



LIBRARY SERVICES POLICY
VERSION 2

POLICY HISTORY

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1. DEFINITIONS

In the Policy, unless the context indicates otherwise,

“Africana Library” means a library that houses local, regional, and Southern Africa collections in a form of books, manuscripts, photographs, maps, newspapers, documentary material and special collections.

“Bill of Rights” refers to the human rights charter that protects the civil, political and socio-economic rights of the people of South Africa as contained in the *Constitution*.

“Constitution” means the Constitution of the Republic of South Africa, Act 108 of 1996.

“Deputy Director Libraries” mean the official appointed by the *Municipality* to manage its library service.

“digitisation” means the process of converting paper-based material to a digital format/electronic form.

“e-material / resource Library” refers to library material that is available in electronic format.

“eMedia library” refers to the *Municipality’s* electronic collections of eBooks, downloadable audio-books and streaming videos.

“library item” means any book, periodical, newspaper, eBook, downloadable audio-book, streaming video, manuscript, chart, map, slide, filmstrip, audiocassette, compact disc, DVD, microform, or any other material supplied by the library services for reference or loan.

“library resource” mean any book, periodical, newspaper, eBook, downloadable audio-book, streaming video, manuscript, chart, map, slide, filmstrip, audiocassette, compact disc, DVD, microform, or any other material supplied by the library services for reference or loan.

“library” means a place where books, documents, CDs, DVDs etc. are made available for the public to use and/or borrow.

“Municipality” means the Nelson Mandela Bay Metropolitan *Municipality*, a Category A *Municipality* established in terms of Part 2 of Schedule 1 of Notice 85 in the Eastern Cape Provincial Gazette No. 654 on 27 September 2000, promulgated in terms of Section 12(1) of the Local Government: Municipal Structures Act 117 of 1998.

“preserve” means to keep in original state and in good condition.

“Red Location Library and Archive” means a library that house, digital library, internet computer lab, and archive with struggle history literature collections.

“the Policy” means the Library Services Policy of the *Municipality* version 2.

“user” means any and all members of the community or general public who enter library premises or who wish to make use of library facilities or resources within the *Municipality*.

“virtual library” means a collection of resources available on one or more computer systems or electronic platforms that provide integrated access to a catalogue of online/electronic library resources such as e-Books, audiobooks, e-magazines, e-newspapers, and video streaming.

2. PURPOSE

2.1 The *Constitution* of the Republic of South Africa, Act 108 of 1996, Section 29(1), states that everyone has the right to education and information – including adult basic education and further education – which the State, through reasonable measures, must progressively make available and accessible. The Nelson Mandela Bay *Municipality’s* Library Service, in pursuit of this right, and in fulfilment of the government’s obligations under the *Constitution* to make information progressively available, puts forward in this document a policy framework for the management of Library Services within its jurisdiction.

- 2.2 Libraries are an integral part of our society, providing access to educational, cultural, and recreational documents, programmes, and other types of resources. Various types of libraries and resource centres play a vital role in providing information, supporting formal and non-formal education, and promoting a culture of reading and learning. Robust library and information services offer a potent contribution to social reconstruction and development. The South African Public Library and Information Services Bill (2012) is not specific in setting norms and standards, but at local level a formal policy can address past shortcomings and meet future challenges.
- 2.3 This policy aims to provide a framework for developing a well-equipped, vibrant, innovative, and responsive public library system through which the residents of the *Municipality* can develop their full potential and contribute to the building of a democratic and prosperous society.
- 2.4 Building a responsive library system involves keeping abreast of scientific and technological advancement. The challenges and opportunities of the information age mean that high-quality education, training and lifelong learning is essential if the *Municipality* is to keep up with changes in the nature of knowledge as well as new methods to eliminate illiteracy.
- 2.5 According to Levi Obijiofor and Sohail Inayatullah in a report of a UNESCO-sponsored study of four African countries and two Asia-Pacific countries, entitled Impact of New Information and Communication Technologies (ICTs) on Socio-economic and Educational Development of Africa and the Asia-Pacific, Information and Communications Technology (ICT) has become an indispensable vehicle in socio-economic progress and has been identified as central to the struggle to reduce poverty on the continent. ICT increases access to information and education, enables the poor to participate in making decisions that will have an impact on their lives, and provides a tool that could overcome barriers created by social and geographical isolation.

2.6 Thus, any policy for public libraries needs to consider new technologies for disseminating information without neglecting the traditional means of sharing and storing information. It is important that the *Municipality's* Library Services is guided by the role of public libraries as centres for the promotion of lifelong learning and innovative knowledge sharing. Hence, the Policy seeks to enable an environment in which the *Municipality's* Library Services can implement modern ways of meeting the demands of promoting literacy, education, and access to information.

3. APPLICATION AND SCOPE OF THE POLICY

3.1 The Policy applies to all municipal employees, political office bearers, library users, and those acting as agents of the *Municipality*.

4. STRATEGIC POLICY OBJECTIVES

4.1 In pursuit of its mission to provide library resources in various formats to the population and to foster a culture of lifelong reading, the *Municipality* has identified the following strategic policy objectives:

- a) To provide world class Library Service facilities and resources to its residents;
- b) To allocate an annual budget to achieve the mission of the Library Services;
- c) To provide access to information and library services to all persons, groups, and communities across the *Municipality's* geographical spread;
- d) To broaden the existing mechanisms for the distribution of resources for all forms of information and culture, with due regard to the specific needs of the community;
- e) To inculcate a strong sense of pride and knowledge for all aspects of culture, heritage and the arts while building mutual respect, tolerance and intercultural exchange;
- f) To facilitate the emergence of a shared cultural identity characterised by diversity in the *Municipality* through the use of library materials and programmes.
- g) Provide recreational material and information, and to facilitate programmes that enhance skills and interests;

- h) Provide supplementary educational material as an essential adjunct to both the formal and informal education system;
- i) Facilitate reading programmes that enhance the use of and enjoyment of reading material;
- j) Provide cultural material that adds to an understanding of other cultures not only in South Africa, but worldwide;
- k) Increase staff's understanding of the *Municipality's* mission and values.

5. POLICY PRINCIPLES

5.1 The Policy is guided by the following principles:

- a) Ensuring the sustainability, development and transformation of the *Municipality's* Library Services;
- b) Promoting the general use of public libraries in the *Municipality* and ensuring that the public and staff understand the role of the *Municipality's* Library Services;
- c) Maintaining effective and efficient public library services;
- d) Ensuring integration of all library services, activities and programmes;
- e) Providing library services and their equitable access for all its residents and communities;
- f) Promoting learning, reading, research, recreation and culture through programmes and information resources;
- g) Providing library material that meets the information, education, research, recreation and cultural needs of all communities in the *Municipality*;
- h) Ensuring that the directorate works with individual libraries to identify staff training needs in the *Municipality*, and helping to coordinate certain activities to address those needs in accordance with the current *Municipality's* Skills Development policy;
- i) Developing and maintaining an extensive *virtual library* in the *Municipality*;
- j) Ensuring that the directorate works with interested parties to coordinate and provide library services that include special community groups, particularly people with disabilities, multicultural language groups, and newly literate citizens;

- k) Ensuring that partnerships with other departments, parastatals, private organisations and interested parties are encouraged and supported;
- l) Access to, participation in, and enjoyment of information, cultural expression, and the preservation of one's heritage as basic human rights.

5.2 The *Municipality's* Library Services will adhere to the principles of Batho Pele as adopted by the national government. The Batho Pele initiative aims to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services.

5.3 Batho Pele requires that eight service-delivery principles be implemented as follows:

- a) Regularly consult with customers
- b) Set service standards
- c) Increase access to services
- d) Ensure higher levels of courtesy
- e) Provide more and better information about services
- f) Increase openness and transparency about services
- g) Remedy failures and mistakes
- h) Give the best possible value for money.

5.4 Additional principles entrenched in the *Policy* include:

- a) Providing the highest level of service to all library *users* through appropriate and organised resources, equitable service policies, equitable access, and accurate, unbiased, and courteous responses to all requests;
- b) Upholding the principles of intellectual freedom;
- c) Resisting efforts to censor *library resources*;
- d) Protecting each library *user's* right to privacy and confidentiality with respect to library information sought or received and the *library resources* consulted, borrowed, acquired or transmitted;
- e) Recognising, respecting and promoting intellectual property rights;
- f) Treating *users* and staff with respect, fairness and in good faith;
- g) Providing a safe and healthy environment to *users* and employees;

- h) Not advancing private interests at the expense of library *users*, colleagues, or employing institutions;
- i) Distinguishing between personal convictions and professional duties and fairly presenting the provision of library services.

6. REGULATORY FRAMEWORK

6.1 The Bill of Rights forms the broad legislative framework for the country's provision of Library and information Services.

6.2 Public libraries have been identified by the Constitution as a Schedule 5 function, which means that library services fall within the competency of the provincial government. The legal framework for local government to provide public library services is determined by the Eastern Cape Library and Information Services Act 6 of 2003. The South African Public Library and Information Services Bill (2012) is not specific in setting norms and standards. Therefore, this policy document provides general principles that will be expanded once clear guidelines have been established.

6.3 The Department of Arts and Culture (DAC), specifically the Sub-Directorate of Meta-Information, is responsible for creating, maintaining and administering the broad legislative framework of LIS at a national level. According to the Constitution, provincial legislature and local councils determine the responsibilities for Library and Information Services other than national libraries, while the Department of Education determines the LIS for educational libraries.

6.4 The following legislation, standards and protocols have a bearing on the *Policy*:

- a) **The Constitution Act 108 of 1996** describes the legislative framework for the governance of LIS in South Africa. It clearly states that libraries, other than national libraries, are the responsibility of the province. Each of the nine provinces is therefore obliged to develop a legislative framework within which public library and information services can be provided.

