanded access to important information resources. Dual loyalty is required to promote social justice where legislative requirements are considered as well as personal interest of users. The information being made available on institutional repositories should protect the privacy of individuals / organisations in line with South African legislative requirements. Managing the well-being of organisations that make institutional repositories available, is therefore reliant on both compliance of legislation and taking into consideration the need for users to access sensitive information. In this context, the use of ethical principles and practices become imperative to ensure accessibility and the utilisation towards information required for improved decision-making. Statement of the research problem: Intellectual output produced within an occupational health and safety facility must be made available via institutional repositories to influence decision making. To ensure fair access to information resources, ethical guidelines must be considered to ensure compliance with legislative requirements and the need for access to information to support social justice. Limited ethical guideline is available to guide information access to occupational health and safety information. The importance of establishing ethical guidelines in line with South African legislation and dual loyalty, is imperative to support social justice. Methodology: Within this presentation, findings of a qualitative research project will be presented to indicate key ethical considerations that influences the access of occupational health and safety information necessary to advance social justice. An interpretivist paradigm made it possible to obtain viewpoints from participants in relation to ethical principles applicable to ensure compliance with legislative requirements whilst providing access to occupational health and safety data. Following a case study design, data was collected from 18 participant researchers in the occupational health and safety field by means of in-depth thematic interviews. Findings: The findings indicated that privacy in the context of sharing occupational health and safety data via an institutional repository is complex and multi-layered. Strict ethical guidelines are to be put in place to ensure that access to information via the institutional repository comply with legislative requirements and protect the individuals and organisations referred to in the data being made accessible via the institutional repository. Occupational health professionals as well as public users of the information need to therefore be made aware of the importance of complying to key ethical principles to secure privacy, whilst utilising information that may support, for example decisions on constructing a workplace environment that ensure the safety and productivity of employees within the COVID-19 context. Implications of the study: Several implications emanated from the findings of the research, ranging from improving users' knowledge of legislation to promote fair dissemination of information, to identifying and implementing ethical principles to ensure the fair use of information.



Anika Meyer

Anika Meyer is a Lecturer in the Department of Information Science, University of Pretoria. She is currently enrolled for her doctoral studies at the Department of Information Science, University of Pretoria, titled: Stakeholder information sharing: a naturalistic case study of software development. Her research interests include information behaviour, knowledge management, guided inquiry, third space and creative spaces. She has presented at international conferences (e.g. ISCI and EAHIL) and is a member of ASIS&T and KMSA. She published her first book in 2021 in collaboration with Prof Preben Hansen and Prof Ina Fourie, titled: Third Space, Information Sharing and Participatory Design.



Naailah Parbhoo-Ebrahim

Naailah Parbhoo-Ebrahim is a full-time lecturer in the Department of Information Science, University of Pretoria (UP). With a Bachelors and Honours Degree in Information Science as well as a Masters in Information Technology with specialisation in library services, she is currently completing her doctorate in Information Science at the University of Pretoria. In 2017, she became the African Centre of Excellence for Information Ethics (ACEIE) at the Department of Information Science, UP, office manager where she coordinated digital wellness workshops. In 2020, she became the ACEIE convenor. Her research focus includes information behaviour, information retrieval, information ethics, cold case investigations.

Topic: *Auto-ethnography as research, reflection and coping mechanism for librarians in times of crisis: a viewpoint paper*

Since the outbreak of the COVID-19 pandemic, libraries have faced many challenges. Librarians, as people with fears, frustrations, ideals and commitments to their jobs and families, also faced tremendous challenges. They must take care of their own emotional well-being, adapt the way they work and find new methods to stay connected with colleagues and clients. During the early days of the COVID-19 outbreak, Anne-Marie Deitering (librarian and auto-ethnographer) noted: 'We live our lives, every day, guided by norms like these. Living without norms is not a choice we can make. However, that does not mean we cannot notice, question, and trouble them. Noticing is one of the things that the auto-ethnographer does, or should do' Deitering (2021:26). The emotional nature of librarians' work has been acknowledged long before the COVID-19 pandemic (Fourie & Julien 2013). Auto-ethnography is 'a form of critical reflexive self-study, or critical reflexive action research in which the researcher takes an active, scientific, and systematic view of personal experience in relation to cultural groups identified by the researcher as similar to the self (i.e., them)' (Hughes & Pennington 2017:11). Auto-ethnography is about writing to make a cultural and social contribution (Bochner & Ellis 2016). It can be approached as sole, dual, collaborative, evocative or analytical auto-ethnography combined with systematic reviews and action research (Bochner & Ellis 2016; Chang, Ngunjiri & Hernandez 2013). Apart from being a research method in various fields, auto-ethnography is also used as a mechanism for coping with traumatic events and when addressing social injustices. Inequity, disparity, marginalisation and the digital divide in the societies served by all library types became grossly evident with the pandemic. Although widely used, uptake amongst librarians is limited. Some exceptions are reported by Deitering, Schroeder and Stoddart (2017). Auto-ethnography holds considerable potential for librarians. Following a brief explanation of the meaning, purpose, types and ethical challenges of auto-ethnography, we will elaborate on opportunities within complex contexts where both clients and librarians face challenges.



