Name: Tsholofelo Maleho
Current Role: Assistant Director: Digital Services, University of the Free State Library
Email: maleholt@ufs.ac.za
IGeLu membership: 27UFS

Professional Background

I currently serve as the Assistant Director: Digital Library Services in the Library and Information Services Department at the University of the Free State. In this capacity, I lead the library's digital transformation initiatives, focusing on the implementation and management of emerging technologies that support research, teaching, learning, and equitable access to scholarly resources. A key component of my role is the strategic oversight and administration of the Alma library services platform. I am the Library System administrator and responsible for the IT infrastructure. As Alma Administrator, I am responsible for the comprehensive configuration and ongoing optimisation of various modules, including RIALTO, acquisitions, fulfilment, resource management, and analytics. I collaborate closely with functional area leads to customise workflows that meet the operational needs and policies of the university library. I also ensure that the library resources are compatible with the library system, and they are interoperability.

I worked for the University of the Free State, Information Communication and Technology Services for 5 years as a Specialist in Application Configuration. I now act as the primary liaison between the Library and UFS ICT Services, coordinating integrations between Alma and other institutional systems such as the student information system, authentication services, and financial platforms. This process involves gathering and documenting detailed functional and technical requirements, drafting system specifications, coordinating testing phases, and ensuring smooth implementation and maintenance of these integrations.

In addition to Alma administration, I lead the implementation of several transformative technologies, including RFID circulation and self-service systems, the Library Mobile App, LisPod (a dedicated podcast studio), Makerspace facilities, multimedia content production tools, and digitization projects aimed at preserving and providing access to the university's archival collections. I also manage and log support cases with ProQuest, overseeing issue resolution by maintaining clear communication with their technical support teams to ensure uninterrupted access to digital resources.

If elected to the IGeLU Steering Committee, I aim to represent and advocate for the African Alma user community—ensuring that our region's unique challenges, use cases, and innovations are visible and influential in global development conversations. I am especially committed to closing digital divides, sharing regional insights, and contributing to the sustainable growth of Ex Libris solutions in underrepresented regions. I believe that my combined technical experience, leadership in digital library services, and regional advocacy position me well to contribute meaningfully to the work of the Steering Committee.

Skillsets

- Digital transformation in the UFS Library.
- RFID technology configuration and support.
- Integration of RFID Self check machines and RFID chutes to Alma.
- Alma and PrimoVe Administrator.
- Sierra and Innovative Mobile administrator
- Application configuration of Alma.
- Content management and administration of Library website platforms.
- Administration and configuration of Alma library services platform (acquisitions, fulfillment, resource management, analytics)
- Management and administration of license contracts for Innovative Interfaces Inc. (III) and Alma
- Project planning, coordination, and reporting of Alma, PrimoVe and Exlibris Mobile App.
- Microsoft Office Suite including advanced HTML editing within Microsoft Office tools.
- HTML coding and editing for web content management.

IGeLU-Related Activities

- Participated in IUGSA 2021
  - **Presentation**: Implementing the library mobile app in the University of the Free State's Library and Information Services" (Tsholofelo Maleho, Digital Library Manager, University of the Free State)
- Founding member of the South African Clarivate User Group
- Participate in IGeLU voting enhancements
- RIALTO Administrator
- Library system administrator
- Contribute to Alma community discussions and shared insights on RFID implementation challenges with other South African Institutions.

Qualification and Certification

- **2025**: Master's in information technology (ICT Information Science)
- **2025**: LIASA certification (Membership Number – 91329)
- **2024**: Alma Administration Certification
- **2019**: Certification of Competence - Quality Awareness Training ISO 9001:2015