- b) **The Copyright Act 98 of 1978 (amended 1992)** protects all literary, musical and artistic works in written, printed or digital form.
- c) **The National Library of South Africa Act 92 of 1998** focuses on the information needs of the nation in order to enhance the development and delivery of effective library programmes, services and products.
- d) **The National Council for Libraries and Information Services Act 6 of 2001** provides for a council to advise the Minister of Arts, Culture, Science and Technology on LIS issues. The council interacts with all LIS role-players (at local, provincial, and national level) and, most importantly, advises on *policy* as well as operational matters across the entire LIS system. It is therefore best placed for dealing with issues of coordination.
- e) **Cultural Institutions Act 119 of 1998** under which public libraries are “declared institutions” under Section 3. As such, they are corporate bodies, which are subsidised by Parliament. The Act further provides for the establishment of a National Council.
- f) **Culture Promotion Act 35 of 1983 (amended 1998)** provides for the preservation, development, fostering and extension of culture in the country by planning, organising, coordinating, and providing facilities for the utilisation of leisure and non-formal education.
- g) **The South African Public Library and Information Services Bill (2012)** aims to determine the national norms and standards for public libraries.
- h) **The Protection of Personal Information Act 4 of 2013** promotes the protection of personal information by public and private bodies.
- i) **Province of the Eastern Cape Libraries and Information Service Act, 2003.** The act applies to the rendering of the library services in the province, subject to the Constitution.
- j) **The Municipal Finance Management Act 56 of 2003** seeks to ensure the sound and sustainable management of the financial affairs of municipalities and other institutions in the local sphere of government.
- k) **The Eastern Cape Libraries and Information Services Act No. 6 of 2003** provides for the establishment, administration, and control of library information services in the province.

6.5 Related Policies

6.5.1 Since the early 1990s, several important *policy* documents have been published and initiatives undertaken to direct the planning and provisioning for LIS in South Africa.

The following are especially relevant:

- a) **The Electronic Communications and Transactions Act no. 1 of 2013 (as amended):** The facilitation and regulation of electronic communications and transactions, and the development of a national e-strategy for the Republic.
- b) **Revised White Paper on Arts, Culture and Heritage, 2013:** Sets out government policy for establishing the optimum funding arrangements and institutional framework for the creation, promotion and protection of South African arts, culture, heritage, and the associated practitioners.
- c) **National Policy on the Digitisation of Heritage Resources (Aug 2010 V8):** A policy directed towards the *digitisation* of heritage resources for the purpose of preservation, access, and management of ownership. It covers heritage of all forms including objects, sites, the living heritage, scientific and industrial heritage, and the biological heritage.
- d) **The National Education Policy No. 27 of 1996)** enables the development of national policies that will contribute towards quality education, including the founding of school libraries. As standards for these libraries are the responsibility of provincial education departments, coordination between national and provincial education departments is imperative.
- e) **NMBM Asset Disposal Policy** provides a framework for the disposal of the Municipality's assets that are no longer needed.
- f) **NMBM Asset Management Policy** ensures that assets owned by the *Municipality* are managed, controlled, safeguarded and used in an efficient and effective manner.

6.6 Relevant Standards and Protocol

6.6.1 The following list of standards and protocols apply:

- a) AACR2 (Anglo-American Cataloguing Rules): are a set of standards arranged by format, used for descriptive and copy cataloguing, providing instructions and guidelines on how bibliographic data is to be formulated. MARC (Machine-

- Readable Cataloguing): A set of digital format standards for the description of items catalogued by libraries.
- b) Dublin Core Schema A set of vocabulary terms that can be used to describe web resources (video, images, web pages etc.) as well as physical resources such as books or CDs and objects like artworks.
 - c) RDA (Resources Description and Access): Is a standard for descriptive cataloguing, providing instructions and guidelines on formulating bibliographic data.
 - d) DDC (Dewey Decimal Classification): is a library classification system, with set guidelines as to where library resources are to be located on the shelves as per their specific subjects. It is continuously updated and revised to keep pace with changes in information and knowledge.
 - e) Subject Headings: are a set of terms or phrases (known as controlled vocabulary) used to classify library materials. They are used to identify and pull together under a common umbrella information about a given subject or topic.
 - (i) **LSCH** (Library of Congress Subject Headings): is a thesaurus of subject headings maintained by the Library of Congress, used to organise bibliographic records by subject matter.
 - (ii) **SEARS** List of Subject Headings – is a thesaurus of subject headings used to organise bibliographic records by subject matter.
 - f) Z OCLC (Online Computer Library Center) z39.50 Cataloguing Services: provides access for libraries to Worldcat to search, retrieve and download MARC bibliographic records/data for cataloguing, and editing to their specific requirements on their local library system.
 - g) Z39: Is an international standard client-server, application layer communications protocol for searching and retrieving information from a database over a TCP/IP computer network.
 - h) METS (Metadata Encoding and Transmission Standard): Standards for encoding descriptive, administrative, and structural metadata regarding objects in a digital library.
 - i) MODS (Metadata Object Description Schema): Schema for a bibliographic element set that may be used for a variety of purposes, but particularly for library applications.

- j) Web Dewey – is an online/web access to the DDC system (Dewey Decimal Classification).

6.7 Local Bylaws

- a) To date, no standard bylaws have been issued for public library services on national or provincial level. Therefore, public institutions are required to write their own bylaws according to the interests of the people. These bylaws outline the purpose and the operational procedures of specific matters. However, as libraries are a provincial competency, the *Municipality* cannot draft bylaws for its libraries.

6.8 Associations

6.8.1 The *Municipality* may subscribe to the following associations which provide professional guidance to libraries with regards to their standards and operations.

- a) IFLA (International Federation of Library Associations and Institutions): Is the leading international body representing the interests of people who on libraries and information professionals.
- b) SCECSAL (Standing Conference of Eastern, Central and Southern African Library and Information Associations): is a regional forum for library and information associations in Africa. Membership to SCECSAL is open to national library and information associations from the following countries: Angola, Botswana, Burundi, Congo Republic, Democratic Republic of Congo, Djibouti, Eritrea, Ethiopia, Kenya, Lesotho, Malawi, Madagascar, Mauritius, Mozambique, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe. A SADC Regional forum for the LIS association in Africa.
- c) LIASA (The Library and Information Association of South Africa): Is a professional non-profit organisation, uniting and representing all institutions and people working in libraries and information services in South Africa
- d) SA Book Development Council: Is the primary source of book promotion, reading and development in South Africa
- e) SCECSAL: Forum for library and information associations in Africa. Membership to SCECSAL is open to national library and information associations from the

following countries: Angola, Botswana, Burundi, Congo Republic, Democratic Republic of Congo, Djibouti, Eritrea, Ethiopia, Kenya, Lesotho, Malawi, Madagascar, Mauritius, Mozambique, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe. A SADC Regional forum for the LIS association in Africa.

7. TYPES OF LIBRARIES IN SOUTH AFRICA

7.1 Over the past 150 years, South African libraries have evolved and adapted to the needs and demands of each generation. Currently, there are six types of libraries offered by the South African LIS:

- a) The National Library of South Africa: Is a Legal Deposit Library and is directly funded by DAC. It guides all libraries in South Africa and it facilitates national and international sharing of resources and information.
- b) Legal Deposit Libraries: These provide a repository for documents and information that contain the intellectual and cultural heritage of a country.
- c) Academic libraries: These serve higher educational institutions by providing supplementary support to the institutions' curricula and to support the research of university faculty and students.
- d) Special libraries: These provide specialised information, research facilities and resources on particular subjects at specific institutions and are in general not open to the general public. The South Africa Library for the Blind: Provides LIS to the blind and visually-impaired in South Africa.
- e) Public and community libraries: Traditional libraries housing library material, in various formats, in different municipal areas, available to the general public for loan or for reference use.

8. ACCESS TO LIBRARIES

8.1 The primary goal of the *Municipality's* Library Services is to develop its libraries to become true centres of excellence reflecting the needs of the communities they serve by making the following easily accessible:

- a) Information resources in various formats, available for loan as well as reservation services for such resources.
- b) Research and reference resources in various formats for use in the library.
- c) Educational resources supplementary to the formal education sector and for informal educational endeavours.
- d) Readers' advisory and guidance services for library *users* of all ages and all educational levels. Librarians accept that the vast amount of information that can be accessed via the Internet is of variable quality and accuracy, and thus it is the function of the librarian to guide *users* towards reliable information and resources that meet the *users'* requirements.
- e) General community information service.
- f) Supplementary reading resources in support of literacy and reading.
- g) Reading and skills development programmes, both inside the library and at suitable venues within reach of the community.
- h) Library halls and venues that can be used for study and to present relevant programmes.
- i) Exhibits and displays to promote library material and activities, and a reading culture.

8.2 In doing so, the Municipality will:

- a) Form partnerships with stakeholders, community groups, educational institutions, and other library services.
- b) Endeavour to secure information beyond its own resources upon request, (using interlibrary loans and other resource-sharing methods), and to lend resources to other libraries upon request, using the national interlibrary loan system.
- c) Provide reservation services to assist the *user* to acquire the resource needed and participate in system-coordinated inter-branch loan service.
- d) Develop and provide services to *users* with special needs in partnership with institutions such as the SA Library for the Blind.
- e) Maintain a balance in services to various age groups.
- f) Cooperate with, but not perform the functions of, school or other institutional libraries.
- g) Regularly review the library services being offered.

- h) Use media and other public-relations mechanisms to promote the full range of available library services, subject to municipal policy guidelines.
- i) All *Municipality's* Library Services will abide by the principles of freedom of information thus collections and services must not be subjected to censorship and personal prejudice. The interests of the community and the public at large will always be upheld.