Carmen Nel

Carmen Nel is a Post Graduate Research Librarian at the University of the Free State for the faculties of Humanities and Natural and Agricultural Science. Prior to joining the University of the Free State, Ms Nel worked in the private sector. She initially joined the UFS Library as the secretary, transferred out to serials acquisitions and from there on obtained her BA degree in Information Science from Unisa where she is currently completing her Honours degree. Ms Nel's passion lies in serving her users to the best of her ability.

Topic: *Desperate times call for desperate measures: the role played by E-books in fighting the COVID 19 pandemic at the University of the Free State*

The onset of Covid-19 and the subsequent lockdowns lay down a challenge for academic libraries across the globe, this led to desperate times, which called for desperate measures. This is a watershed moment in the UFS Community and UFS LIS's quest to embrace electronic books, with a sudden need to find a budget to procure e-books while navigating the copyright environment. Statement of the research problem: With Covid-19 evidently here to stay for an undetermined period the demand for e-books has grown for students and academics alike.

As teaching and learning was moved to online spaces to ensure the success of the academic year, the University of the Free State Library e-book collection grew daily as the demand increased. In the academic library periphery and specifically at the University of the Free State, a need arose for the library to embrace and speed up the slow developments regarding the adoption of e-books and propelling of technology-resistant users forward at warp speed. This paper presents a case study of how the UFS LIS accomplished this so to ensure easy and effective accessibility to electronic books. Findings: Among some of the things the UFS LIS did along with the purchasing of E-books was to enhance access to and to increase the visibility of e-books and training materials. Plenty of training was needed by users (students and staff) as to how to approach and access e-books. Various tools were used to address user needs with regards to e-books.



David Thomas

David Thomas has been working in Academic Libraries for over 25 years in various roles. He is currently employed at the Durban University of Technology as the Manager of Academic Services. He is involved in initiatives related to staff capacity development in the Library and has led the Library teams in various projects related to self-development.

Topic: *Staff readiness for online engagement: the DUT perspective*

Due to the pandemic all sectors including the academic library sector has had to adapt its services to accommodate for the change to multimodal teaching and learning. With most students and staff working remotely, the manner in which the academic programme was delivered had to change. The Durban University of Technology Library offers Information Literacy and Research Support workshops to staff and students. These workshops have evolved from stand-alone sessions to integrated customised sessions, with some including an assessment component. With the University adopting the multimodal approach, librarians similar to lecturers and students had to adapt their skills set to be able to function in this online environment. The transition meant that Information Literacy instruction would involve more than presenting a PowerPoint deck of slides in the online platform. It required a multipronged approach to building confidence, familiarity with the tools and reimagining how the content could be delivered in an engaging manner. The Library adopted the TPACK model in directing its efforts regarding the teaching with technology aspect. This then left the aspect of helping staff make the mental switch to adopting the online platform as the primary medium to engage with students. Capacity development, practice sharing and mentorship were amongst the initiatives that were implemented. With these support structures in place, librarians have become proficient in online instruction and engaging in the online space.

Day 3 | Session 10 | Innovation, reinvention and renovation



Xolelwa Xorile

Xolelwa Xorile was born and raised in Sterkspruit, Eastern Cape. She works at the University of Free State Library and Information Services (UFS LIS) at the circulation desk. She is currently studying towards a BA degree in Information Science with UNISA. Her involvement in the library community earned her an award as the ambassador of the year at UFS LIS in 2019. As a former radio presenter, she now uses her voice for library marketing audio and video materials and to advocate for reading with primary school learners. She was involved in the LIASA Free State Branch, where they established reading clubs in a number of schools in Mangaung.