9. LIBRARY SERVICES

9.1 Recreational, Social and Cultural Development Services

9.1.1 All libraries in the *Municipality* are public spaces and potential meeting places. Use of the library for finding information relating to the *users'* leisure and learning interests is essential, especially as use brings *users* into informal contact with other community members. Thus, the recreational responsibilities of the *Municipality's* Library Services will be to:

- a) To acquire *library resources*, and to promote their use by planning and coordinating various recreational, skills-development and leisure activities for participants of all ages.
- b) Promote active and passive recreational reading as an essential, casual educational aspect of everyday and community life.
- c) Promote the individual, community, economic and environmental benefits of an active recreational reading programme.
- d) Promote recreational reading for the elderly, bed-ridden, housebound, etc., for biblio-therapeutic purposes.
- e) Address the needs of the community through social and cultural activities, by means of library events and reading programmes.

9.2 Reference and Research Services

- a) **Reference Section:** These materials are usually used to find facts or provide broad overviews of topics. They should not be used as major sources for papers or other projects. Dictionaries, encyclopaedias, bibliographies, and style guides are some of the most common reference materials found in the Library's Reference Collection.

- b) With respect to references and research, the *Municipality* will endeavour to provide:
- (i) Libraries with reference services to users of all ages
 - (ii) Libraries with highly skilled and trained staff
 - (iii) Libraries that proactively conducts research and developments processes in line with community needs.
 - (iv) Libraries that collect data about the local community and make it readily accessible (community information). The role and responsibility of the library includes helping establish a comprehensive network of information services, products and opportunities within the community and *Municipality*.
 - (v) That at a minimum, one public library in the *Municipality* that collects information on the *Municipality's* local history and keep a comprehensive collection relating to the culture, history, and traditions in the *Municipality*. This collection will be housed in the Main Library (Africana Library section (South African Collection)) or Red Location Library.

9.2.1 The following objectives guide the provision of reference and research services:

- a) The library reference and research services are proactively satisfying information needs of library *users* by identifying the information required and then guiding the *user* to the most appropriate source or providing the information itself.
- b) The *Municipality* will strive to provide a basic reference collection.
- c) Materials in the Reference Section may only be used in designated areas in the library and may not be borrowed.

9.3 Educational Services

9.3.1 With respect to educational services, the *Municipality's* Library Services will strive to achieve the following goals:

- a) Supplement and partner with schools to include awareness-building of the value of libraries and reading, inculcating a culture of lifelong learning, and providing access to resources that are complementary to the formal

educational sector. This includes building up a collection of career-oriented resources, both printed and electronic

- b) Printed and electronic resources will include items that allow the *users* to optimise informal educational opportunities.

9.3.2 In supplementing and partnering with educational services, the *Municipality's* Library Services will endeavour to:

- a) Coordinate and facilitate opportunities to expose young library users to a wide range of fields and subjects.
- b) Coordinate and facilitate opportunities for students to discover career interests and aptitudes.
- c) Introduce materials and library experiences that begin to prepare students for future learning.

9.4 **Socio-Cultural Development**

9.4.1 The overall goal of a socio-cultural development service for the *Municipality's* Library Services is to focus on the cultural and creative development in the community and to help shape and support the local cultural identity.

9.4.2 This goal may be achieved through the following objectives:

- a) Working with local organisations, providing space for cultural activities, organising cultural programmes, and ensuring that cultural interests and intentions are represented in the library's materials.
- b) Holdings that reflect the variety of cultures represented in the community, supporting cultural traditions, and are provided in the languages spoken and read in the community.

9.5 **Virtual Library and e-Media**

- a) Information is essential to the development of individuals and society. It is a basic human right to have access to and an understanding of past and emerging information. The rapid growth in the volume of global information has widened the gap between information-rich and information-poor people; the use of information and communications technology (ICT) should narrow that gap. An investment in ICT requires an investment in the "full package" of reading and

writing, support and training, interpretation, and application. In the context of a public library, this should include the skills level of the staff.

- b) A public library must be open to all plays a key role in collecting, organising and exploiting information, as well as providing access to a wide range of information resources. In light of the fact that the information gap between members of the community is growing, it is vital for public libraries to bridge this gap by finding a balance between providing information in traditional printed formats and through access to the Internet.
- c) Through the use of digital materials available from service providers, and the digitization of its own collections, the NMB LS aims to enhance the visibility, accessibility and usability of its unique collections. Digital collections facilitate the use of socio-cultural heritage materials in virtual form, especially for research, education and new kinds of public use and creative endeavours.
- d) Libraries will use ICT as a tool to transform public libraries. ICT services of all public libraries of the *Municipality* are already integrated so that the staff at all the libraries in the system can view material that is available in other libraries in the system through the use of the Virtual Library. These services also enable inter-branch loans between different libraries in the system. The membership records of library users are available system-wide, so the public are not limited to using only one physical library but can borrow library items from any library which is convenient to them.
- e) ICT will be used to make this Virtual Library accessible to the public wherever they are, so that they do not need to visit a physical library building to see what which resources are available at which library, to update their own user record, to renew their library items, to consult online reference databases, and to download eBooks, magazines and newspapers, audio-books and to stream videos from the eMedia Library.
- f) Access to the Virtual Library will be through a dedicated library page on the municipal website. Indeed, the eBooks, down-loadable audio-books and streaming video are already available in this way. Downloadable magazines and newspapers will be available soon, and the full Virtual Library will be implemented in the near future. All such access is authenticated by inputting the user's membership number.

- g) The use of ICT has become a necessity in the global environment. Thus, it should be emphasised that ICT development and upgrades need to be completed with ICT training for library staff. The community also needs to be trained on how to maximise library use through ICT. In transforming public libraries to accommodate the modern way of transmitting information, the community of library users will be informed on how to access the Virtual Library by the library staff, and by informational leaflets and posters in the libraries and on the municipal website.

9.5.1 In pursuit of its mission to provide library resources in various formats, the *Municipality's* Library Services will:

- a) Enable *users*, regardless of location, to directly access and use *library resources* online without having to visit a physical library.
- b) Engage with new audiences in an online environment by making its collections accessible.
- c) Improve the preservation of the valuable and irreplaceable items in its collections by offering the public digital surrogate copies where possible.
- d) *Preserve* collections or items identified as “at risk” (i.e. fragile, obsolete technologies, or iconic records) by providing alternative access to them.
- e) Provide a *Virtual Library* service which will allow *users* and staff access to the library catalogue, the *eMedia Library* and to access its own digitised materials. Digitized material will meet both national and international expectations in order to align its library services delivery with a global perspective.
- f) Provide eMedia services taking into account international Digital Rights Management practices followed by libraries eMedia will include eBooks, downloadable audio-books, streaming video, newspapers and magazines
- g) Conform to international standards and legislation when digitizing any of its own materials and make such materials available via the *eMedia Library*, ensuring the good management and selection process of digital materials.
- h) Encourage the technological advancement of the *Municipality* and nurture the information needs of the community, its scholars and educators.

10. SPECIALISED LIBRARIES IN THE *MUNICIPALITY*

10.1 Special libraries provide specialised information resources on a particular mandate, serving a specialised and limited clientele, delivering specialised services to that clientele. Public libraries are by their nature not archives, nor are they officially designated as archives. However, most libraries acquire over their lifespan documents which are of archival nature, and which should be preserved for future generations. The *Municipality's* Library Services has 2 specialised libraries which are tasked with collecting and preserving such materials:

- a) The South African Collection or Africana Library focuses on collection, preservation and making accessible materials in various formats related to the history of southern Africa in general, with specific emphasis on the Eastern Cape and the *Municipality* in particular. These materials include published accounts of early explorers, maps, historical newspapers, photo-albums, genealogical research, online reference databases, microfilms, and books on the general social, cultural and natural history of the area. Research is also done on areas of interest to local, national and international researchers.
- b) The Red Location Library and Archive is tasked with the collection, preservation, and making accessible documents in various formats of liberation struggles in general and of the South African struggle history specifically. These materials include published struggle accounts, biographies of struggle veterans, diaries and personal accounts, oral history, photo-albums, newspapers and online reference databases. The majority of the materials will be in a digitised format. Research will also be facilitated on areas of interest to local, national and international researchers.
- c) Struggle History Archival records that are created and/or acquisitioned (see **Annexure F** for a guideline template for a deed of gift, donation and transfer of material) by *Municipality*.
- d) Struggle History Archival Records

10.1.1 The *Municipality's* Library Services will serve to:

- a) Collect and preserve archival materials which illustrate the growth and development of the *Municipality*, the Eastern Cape and materials specifically

related to struggle history. This will include colonial and pre- and post-apartheid materials.

- b) Conserve these materials according to international standards and guidelines for archives and make them accessible to the general public upon request.
- c) Ensure sufficient and suitable conditions for the storage, protection, and preservation of the archival material.
- d) Provide reference services to individuals, organisations, the municipal/government, or other groups interested in the activities and assets of the archives.
- e) Provide educational and outreach programmes whenever possible to raise public awareness and appreciation of the *Municipality's* history and development.
- f) Accept donations of suitable materials to add to these collections. These will become the permanent property of the *Municipality's* Library Services and will be treated in the same way as other materials acquired for these libraries.

10.2 Programmes and Projects

10.2.1 A programme is a planned activity that encourages interaction between the library staff and the programme participants, for the purpose of promoting reading, library materials, facilities, and services, as well as offering the community a platform for a creative, informational, entertaining or cultural experience. Programming includes activities such as but not limited to, story times, literacy and reading programmes, library orientation, arts and craft, viewing of films, holiday library programmes for children, youth programmes, oral history, craft workshops and book clubs or author discussion groups for adults. The Directorate, in conjunction with the Deputy Director: Libraries, will establish a budget and goals for programming to facilitate the effective implementation of this service.