Topic: *How the University of the Free State library information services collaborated with the Centre for Teaching and Learning (CTL) and KOVISIEFM to develop its first Podcast*

The traditional access functions to information resources at the UFS LIS during COVID -19 pandemic were negatively affected. The pandemic started at the beginning of the first semester at the University of the Free State (UFS), and this forced the institution to close some of its buildings, including UFS LIS and CTL. This unforeseen COVID-19 situation also meant that library users were unable to visit the library, and in response, UFS LIS came up with creative ways to reach out to its client by using the new technologies. UFS LIS reached out to the Centre of Teaching and Learning (CTL) and KoviesieFM in a quest to maintain communication with its library users who were then accessing information resources remotely. The powerful story-telling and conversational abilities found in podcasts have revealed their strengths compared to the weakness identified in traditional messages that are usually relayed in visual stimuli (Nelson 2021:1). This technology is also seen as a great branding and story-telling tool that whispers directly in the ears of the targeted audience (July 2019). What has also made podcasts popular in the lecture rooms is that they are simple, effective, dynamic tools that have not only transformed how lecturers and students interact in the digital world but work well with other computer applications including WhatsApp. After it became apparent that the pandemic was not going to be eliminated very soon, UFS LIS approached CTL who have a direct contact with all students using various focus areas and resources to help them succeed in their studies. This paper reflects on how UFS LIS enhanced access to its library users by collaborating internally with CTL and KoviesieFM to record the podcast. It also highlights how, in the midst of the pandemic, UFS LIS made use of its own expertise from its staff member to record the first podcast that

was circulated through WhatsApp to all registered UFS students. It demonstrates the library's transformative role in embracing change and encouraging an atmosphere where staff members are motivated to reinvent themselves to meet the changing needs of their users. This aligns with the vision of the library which is to "deliver excellent, equitable and innovative library and information services, in support of the University's academic and human projects".



Annah Mophosho

Annah Mophosho studied B.A (Media Studies) at the University of the Free State and started work at the UFS Sasol Library as an intern in 2008. In 2009 she was appointed as a library assistant working in ILL and later moved to the circulation desk where she worked until she graduated with a Post-graduate Diploma in LIS from the University of Cape Town in 2013. From 2015 to 2018 she worked as the librarian responsible for the faculty of Humanities. In January 2019 she started work at the Frik Scott Medical Library doing both information and ILL.

Topic: *The inevitable new role of the inter-library loans at the University of the Free State*

When the South Africa government announced a national lockdown at the beginning of 2021, academic libraries closed their doors to physical walk-ins since they did not allow all stakeholders on campus (Molepo and Shokane 2021:1). All library sections, including the Inter-Library Loans (ILL), adopted virtual library services with new measures forcing staff members to adjust to the "new Normal" (Molepo and Shokane 2021). The presence of the internet and the supporting digital tools and devices, including Laptops, can be described as a game-changer that made it possible for the ILL staff at UFS to render a service online (Gichohi 2015:1). The pandemic occurred when UFS ILL was moving away from the traditional printed books and embracing the use of electronic information resources (Zhu, 2018:343). Although the introduction of the Ebook in academic libraries is seen as a revolution, the e-book purchasing models and the copyright regulations have a challenge that seems to hinder ILL processes for the UFS LIS. The presence of license agreement restrictions from the publishers, non-synchronized platforms from different vendors, the collection development policy, and technological restrictions have forced the UFS ILL to come with different strategies to continue offering the service during the time of crisis. Liaison with relevant stakeholders has proven to yield positive results and enhanced user experience and staff performance of the ILL department. However, it has been challenging for UFS campus and branch libraries to provide aligned ILL services due to the lack of personnel availability at certain libraries to render the services, particularly scanning book chapters when requested during the lockdown period. The libraries relied mainly on available electronic resources to cater to the needs of their respective users. The aim of this paper highlight the different strategies that UFS LIS applied to meet the demands of its clients during the COVID 19 pandemic.