11. LIBRARY USER SERVICES AND PROCEDURES

11.1 Accessibility

11.1.1 The library will serve all residents of the community in the area served by the public library. Services will not be denied or limited by religious, racial, social, economic or political status, or because of mental, emotional or physical condition, age, or sexual orientation. Library facilities should be established in areas where they are easily accessible on foot and by road, whether using personal or public transport. Library hours should be arranged in such a manner that the greater good of the public is served. Access for physically handicapped users should be provided, as well as reading materials in suitable formats, as far as is possible.

11.1.2 At the discretion of the Executive Director or his/her proxy, a user may be asked to fill in a register and provide a form of identification, purpose of visit/research and any other information deemed necessary before being allowed access to any library building and its collections. (Annexure A gives a more comprehensive guide for the library use rules).

11.1.3 The Executive Director or his/her proxy has the power to ban users and the use of the library may be denied for reasons including, but not limited to, failure to return library materials or to pay penalties, destruction of library property, disturbance of other library users, or any illegal, disruptive, or objectionable conduct on library premises.

11.2 Users' Responsibilities and Conduct

It is a *user's* responsibility to maintain necessary and proper standards of behaviour in order to protect his/her individual rights and the rights and privileges of other *users*. If a *user* is a public nuisance, he/she may be restricted from the library and from the use of library facilities. Those who are unwilling to leave or who do not leave within a reasonable amount of time after being instructed to do so by the staff, will be subject to prosecution by the law.

11.2.1 Young Children

11.2.1.1 The NMB LS encourages visits by young children and would like to make these visits both memorable and enjoyable for the child. The library staff is not expected to assume responsibility for the care of unsupervised children in the library. Library staff does not in any way provide an after-school care service, nor are they responsible for the safety of such children while they are in the library grounds. All reasonable care will be taken of children while they are inside the library building. Therefore, parents and/or carers are encouraged to accompany their children when visiting the library.

11.2.2 Disruptive Children

11.2.2.1 Children of all ages are encouraged to use the library for homework and recreational reading, and to participate in programmes. A child (whether with parents or not) who is continually disruptive will be given up to two warnings that unless he/she settles down, will be asked to leave the library premises. If the child needs to contact a parent, he/she may do so at the library with the assistance of a library official.

11.2.3 Fines and penalties

11.2.3.1 Fines will be charged for overdue library items (items which are returned after the due date). The exact charge will be determined by the Council annually as part of its budget process. Users will be issued with an account for items which are not returned within a period determined by the tariffs that are approved by Council, which will not exceed 12 months.

11.2.4 Selection and Collection Development

11.2.4.1 The purpose of the NMB LS is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, cultural expression, recreational, and the creative use of leisure time. The material kept in public libraries needs to reflect the diversity and history of South Africans. Public libraries need to cater for community members across all age groups.

11.2.5 Responsibility for materials selection

11.2.5.1 Due to the volume of publishing, as well as limitations in budget and space, the *Municipality* LS uses this policy as a guideline when selection of information resources is done. The ultimate responsibility for the selection of library materials rests with the Deputy Director: Libraries, who operates within the framework of the policies determined by the *Municipality*. This responsibility may be shared with other senior library staff. The Deputy Director Libraries has the authority to reject or select any item contrary to the recommendations of the staff or the community.

11.2.6 Selection criteria

11.2.6.1 The main points to be considered in the selection of library materials are:

- a) Individual merit of each item
- b) Popular appeal/demand
- c) Suitability of material, and the binding or format for the *users*
- d) Reflecting the diversity of our culture and history
- e) Existing library holdings
- f) Budget

11.2.6.2 The *Municipality's* Library Services acquires printed library items in Afrikaans, English and isiXhosa, as these are the 3 languages historically spoken in its area. It will endeavour to acquire every item that is published in IsiXhosa, in an effort to support the development of indigenous languages. Other languages will be acquired in e-format as and when the demand for such content is raised.

11.2.6.3 Reviews are a major source of information about new materials. The primary sources of reviews are popular media and literary journalist, and online publishers' catalogues. The lack of a review or an unfavourable review will not be the sole reason for rejecting a title, which is in demand. Consideration is given to particular requests from library users and to books discussed in the public media. Materials will be judged on the basis of the work as a whole, not on a part taken out of context.

Categories of records

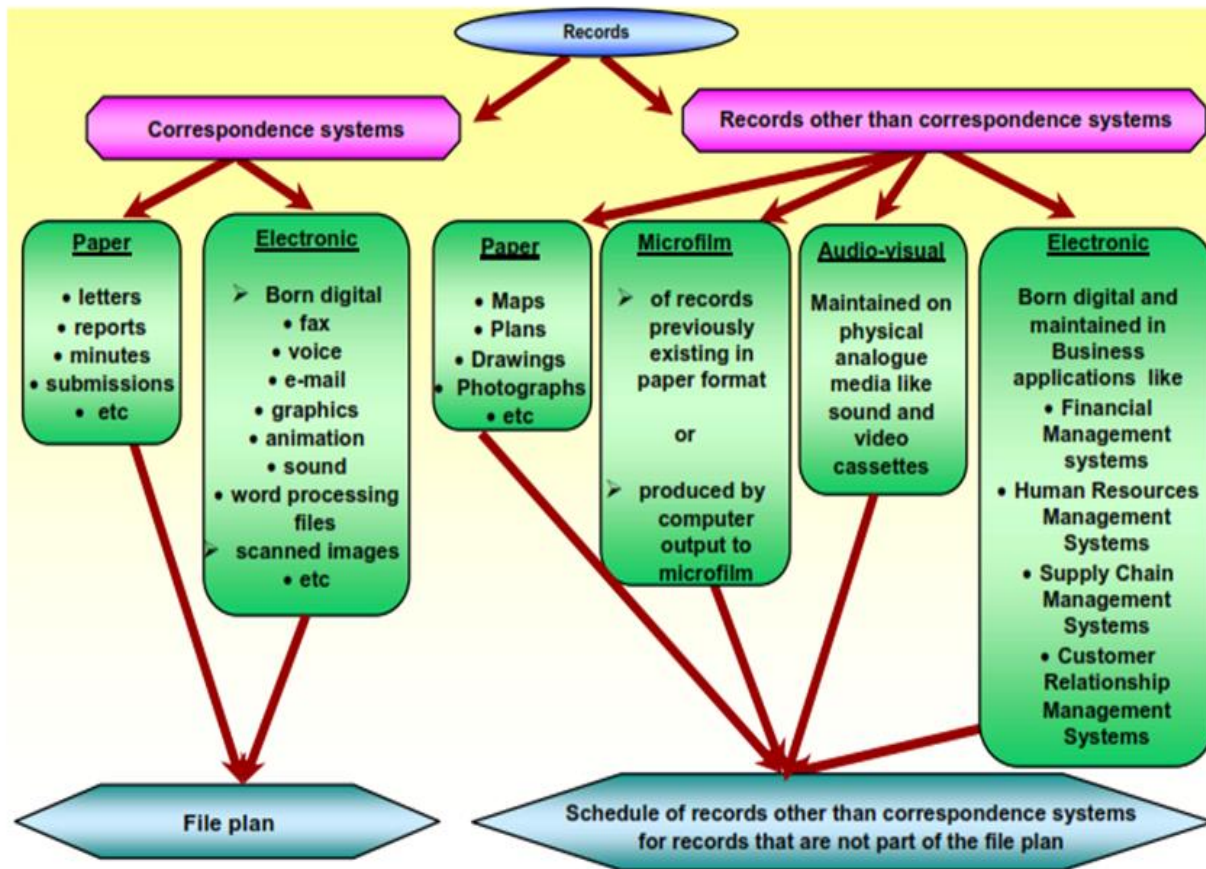


Figure 1: Categories of records

11.2.7 Donations of materials

11.2.7.1 The library accepts gifts of assets, such as books and other materials on the understanding that they may be added to the collection only if appropriate and needed. Should the donations not needed because of duplication, unsuitable condition, or dated information, they will be disposed of as directed by the Deputy Director Libraries. This decision may be delegated to the Librarian in Charge of each library where the donation is received. The same selection criteria applied to purchased materials will be applied to donations.

11.2.7.2 Memorial donations of money or books are also accepted with suitable bookplates placed in the books. Specific memorial books for the library can be ordered at the request of a user if the request meets the criteria established above. Donations or specific titles should be offered after consultation with the

Deputy Director Libraries; the Deputy Director Libraries will select a book if no specific book is requested. The NMB LS welcomes, encourages and appreciates donations.

11.2.7.3 In light of the above, the Deputy Director reserves the right to accept or reject donations based on conditions of display, housing and/or access and the NMBM Library needs.

11.2.8 Inter-library loan

11.2.8.1 Because of limited budgets and space, the library cannot provide all materials that are requested. The *Municipality* LS will use its inter-library loan network to allow books to be borrowed through the network. The inter-library loan network can be used to obtain requested materials from other libraries when they are beyond the scope of one library's collection.

11.2.9 "Weeding" materials

11.2.9.1 *Municipality* Weeding or de-selection of library material is a continuous process of removing resources from a library collection based on selected criteria. Materials are considered for weeding based on accuracy, publishing date, circulation frequency, availability of newer replacements, community needs, and relevance. An up-to-date, appealing and useful collection must be maintained by a continual withdrawal and replacement process.

11.2.9.2 This ongoing process of 'weeding' materials is the ultimate responsibility of the Executive Director or his/her proxy and is authorised by the *Municipality*. Withdrawn materials will be handled in accordance with the Asset Disposal Policy of the *Municipality*

11.2.10 Selection of materials in library

11.2.10.1 The NMB LS recognises that some of its materials are controversial and may offend some users. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles and objectives stated in this policy.

11.2.10.2 Responsibility for children's reading materials rests with their parents/carers or legal guardians. Selection of library materials will not be inhibited by the

possibility that materials may come into the possession of children. Library materials will not be marked or identified to show approval or disapproval of their contents. No library material will be made unavailable, except to protect it from damage or theft.

11.2.11 Challenged materials

11.2.11.1 Although materials are carefully selected, differences of opinion regarding suitable materials may arise. Users requesting that certain material be withdrawn from or restricted within the collection may complete a form titled "Statement of Concern about Library Resources" (see Annexure) which must be available in the library.

11.2.12 Digitisation

11.2.12.1 Digitisation is not meant to be a replacement for the care or preservation of the hard-copy material. It is merely a supplementary activity that improves the longevity and preservation of the resources. This section applies to the digitisation (or digitising) of information by the *Municipality* in order to meet the increasing demand for remote access to information by its intended users. The primary focus of this section is on the systematic digitisation of records in the custody of the *Municipality* at its various repositories. For the purposes of this policy, digitising and digitisation should be understood to refer not just to the process of scanning a document into digital form, but as a series of activities that will result in a digital copy being made accessible to end users via the internet or any other means for a continued period. These activities may include:

- a) Document identification and selection: some steps may require transcription or indexing rather than scanning.
- b) Document preparation: this may include preservation treatments, access review and screening, processing or reprocessing, listing or indexing.
- c) Descriptive and technical metadata: to allow for retrieval and management of the digital copies and to provide contextual information for the user.
- d) Digital conversion in a consistent, repeatable, auditable method according to predefined quality standards.

- 11.2.12.2 Quality control measures must be adhered to in the creation process of digital files and metadata according to formats and quality standards that allow them to be managed and made accessible online in the *Municipality Virtual Library*.
- 11.2.12.3 Metadata is structured information associated with an object for purposes of discovery, description, use, management and preservation. The existence of searchable descriptive metadata increases the likelihood that digital content will be discovered and used.
- 11.2.12.4 Metadata creation is a crucial process of digitisation, and *Municipality's Library Services* will follow standard internationally recognised standards to create such records.
- 11.2.12.5 The table below shows the different types of metadata to be included in each item/record.

Descriptive Metadata	Metadata describing the item (cataloguing description to enable search). Metadata describing the nature of the original record's format, dimensions, material and physical composition, and condition.
Administrative Metadata	Metadata about rights management such as information about ownership and internal administrative requirements such as file plan, source code and indexing information.
Structural Metadata	Metadata describing relationships to other files, i.e., cross referencing. Thus, describing the image's digital file's relationships to other files, that is, the cross referencing of files.
Technical Metadata	Metadata describing features of the digital file (the nature of the digital image file), i.e., resolution, dimensions, bit mapping, compression, colour contrast, greyscale, file format, etc.
Rights Metadata	Metadata on the ownership of the original record, describing the nature of copyright, intellectual property, and other associated rights (<i>user rights, access rights, etc.</i>) as they apply to the record, as well as to the collection as a whole.

11.3 Circulation services:

11.3.1 Registration

- 11.3.1.1 All borrowers must be registered and have a valid library user card to borrow library materials.
- 11.3.1.2 Users must fill out an application to register for a library card as outlined in Annexure A.
- 11.3.1.3 Where a user is incapacitated and not able to register at a library, the registration form must be accompanied by a declaration form (Annexure F).
- 11.3.1.4 Identification is also required in the form of a standard government issued bar-coded ID book or card, and in the absence of ID, the driver's license accompanied by mandatory proof of address.

11.3.2 Lost or forgotten cards

- 11.3.2.1 If a library card is lost, the user should notify the library as soon as possible and request a replacement. The card will be replaced on payment of a fee as determined by the Council during its budgetary process.

11.3.3 Loan

- 11.3.3.1 All users are expected to bring their library cards with them if they intend checking out items. An individual who repeatedly ignores this expectation may be denied the privilege of checking out materials until the card is presented at the library.
- 11.3.3.2 The directorate has the power and authority to change library loan without prior notice.
- 11.3.3.3 The following guidelines will apply:
 - a) Printed Reference books, items in the Africana Library, Art Museum Library and items in the Red Location Library do not circulate.
 - b) All items on loan may be renewed twice unless there is a waiting list for the book.
 - c) Current issues of periodicals do not circulate.
 - d) The Executive Director or his/her proxy may establish, as deemed necessary, the loan period for special collections, materials that are

temporarily in great demand (such as for student projects), or materials added to the collection that are in a new format.

- e) The limit on the number of items a user can borrow at one time varies according to the format of the material, as determined by the Deputy Director Libraries.

11.3.4 Reserved materials

- 11.3.4.1 Materials may be reserved at a fee as determined by Council during its budgetary process.

11.3.5 Overdue notices, fines and charges

- 11.3.5.1 The library is not obliged to send overdue notices to users. The onus is on the user to return the library material on the due date. The supply of an overdue notice is a courtesy. Users who have overdue items will be denied borrowing privileges until the overdue materials are returned or paid for if lost or damaged.
- 11.3.5.2 Fines will be charged for overdue library items (items which are returned after the due date). The exact charge will be determined by the Council annually as part of its budget process. Users will be issued with an account for items which are not returned within a period determined by the Executive Director or his/her proxy, which will not exceed 12 months.

11.3.6 Lost or damaged materials

- 11.3.6.1 Lost or damaged materials will be dealt with in accordance to the replacement rules of the library services policy (Annexure E)

11.3.7 User confidentiality

- 11.3.7.1 The NMB LS will strictly adhere to all sections of the constitution that guarantee protection of the confidentiality of its users. The records of a particular library, which is in whole or in part supported by public funds (including the records of a Library Service) and that indicate the identity of any individual who borrows or uses the library's documents or other materials, resources or services, may not be disclosed, except by written notification from the *Municipality* Legal Services Department. Such disclosure will only be made to persons acting within the

scope of their duties in the administration of the individual library or Library Service or to persons authorised by the individual to inspect such records.

11.4 Reference Services

11.4.1 The *Municipality's* Library Services:

- a) Will, as far as is possible with its resources, provide information as requested by *users* in person, or who enquire by and guidance in locating or telephone, email or other channels of communication
- b) Will assist *users* in the use of the library (library orientation) and teach basic research methodology, when appropriate
- c) May refer library *users* to other agencies and libraries in pursuit of needed information.
- d) *Users* may use the library's resources not only in printed form, but consult appropriate digital resources which form part of the *Municipality* LS collections.

12. LIBRARY INFORMATION SYSTEM

A digital library is a collection of documents in organized electronic form, available on the Internet or on CD-ROM (compact-disk read-only memory) disks. Depending on the specific library, a user may be able to access magazine articles, books, papers, images, sound files, and videos. The Nelson Mandela Bay currently has two digital libraries, which are:

12.1 The Red Location Digital Library and Archive

12.1.1 This library is situated in New Brighton. Its main objective is the documentation of the history of apartheid in South Africa. It also contains information on colonialism and liberation struggles worldwide. There is a curated collection of relevant items available via both the Virtual Library and the eMedia Library at this facility.

12.2 eMedia Library

12.2.1 This is a fully functional online library accessible via any smartphone, tablet and computer. It houses a wide range of e-material that can be borrowed and read, audiobooks that can be downloaded and listened to, and videos that can be streamed for viewing. Access is by means of the OverDrive app downloaded from

the Playstore / Huawei App Store / Apple Store, on any browser enabled device. The eMedia Library has material suitable for different age groups with sections for children, teenagers, and adults.

12.2.2 All registered *Municipality* library users may use the eMedia Library, and, by the act of using such materials, agree to the terms and conditions outlined in the licence agreement. Non-registered residents may register for eMedia use only by emailing the official designated by the Deputy Director Libraries to act on such requests. A scanned copy of the user's ID book and proof of address should be provided.

12.2.3 Depending on the source of the digital material, certain licencing or other contractual terms may restrict further distribution or other uses. The *Municipality's* Library Services will apply and adhere to any such conditions set by the supplier of the licenced materials.

12.3 **Virtual Library & Red Location Library and Archive (RLLA)**

12.3.1 Access to the Virtual Library will be through a dedicated library page on the municipal website. It will make use of discovery tools which will allow access to the catalogue both of RLLA but also of the NMB LS eBooks, down-loadable audio-books and streaming video, Downloadable magazines and newspapers. The rapid growth in the volume of global information has widened the gap between information-rich and information-poor people; the use of information and communications technology (ICT) should narrow that gap.

12.4 **Use of library computer equipment**

12.4.1 If a personal computer or smart device (tablet) is made available to library users, it will be on a first-come first-serve basis. Instructions for operating hardware are to be displayed near the computer or tablet. Access to computers and tablets designated for the use of the public will be free. In order to accommodate all users, a time limit for usage will be imposed; time limits will be displayed near the relevant computer and tablet and are subject to change. Library staff will provide assistance in using library computers and Tablets only if they are available to do so. However, staff members are not expected to train users on the use of application programmes. Tutorial manuals maybe provided when available, either in print or for download from the eMedia Library.

12.4.2 The following guidelines will apply to the use of any library equipment:

- a) *Users* are not allowed to install any software or application onto the library computers and tablets. Wherever possible, a printer service will be available to the *user*, at a fee the fee will be determined annually by the Council during its budgetary processes.
- b) A photocopying machine will be available to *users* who wish to copy materials. The fee will be determined annually by the Council during its budgetary processes. All photocopying must comply with the South African Copyright Act. Photocopying machine *users* are to be advised of restrictions on copyrighted materials by displaying a copyright statement in the vicinity of the copier. Any violation of copyright is the responsibility of the *user*.
- c) Due to the delicate nature and intrinsic value of the material, items in the Red Location Digital Library & Archive and the Africana Library may only be photocopied by library staff to avoid damage to the material.