Tony Zanders

Tony Zanders is an award-winner software entrepreneur and library technology executive, currently serving as the founder and CEO of Skilltype - a software platform for information professional and their teams to analyse, develop, and share expertise. Prior to Skilltype, Zanders served as the inaugural entrepreneur-in-residence at the Boston University Libraries, advised the senior leadership team on talent and the future of work. For nine years, he held executive roles at EBSCO and Ex Libris, where he consulted library leaders across six continents on technology strategy.

Topic: *Using linked data and personalization to reskill the library and information services profession*

The work and perception of librarianship is being redefined before our eyes. Over a century of "what it means to be a librarian" is being reconsidered in light of modern functional, cultural and economic limitations. Vigorous debate on the value of governing bodies of the information profession, the requirement of the profession's MLIS credential, and the role the profession plays in the modern research enterprise are all well underway. Meanwhile, talent pipelines are shrinking, becoming less diverse and less qualified. Succession planning is growing more complex, with delayed retirements continuing to exceed projected timelines. These trends are coupled with evolving expectations on how information professionals fit among commercial vendors, offices of research, and IT departments, and the technology industry a la Google Scholar and the Amazon marketplace. The traditional infrastructure to develop skills and measure our impact in the library and information science industry has outlived its utility. The signal of email listservs and social media has been lost to the noise of information overload. The administrative costs of conferences have been disproportionately placed onto the professional, who lacks the historic employer support for professional development. The cost of executive education has now exceeded the affordability range for adults in an age of rising cost of living and stagnant wage growth. But the way we consume information has adjusted amidst this change to accommodate more flexible schedules, longer commutes, and more democratized access to information. In Fall 2018, a group of technologists and academic libraries began collaborating to rethink the way information professionals and their teams enhance learning and productivity in order to create greater impact within their organization. The solution, a new software platform called Skilltype, is a free application for librarians to take ownership over their professional development,

leveraging linked open data, big data, and other technologies to accommodate the 21st century lifelong learner. The platform is funded by organizations who seek to better understand staff expertise and the relationship it has to unlocking strategic goals at the institutional level, with organizations paying for annual subscriptions to a service that analyze skills and interests across their workforce to make data-driven talent decisions. This paper documents the research and development process of developing the software architecture, data model, and policy framework in partnership with academic libraries. Attendees will discover how linked open data can play a role in saving time and money to develop key skills, how to align skills and expertise development with your organization's strategic goals (or strategic goals of a desired future employer).

Day 3 | Session 11 | Impact and Influence



Sagren Moodley

Sagren Moodley has been working in academic libraries for over 30 years, mainly in library IT. For the past decade he has been in key leadership roles at the Durban University of Technology, managing IT, innovation, staff development and site libraries. He is currently the Manager for Information Systems and Resources, where he plays a critical role in driving the library's digitalisation strategy. He has a passion for data analytics and has led multiple data projects, contributing significantly to the development of a data informed culture in the library.



Prashanth Sivsaran

Prashanth Sivsaran joined the Durban University of Technology in 2015 as the Library's Computer Technician. His passion for technological innovation and vast industry information technology experience moved him rapidly into more senior roles. In 2018, he became the Web & Systems Support Officer, playing a key role in transforming the library's access to information resources and services. Prashanth holds a National Diploma in Engineering Computer Systems and is also a Cisco certified technician. He is currently studying towards a bachelor of Information Science degree at UNISA.

Topic: *An analysis of virtual library services during the different levels of the South African COVID 19 national lockdown*

The South African national lockdown that started in March 2020 severely impacted traditional library services, shifting the modus operandi to a virtual library service, entirely. This rapid development required 'our people' to adapt library services to the needs of the remote user. Library management were cautiously confident that a switch to a full suite of virtual services during lockdown was possible due to recent investments to grow electronic collections; implement effective virtual reference and IT support tools; and the skills of all library staff in the digital environments. Based on this, two assumptions about usage were made, to assist in planning; that the demand for virtual services would increase as the online multi-modal programme activity increased, and that once the re-integration of students onto campus took place, this demand would drop. Regular monitoring of services and usage of resources, enabled the library to identify service gaps early in the lockdown, and to respond to changes in demand effectively, through training interventions, enablement of new services and to ensure that sufficient human resources were available for IT and reference support. Critical to the success of these interventions was to measure the user's virtual interactions systematically, accurately and holistically. The implementation of a game changing software, OPEN ATHENS, provided useful insights into how users interacted with the library resources virtually. Logs from virtual reference software LIBCHAT, IT support queries and the library provided useful data on virtual support services. An analysis of virtual library services was completed for the January 2020 – September 2020. The data was plotted against the different levels of the national lockdown to determine usage of information usage as well as the use of virtual support services. The results from the study was presented at DUT's Data Day in 2020. Rapid and continuous changes to the lockdown levels, the scaling of online interventions by both the university and library and the re-integration of students and staff onto campus impacted on the use of virtual and physical library spaces since September 2020. This paper takes a longer term view and reports on the use of virtual library services from January 2020 to June 2021. The results from the research highlight the numerous ways that the library has been used virtually, both in terms of information resources, reference and IT support.



Naailah Parbhoo-Ebrahim

Naailah Parbhoo-Ebrahim is a full-time lecturer in the Department of Information Science, University of Pretoria (UP). With a Bachelors and Honours Degree in Information Science as well as a Masters in Information Technology with specialisation in library services, she is currently completing her doctorate in Information Science at the University of Pretoria. In 2017, she became the African Centre of Excellence for Information Ethics (ACEIE) at the Department of Information Science, UP, office manager where she coordinated digital wellness workshops. In 2020, she became the ACEIE convenor. Her research focus includes information behaviour, information retrieval, information ethics, cold case investigations.

Topic: *Digital Wellness: suggestions for implementation in academic libraries*

With continuous advancements in technologies (Warraich, 2016:1) and the recent pandemic leading to many professionals moving towards an online working environment as well as schools and universities implementing online learning, the need for digital wellness has increased. Royal, Wasik, Horne, Dames and Newsome (2019) cited in Information Resources Management Associate (2019:365) defines digital wellness as “a way of life, while using technology, that promotes optimal health and well-being in which body, mind and spirit are integrated by the individual to live more fully within the human, natural and digital communities”. Digital wellness is the impact technology has on a user’s mental, physical, social and emotional health (JISC, 2021:el). The African Centre of Excellence for Information Ethics (ACEIE) hosted in the Department of Information Science, University of Pretoria, developed the Digital Wellness toolkits (DWTs) in 2015, comprising of 9 booklets covering: digital citizenship, cyber-security, cyber-safety, cyber-crimes and information ethics which is updated regularly. In the past, the DWTs were adapted into workshop material targeting students, teachers and professionals within libraries (Fischer & Malan, 2019:331). In 2021, the ACEIE and JCP community-based project adapted the DWTs, targeting homeless people, substances users and Pre-university Academy learners. Universities, schools and the workplace face an increased pressure with progression of the information age and the impact of technology and pandemic. Many institutions are moving towards a hybrid-learning environment. Although it extends to schools and the workplace, this paper will focus on universities. Higher expectations are placed on tertiary institutions to deliver value instead of the traditional context of information transfer that it currently provides. This includes the further developments of online library services, materials and hybrid-learning to gap the divide many users experience. Although the implementation has often been successfully there are many dangers that need to be considered. These dangers include privacy infringements, unlawful data-mining, cyber/technology addiction and ineffective ergonomics. Digital wellness will aid librarians in supporting students and staff with success, well-being and provide opportunities for effective collaboration (Birkenhauer, 2020:el). This paper is a conversational presentation; however, the presentation will focus on digital wellness, what is covered in the DWTs, and content developed by the ACEIE that can be offered to libraries. Adapting the DWTs to specific needs and providing scope for further research with regards to various target groups such as masters and doctoral students and students entering the workplace. Academic libraries have the platform to provide digital wellness training to students thereby increasing the value of library programs.



Monde Madiba

Monde Madiba is currently employed at the University of the Free State as a Deputy-Director: Collection Development and Management. He is a former English and Geography teacher and a Senior Education Specialist in the Free State Department of Education. He graduated with a Master's Degree in Information and Knowledge Management at Stellenbosch University (SU) and a second Masters in Higher Education Studies at the University of the Free State (UFS). He is currently pursuing a PhD qualification at the University of KwaZulu-Natal (UKZN). He is a strong believer in lifelong learning.