12.5 **Connectivity and internet usage**

- a) The *Municipality's* Library Services will endeavour to provide connectivity and access to the internet through free *user* password-controlled Wi-Fi hotspots. Parents of minor children must assume responsibility for their children's use of the library's connection to the Internet.
- b) *Users* should be aware that inappropriate use of electronic information resources can be unlawful and can lead to prosecution. The *user* will be held liable for his/her actions when using the Internet. *Users* are expected to abide by the guidelines below that include generally accepted rules of network etiquette. Unacceptable use of the service will result in the suspension or revocation of Internet-use privileges.
- c) The Internet is a decentralised, unmoderated global network; the NMB LS has no control over the content. Libraries are not obligated to neither censor nor restrict access to potentially inappropriate and offensive online information. The library will not be held responsible for the availability and accuracy of information found on the Internet.
- d) The library cannot guarantee that data or files downloaded by *users* are virus-free. The library is not responsible for damage to equipment or data on a *user's*

personal computer as the result of data downloaded from the library's Internet service.

- e) Guarantees of privacy when using the Internet and/or email facilities cannot be given. Messages relating to or in support of illegal activities will be reported to the proper authorities.

12.6 Internet-use guidelines

- a) *Users* may use the Internet for research and the acquisition of information to address their educational, vocational, cultural or recreational needs.
- b) *Users* may use the Internet for the receipt and transmission of electronic mail (email) as long as they use a free email service that establishes and maintains an account for them. The library is unable to manage email accounts for any organisations or individuals.
- c) Internet use is offered on a first-come, first-served basis. Each *user* is allowed one session per day, unless there are no other *users* waiting to use the facilities. The time period may also be limited if the demand for the equipment is high.
- d) *Users* will respect and uphold copyright laws and all other applicable laws and regulations. They will not use the Internet service for illegal purposes.
- e) *Users* will respect the rights and privacy of others by not accessing private files.
- f) *Users* will not incur any costs for the library through their use of the Internet service.
- g) *Users* will not create and/or distribute computer viruses over the Internet.
- h) *Users* will not deliberately or wilfully cause damage to computer equipment, programmes, or parameters.
- i) *Users* may not alter or remove any hardware, software or applications on library computers or install any software or applications on library computers.

12.7 Library infrastructure and facilities

- a) The *Municipality's* Library Services will endeavour to effectively purchase and make available furniture, furnishings, and accessories (such as tables, chairs, shelves etc.) within all NMB libraries. This will be done in terms of the NMB Supply Chain Management Policy according to the *Municipality's* Library

Services design standards and specifications that take into consideration requirements such as sustainability and durability.

- b) Furniture, fittings, equipment and building fixtures are the property of the *Municipality's* Library Services and not the individual libraries. However, choice and identity of each library will be considered when acquiring furniture and fitting.
- c) The NMB libraries are the caretakers of library furniture and fitting installed for the benefit and use of the NMB citizens, and therefore reserves the right to hold each *user* responsible for any abuse and/or inappropriate use of library furniture and fitting. A *user* may be removed, banned and/or prosecuted for continuous abuse/misuse of library furniture and fitting.
- d) Any disposal of old furniture and fittings will be done in accordance with the *Municipality* Asset Disposal Policy upon approval by the *Deputy Director Libraries*.

12.8 Health and Safety

- a) The *Municipality's* Library Services has a moral and legal obligation to provide a safe and healthy environment for both staff and public. All managers and staff should be dedicated to the continuing objective of reducing risk of injury and maintain a healthy environment that is in line with the *Municipality* Health and Safety Policy Guidelines.
- b) Each library must be equipped with the appropriate number of working fire extinguishers. Library staff must be familiar with the type, location, and application of the fire extinguishers in the building. Regular fire drills and emergency training evacuation exercises should be held to offset panic in the case of a fire.
- c) Library *users* and staff must be aware of behaviour that could initiate a fire and so be deterred from such practices.
- d) Where there are ten or more employees, at least one must have a valid first aid certificate. Without specialised training staff should not undertake to do more than keep a sick or injured person comfortable and protected from needless disturbance until medical help can be obtained. Since each health emergency

is unique, staff members should use their own judgment to do what is prudent and reasonable.

- e) Emergency services such as an ambulance or the police should be called immediately in the event of any serious problem.
- f) No medication, including aspirin, should ever be dispensed by library staff to other staff members or to the public. Staff members who are perceived to be at risk may be referred to the Municipal Wellness Centre.
 - (i) The library will follow the recommendations and actions of the *Municipality* in the case of severe storms, civil unrest, or other disruptions. Closing the library will be at the discretion of the *Deputy Director Libraries*.

12.9 Library Halls

12.9.1 Groups and individuals often request to use library halls. The following will apply to such use: on use Library Hall states that:

- a) A library hall may be made available to individuals or organised groups. The *Deputy Director Libraries* may determine exceptions to this. The fact that a group is permitted to meet at a library does not in any way constitute an endorsement of the group's policies or beliefs by the *Municipality*.
- b) The library hall may be reserved no more than 90 days in advance.
- c) It is understood that library programmes will have priority for reserving room use.
- d) There will be a charge for use of a library hall, as determined by the Council during its annual budgetary processes.
- e) The people using the hall will leave it in a clean and orderly condition. If this is not the case, the group/individual will be given notice that continued misuse of the library hall will result in denied access to it.
- f) The library is not responsible for any equipment, supplies, materials, clothing, or other items brought to the library by any group or individual attending a meeting. Likewise, the management and staff do not assume any liability for groups or individuals attending a meeting in the library.
- g) No materials, clothing or items of any kind may be left with the library for storage.
- h) A library hall will not be available for use over weekends and on public holidays.

12.10 Displays and Exhibits

- a) As an educational and cultural institution, the *Municipality's* Library Services welcomes exhibits and displays of interest, information, and enlightenment from the community. Displays of handiwork, historical or cultural material, nature study, or any other material deemed of general interest may be exhibited. The *Deputy Director Libraries* will accept or reject material offered for display based on its suitability and space availability.
- b) The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft, of any item displayed or exhibited. All items placed in the library are there at the owner's risk.
- c) The library may make areas available to the public for displays and exhibits such as glass exhibit cases, meeting rooms, and general bulletin boards. The exhibitor must sign a liability release form before any artefact can be placed in the library.
- d) The *Municipality's* Library Services reserves the right to mount displays and exhibits in its libraries, as well as to display posters and make available leaflets to promote reading and general knowledge.

12.11 Public Notice Bulletin Boards

- a) Material to be posted on bulletin boards may be submitted by non-profit organisations for civic, educational, or cultural purposes. Such organisations may submit literature publicising a specific event. Limited space generally allows only short-term notices. The Librarian in Charge of the relevant library may approve or prohibit postings that do not meet library standards.
- b) Items must be collected the day after the date of the publicised event if the owners want them returned. The library will not be responsible for returning materials.

12.12 Preservation

- a) Library materials (especially in the Red Location Digital Library & Archive and the Africana Libraries) are records of generation's footprints and cultural existence. The value of the records lies in the fact that they mirror the scholarly

and creative labours of a civilisation as well as its historical and social interactions.

- b) Due to their fragile nature, some *library items* need to be kept in special storage environment and preserved in a manner that takes into account their precise physical and biological nature. Storage conditions and management processes ought to be designed to safeguard records from both environmental and human threats, such as:
 - (i) Unauthorised access and use
 - (ii) Temperature and humidity
 - (iii) Loss and theft of material
 - (iv) Lights/ lighting
 - (v) Fungi, mould, and decay
 - (vi) Damage that may be caused by dust, insects, rodents, etc.
 - (vii) Body fluids
 - (viii) Fire and water
 - (ix) Sharp objects
- c) A detailed guideline to caring for such items and their environment can be found in (Annexure B).

12.13 **Library Security**

- a) The *Municipality's* Library Services is committed to providing a safe and secure environment for all library *users*, resources and equipment.
- b) Security guidelines are applicable to all library staff and *users* of library facilities will ensure that:
 - (i) library security is managed appropriately and efficiently at all times,
 - (ii) all persons within the library premises feel safe and secure,
 - (iii) library buildings, facilities, and resources are handled in a secure manner.
- c) The directorate and management are responsible for ensuring that all staff members are well-informed of all security procedures. The *Deputy Director Libraries* or designated staff should be responsible for ensuring that the safety procedures are displayed and implemented in all Municipal libraries. The designated staff will also monitor library activities to ensure that safe conditions

are maintained at all times. Where risks are identified, the designated staff must ensure (as far as humanly reasonable) that they are rectified.

- d) The designated staffs' duties will include but not limited to:
 - (i) Ensuring that fellow staff members, contractors and library users are aware of the safety procedures of the library.
 - (ii) Providing adequate information, instruction and supervision to ensure that library equipment is handled safely.
 - (iii) Establishing that all equipment, furniture, and accessories are suitable for the intended purpose and that they are kept in good working condition.
 - (iv) Bringing to the prompt attention of senior management any safety and security issue which requires their attention.
 - (v) Ensuring that all accidents and 'near misses' are properly recorded and reported and that an investigation is carried out to determine causal factors.
- e) As far as is possible a Security Officer should be stationed at every library in the *Municipality* to ensure continued safety of library staff, patrons, library furniture and equipment. The Security Officers duties will include, but not limited to:
 - (i) Ensuring the physical protection of both library staff and library patrons, protecting the library building, its contents, and its immediate surroundings.
 - (ii) Taking all reasonable steps to minimize loss and damage to collections, furniture, equipment and both library staff and patron's personal belongings.
 - (iii) Auditing the library's protection systems on a regular basis.
 - (iv) Anticipating and taking reasonable measures to prevent losses such as vandalism, injuries, and theft of library materials and/or staff or library user's property.
 - (v) Anticipating and taking reasonable measures to mitigate disastrous losses that occur during emergencies and natural disasters.

13. FUNDING

13.1 Funding for libraries is received from the three spheres of government, namely, national government, provincial government, and local government. The United Nations Educational, Scientific and Cultural Organization (UNESCO) Public Library Manifesto affirms that public libraries are the responsibility of both local and national government. Therefore, they must be supported by specific legislation and financed by national and local government. All three spheres of government must realise that libraries are an essential component of any long-term strategy for culture, information provision, literacy, and education.

13.2 In spite of this however, LIS in South Africa is still being classified as the “unfunded mandate” by most of the local role-players (Costing the South African Public Library and Information Services Bill: Aug 2013).

13.3 National Government

a) Since public libraries are a mandate of the province, national government is not obliged to provide funding for the provincial functions over and above its allocation to the provincial equitable share (PES). The PES is an unconditional grant/allocation designed to enable municipalities to provide basic services to the poor and to perform core municipal functions. Currently, since the funding available through PES is unconditional, has no portion exclusively ring-fenced for library services, province exercises own discretion over how they prioritise and allocate the funds and the *Municipality* LS is not privy to how the province chooses to dispense such funds. However, national government provides additional funding by means of a conditional grant (the Community Libraries Services Grant). This grant is not meant to replace the funding obligation of the province but tops up the funds allocated by the province for library services.

13.4 Provincial Government

a) Schedule 5 Part A of the Constitution states that public libraries are a function of the province and the budget for public libraries must come from the provincial equitable share and revenue.

- b) Costing the South African Public Library and Information Services Bill, Aug 2013 states:

“... libraries are a very valuable social resource, giving job seekers, entrepreneurs, students and learners access to information, the internet and photocopy facilities, in addition to serving the reading needs of the public. They therefore play a very important role in fostering social and economic development. In light of this, pressure needs to be placed on provinces to fund the function properly from their own funds (which includes their equitable share). To do this, the Department of Arts and Culture needs to develop indicative funding norms for library budgets, and then analyse and publish comparative information on provincial funding of libraries. The Department also needs to consider using the proposed South African Public Library and Information Services Bill to specify norms and standards that will have the effect of forcing provinces to budget adequately for library services, unless there is provincial legislation in place empowering the MEC to make executive assignments.”

13.5 Local Government

13.5.1 A Multiple Index of Library Needs (MILN) was created by the Costing the South African Public Library and Information Services Bill (Aug 2013) project team to prioritise municipalities for purposes of allocating libraries in the infrastructure rollout strategy.

13.5.2 The *Municipality* falls within the first five of the country’s top ten metropolises identified as having the greatest need or demand for libraries.

13.5.3 In the Eastern Cape Province, provides support and information resources to the smaller libraries in the province, while providing a subsidy to the 2 metros, namely Buffalo City and the *Municipality*. Province does not cover the operational costs of any of the public libraries in the province; this role has had to be undertaken by local government. Section 9(1) of the South African Public Library and Information Services Bill of 2012, requires that any *Municipality* providing public library services must take reasonable steps to provide public library and information services that comply with the minimum national norms and standards contemplated in the Act, and to execute its functions in accordance with the national norms and standards for public library and information services.

13.5.4 This policy recommends that the directorate for public libraries facilitates the implementation of all funding according to the recommendations in the policy.

13.6 Grants

13.6.1 Grants are necessary for uplifting standards as well as for carrying out library programmes. The *Municipality* must develop strategies to solicit grants-in-aid of library services to extend and advance its service and implement the recommendations of the policy in so far as soliciting grants. The Friends groups may also participate in soliciting grants for the respective libraries they support and in line with their approved constitution.

14. THE FRIENDS OF THE NMB LS POLICY GUIDELINES

14.1 The Friends of the NMBM's Library Services are groups of volunteers whose purpose it is to encourage and assist some or all public libraries in providing the highest-quality library services and collections to library patrons and to help promote and encourage public libraries in general. To realise this purpose, The Friends groups will align themselves with the mission of the *Municipality's* Library Services and will work in close cooperation with the library leadership.

14.2 Library users will be encouraged to be active supporters, especially by becoming members of The Friends groups, and so spread the word about library services.

14.3 The Friends groups generally provide support to various library programmes for children and adults to promote reading and library use. They may also support the libraries by volunteering their time, skills, and knowledge, and by raising funds.

a) To carry out its purpose, The Friends of the *Municipality's* Library Services will have the following objectives:

(i) Promote greater awareness of the collections, services, and facilities of the libraries.

(ii) Support the library services' mission by collecting funds to purchase information materials to promote a culture of reading. Such funds will be under the control of the relevant Friends Group; all income and expenditure

will be reflected in financial statements; and fund-raising and expenditure will take place in consultation with the Librarian in Charge of the relevant library.

- (iii) Encourage greater participation by residents and library sponsors in promoting and improving the collections, services, and facilities of the libraries.
 - (iv) Undertake all other activities related to the purpose of The Friends of the NMB LS.
 - (v) Hold regular meetings and adhere to municipal policies. Minutes of the meetings and financial statements are to be forwarded for the library Director.
- b) Membership of The Friends of the *Municipality's* Library Services will be open to all persons and organisations interested in supporting the *Municipality's* Library Services. According to this policy, The Friends of the *Municipality's* Library Services will be available to assist and support the staff and all library initiatives for the community. The groups are encouraged to have regular meetings to discuss plans and progress. They must submit and adhere to municipal policies and all relevant national, provincial, and local legislation.

15. PARTNERSHIPS

- 15.1 An analysis of potential partnerships must be undertaken to identify appropriate partners who would complement the mission, vision, and goals of the *Municipality's* Library Services. These partnerships must be defined and concluded with an operational agreement. The powers and responsibilities to review and approve the partnership agreement rests with the directorate in consultation with the legal department. Partnerships will be developed on an individual basis. Terms and conditions will be documented in a written agreement. In addition, the *Municipality's* Library Services reserves the right to cancel any existing agreement with a partner that uses the LS name or develops a public image that is detrimental to LS principles and values. Ideally, partnerships with both private and public institutions should include, but not be limited to the following:

- a) Work to strengthen exposure in the community and realise the mission and strategic goals of the library.
- b) Have a cooperative and reciprocal effect on both parties and enhance the library's objectives for a sustained period.
- c) Bring about contractual agreements with organisations/ institutions for services in support of the library's policy to meet the needs of the community or enhance the library's revenue.
- d) Provide or assist with sponsorship/donations of money and/or services.
- e) Bring about longer-term benefits that outweigh any existing challenges and improve library services.
- f) Provide an opportunity to reach significantly larger groups of people without exhausting current staff resources.
- g) Reduce the costs of providing library services and/or improve library revenue.

15.2 The Municipality's Library Services will also seek to work with institutions that are taking, or could take, responsibility for preserving elements of the Municipality digital information heritage. In working with such partners, the library aims to:

- a) Identify appropriate partners and stakeholders able to contribute financially, intellectually, and technically.
- b) Establish agreements on responsibilities and roles that offer a reliable basis for ongoing accessibility.
- c) Help develop and promote policies, procedures, and tools to support this aim.
- d) Work with producers and re-users of digital content to encourage practices that will enable rather than hinder preservation.
- e) Work with government to develop legislative and funding frameworks to enable cost-effective preservation.

15.3 Programmes and Projects

- a) A programme is a planned interaction between the library staff and the programme participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience. Programmes includes activities such as, but are not limited to, story times, films, activities on non-school days, holiday library programmes

for children, speakers for young adults, oral history, craft workshops and book clubs or author discussion groups for adults.

- b) All programmes undertaken by a Library and any of its partners should adhere to the library's commitment to intellectual freedom. Partnerships must not under any circumstances influence the selection of materials, programmes, or services, nor hold explicit endorsement obligations of products or services. Sponsorships will receive recognition through public awareness for a specified period of time, through the municipal Communications Division office.

15.4 The *Municipality's* Library Services does not and will not endorse any products or services offered by its sponsors. The *Municipality's* Library Services will at all times ensure the confidentiality of its users' and members' records and will not sell or provide access to users'/members' records to any partner.

16. PUBLIC RELATIONS

16.1 The public relations goals of the *Municipality's* Library Services are, through the office of the Communications sub-directorate, to:

- a) Promote a good understanding of the library organisation's objectives and services among governing officials, civic leaders, and the general public;
- b) Promote active participation in the varied services offered by the library organisation by people of all ages;
- c) Raise awareness of the types of material that are kept in public libraries;
- d) Change the mind-set that considers libraries to be only for certain groups within the community such as school children.

16.2 The *Policy* recognises that public relations involve every person who has a connection with the library service. The *Policy* urges every library member and staff member to realise that he/she represents the library in every instance of public contact. Good service supports good public relations.

16.3 The Deputy Director Libraries will be expected to make presentations and to participate in community activities to promote library services.

16.4 A publications budget will be established to cover costs related to printing, publication, supplies, and miscellaneous needs relating to the library service's public relations effort. This will be done in consultation with the Communications sub-directorate of the *Municipality*.

17. LIBRARY DEVELOPMENT

17.1 According to norms and standards contained in the South African Public Library and Information Services Bill of 2012 (SAPLIS), municipalities must "*provide easy and equal access to public library and information services*".

17.2 The *Municipality* incorporate norms and standards as guided by the SAPLIS Bill and the Council of Scientific and Industrial Research (CSIR) guidelines, that outline an average threshold for local libraries for a metropolitan city that has a population of over a million people.