Topic: *E-books take a centre stage in the shifting purchasing patterns at the University of the Free State in the midst of the COVID 19 pandemic*

The COVID-19 pandemic has not only forced academic libraries including UFS to close their doors and deny walk-ins but also changed the purchasing patterns by different faculties, from the traditional print copies to electronic books (E-books). The evolving “new normal” compelled many libraries including UFS LIS to revisit their collection development policies and accommodate the unexpected surge and demand for E-books. In addition, the purchasing guidelines were developed that included expanding the number of publishers and aggregators who had proven that they were equal to the task. What also made E-book purchasing and usage popular amongst the UFS Library users is the seamless synchronization between different digital platforms and their mobile devices. Although UFS LIS has a strong digital presence in journals and databases, the purchasing of E-books by Faculties pre-COVID-19 was not that strong. This was caused by perceptions that faculty members had towards E-books. However, such perceptions are slowly fading as faculties are now searching for E-books content and solutions to build online teaching, learning and research resources. This paper examines how an exponential increase in the purchasing of E-books by the different faculties impacted positively on the newly introduced multimodal teaching and learning model. It also investigates the E-books spending patterns across faculties during the 2019 and 2020 financial years. The results also reveal that the impact of the COVID-19 pandemic

evoked an unexpected interest and changed perceptions by many faculty members at UFS towards the purchasing and use of E-books in teaching, learning and research.



Ayanda Lebele

Ayanda Lebele serves as Director Library Services at the Botswana International University of Science and Technology. She gained her library leadership skills from her experience in public, special research, and academic libraries. Lebele’s exposure to different management approaches strengthened awareness of the different information access and usage patterns of the diverse library stakeholders. She learned innovative ways of managing the people, information resources and the available facilities in a relevant and value adding way. She draws strength from the relations she gains with different library stakeholders and professional associations. She has a secondary school teacher’s qualification from the University of Botswana; A Masters in Library and Information Science and another Master in Development Studies. She now holds a PhD in library science from UNISA.

Topic: *Digitally divided academic and research libraries in Botswana strive to provide services during the COVID19 pandemic*

Access and use of credible information are key to societal transformation and development. This is increasingly becoming evident as national governments continue to impose various levels of Covid19 related social lockdowns. The noted restrictions have influenced how users identify, express, and meet their information needs for teaching, learning, research, and even social survival. Libraries have a pressing need to not only facilitate access to the information, but to also support the creation of the unique contextual information as it unfolds throughout the pandemic. Furthermore, the Government of Botswana has been supporting through sponsorship almost all Botswana citizens who have enrolled for most programs. Although the librarians have the requisite professional qualifications skills and competencies to serve the current societal information access and usage needs, the realities of being on the adverse side of the digital divide hampers seamless library service provision. This paper shares lived in experiences of academic and research librarians in Botswana during the first Covid 19 highly restricted social lockdown of April 2020. Different libraries devised strategies to continue serving the user communities despite the national directive to cease any in person service provision. This called for both strategic innovation and commitment to stewardship of the profession. This study set out to assess how libraries continued to provide such services during the lockdown. It particularly sought to identify the related challenges. The study sought to gather data from librarians so as to so as to collate and share knowledge that is needed to inform an improved library disaster readiness and response strategy.



Mark Snyders

Mark Snyders currently occupies the position of Manager for Scholarly Communication at the University of the Western Cape Library. Mr Snyders' duties include administration of the UWC Research Data Repository ([Kikapu](#)), the Open Access repositories and managing the library's Online Publishing Support Service. This service publishes a number of university journals and supports journal editors and managers with training, advocacy, the development and management of new journals and navigating various aspects of the publishing ecosystem. The Scholarly communications unit also supports researchers with research data management and administration as well as any publishing queries.

Topic: *The research data management landscape at the University of the Western Cape*

The slide is a presentation titled "Research Data Management Landscape at the University of the Western Cape" by Mark Snyders. It is divided into four main sections: Introduction, RDM Milestones, RDM Engagements, and Moving Forward. The Introduction section discusses the challenges of research data management and the role of the library. The RDM Milestones section lists key events and dates, such as the launch of the RDM service in 2019 and the implementation of the RDM policy in 2020. The RDM Engagements section describes the library's role in supporting researchers and providing training. The Moving Forward section outlines the library's future plans and goals. The slide also includes a central graphic showing the RDM service's impact and a list of references.