17.3 The average threshold is:

- a) Minimum of 20 000 to a maximum of 70 000 people per library
- b) 1,5 – 2,25 km acceptable distance from each other, or
- c) Within 5 minutes walking distance from a public transport terminal.

17.4 The *Municipality* Library Services will ensure compliance to the SAPLIS and CSIR minimum standards where applicable.

18. POLICY REVIEW

18.1 The *policy* will be called the Library Services Policy Version 2 and will come into effect once adopted by Council.

18.2 The Policy will supersede any library services policy adopted by Council previously.

18.3 *The Policy* will be reviewed every three years, or sooner, as determined by strategic and operational conditions.

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ANNEXURE A: FORMS

A1: Registration Form

USER ID:										PATRON TYPE:									
APPLICATION FOR LIBRARY MEMBERSHIP																			
TITLE:										SURNAME:									
FIRST FULL NAMES:																			
ID NUMBER:																			
POSTAL ADDRESS:																			
POSTAL CODE:																			
HOME TEL.																			
MOBILE:																			
HOME ADDRESS:																			
WORK/SECOND ADDRESS/REF PERSON:																			
TEL NO:																			
E-MAIL ADDRESS:																			
GUARANTOR IF APPLICANT IS UNDER 18 YEARS																			
GROUP NAME																			

Signature of Applicant										Signature of Guarantor									
Date:										Date:									
MEMBERSHIP CARD RECEIVED:																			
SIGNATURE:																			
NELSON MANDELA BY MUNICIPALITY LIBRARY MEMBERSHIP REGISTRATION																			
Accepted by:										Back: Copy of RSA ID									
Checked by:										Date:									

A2: Internet-Use Agreement Form

I understand and will abide by the _____ Public Library's Internet-Use Guidelines. I further understand that any violation of the regulations is unethical and may constitute a criminal offence. Should I commit any violation, my Internet access privileges will be revoked, and appropriate legal action may be taken.

User's Name: _____

User's ID number:

User's Signature: _____

Date: _____

As the parent or guardian of this individual, I accept full responsibility for my child's use of the _____ Public Library's Internet service and agree to oversee my child's use of this service. I have read the attached Internet-Use guidelines, and I understand that the library's access to the Internet is intended and designed for educational and informational purposes. I will not hold the library responsible for materials or information acquired by my child through the use of the Internet. I hereby give permission for my child to use the library's network for Internet access and certify that the information contained on this form is correct.

Parent's/Guardian's Name: _____

Parent's/Guardian's ID number:

Parent's/Guardian's Signature: _____

Date: _____

A3: Statement of Concern about Library Resources Form

_____ Public Library

Name _____ Date _____

ID or *user* number:

Address _____ Phone _____

City _____

Resource on which you are commenting:

_____ Book

_____ Audio-visual

_____ Magazine

_____ Content of library programme

_____ Newspaper

_____ Other

Title: _____

Author/Publisher or Producer/Date: _____

- a) What brought this resource to your attention?
- b) To what do you object? Please be as specific as possible.
- c) Have you read or listened to or viewed the entire content? If not, what parts?
- d) What do you feel the effect of the material might be?
- e) For what age group would you recommend this material?
- f) In its place, what material of equal or better quality would you recommend?
- g) What do you want the library to do with this material?
- h) Additional comments:

Decision of *Deputy Director Libraries*:

Name:

Signature

Date:

ANNEXURE B: CARING FOR VALUABLE AND FRAGILE LIBRARY RESOURCES:

Library resources are constantly subject to perils that may either damage or destroy the physical items. Ideally, valuable and fragile *library resources* should be stored in premises specifically built and equipped for effective storage. The *Municipality* LS should ensure that adequate steps are taken to ensure that the items in their custody are protected against the dangers discussed below.

i. Fire and water

These are among the most destructive dangers to *library items* and all possible precautions should be taken to protect valuable and fragile items. Fire prevention equipment should not contain water but non-flammable gas.

ii. Position of storage areas

The items should not be stored in areas near or alongside areas where flammable materials, like paint, petrol, etc. are stored as this could easily result in a fire breaking out.

iii. Construction of storage areas

As far as possible, the walls, floors and roof should be constructed of non-flammable materials, like brick and cement. The doors should be sturdy, made from steel and lock properly. The windows should be equipped with burglar proofing. Both the windows and doors should be constructed in such a manner that no unauthorised persons may gain access to the items to cause a fire. Electrical installations should be installed in such a way as to prevent electrical faults from causing a fire.

iv. Shelving and cabinets

These should be constructed from non-flammable materials to provide additional protection to the items.

v. Fire sources

Matches, smoking and inflammable materials should be prohibited in the storage areas. Oiled rags and wax used during cleaning can also lead to spontaneous combustion.

vi. Fire extinguishers

These should be easily available and in good working order. Water, dry powder or foam-based extinguishers should not be used as these will in any event damage the records. Carbon dioxide (CO₂) extinguishers should preferably be used as the gas will not destroy or damage the records. Fire-fighting apparatus should be inspected annually. If a fire should break out, it should be

extinguished as soon as possible. Staff should be adequately trained and aware of the dangers of CO₂ to humans.

vii. Water

Water on documents will result in the items becoming illegible. Every precaution should be taken to avoid items becoming wet. No water pipes should be in or near the storage areas as these may leak, burst or flood the area. Every possible precaution should be taken to prevent rainwater from entering the storage area. Leaking roofs and water pipes should be repaired timeously to prevent items from being damaged.

When items are damaged by water, efforts to dry them should be made quickly. The recommended procedure is to separate the documents carefully, place the documents between sheets of blotting paper and direct warm air over the documents by means of a fan or a hairdryer. Records should never be opened or placed in direct sunlight to dry.

viii. Pests

Pests such as fish moths, cockroaches, and termites, and rodents (such as rats and mice) can damage items.

Storage areas should be regularly examined by the staff responsible for such areas to check that none of these pests are found. Regular fumigation of storage premises should occur by utilising pesticides that will not damage the items.

ix. Extremes of temperature and humidity

These are gradual and unobserved dangers. In extremely damp and humid conditions, paper-based items become mildewed, while in extremely dry climatic conditions, paper becomes brittle and breaks easily. The best way of protecting items against these conditions is to ensure they are stored in premises that are not exposed to extremes of temperature and humidity.

In urban and industrial areas, care must be taken to guard against the effects of smog conditions, as the chemical constituents in the air are harmful to paper-based items.

However, care should also be taken to ensure that storage areas receive sufficient clean, fresh air to avoid items being infected by mildew.

x. Light

When items are exposed to light, their durability is severely affected. Paper-based items bleach and the writing fades. This is particularly where items are exposed to direct sunlight. However, even exposure to indirect sunlight and artificial light causes damage over time. In the storage areas, for those items consulted less frequently, all light sources should be limited. The electrical lights should be switched off when nobody is working in the storage areas.

xi. Dust

The storage areas should be cleaned and dusted regularly. Unbound documents should be kept in boxes and in cabinets in order to protect the records against dust.

xii. Handling

Constant handling results in items becoming damaged. Documents should be stored securely in file covers to provide protection from handling.

The file covers that a body considers using should be determined by the amount of physical wear and tear to which they will be subjected. The staff using the items trained to handle the items carefully in order to protect them from being unnecessarily damaged, and should wear cotton gloves to prevent traces of perspiration being transferred to the items.

xiii. Unauthorised removal

To prevent items from becoming damaged, removed or destroyed, the *Municipality* LS must ensure that measures are in place to prevent unauthorised persons from having access to storage areas during and after office hours. The control of keys to these areas should be assigned to a specific person who should ensure that access to these areas only occurs under supervision. Precautions should also be taken to burglar-proof all windows that are accessible from the street. Staff from other division/sections should not have free access to these items and storage areas.

ANNEXURE C: LIBRARY DONATIONS

Date: _____

Donor: Mr/Mrs/Miss
Mnr/Mev/Mej _____
Address _____
_____ _____
Post Code _____
Branch Library _____

Thank you for your donation of the following *library items*:

Category	Number	
AF	<input type="text"/>	<input type="text"/>
EF	<input type="text"/>	<input type="text"/>
NF	<input type="text"/>	<input type="text"/>
JAF	<input type="text"/>	<input type="text"/>
JEF	<input type="text"/>	<input type="text"/>
JNF	<input type="text"/>	<input type="text"/>
XHOSA	<input type="text"/>	<input type="text"/>
OTHER	<input type="text"/>	<input type="text"/>

Please note: The Library Service reserves the right to allocate the books to any or none of our branch libraries. Books unsuitable for library use will be given to the Friends of the Library to dispose of for library funds or donated to other institutions.

Signature: _____

On behalf of the Deputy Director: Libraries

ANNEXURE D: USE OF THE ELECTRONIC INFORMATION RESOURCE

The license should permit fair use of all information for educational, non-commercial and research purposes. The following considerations regarding fair use, *user* statistics and liability for unauthorised use should be addressed in any licencing agreement that a library, its governing institution, or its consortium signs:

- a) **Interlibrary loan (ILL):** Interlibrary loans should always be permitted. At a minimum, FAX or postal dispatch of photocopies of printed electronic articles should be allowed. Use of secure ILL software, such as comparable systems, for lending to other libraries should be allowed.
- b) **Pay-per-view:** Service to access articles which are not available in the library's print or online collections. It should be possible for the library to purchase the article and send it to the patron via email. Pay-per-view is not a replacement for ILL.
- c) **Viewing, downloading and printing:** Authorised *users* should be allowed to view and print copies and to download electronic copies of single articles from the electronic resource for private use, in line with "fair use" provision in the applicable governing copyright law.
- d) **Course packages:** Use of the information content from the electronic resources should be permitted with materials of an educational nature, as compiled for a restricted set of authorised *users*.
- e) **User statistics:** The information provider should provide statistics for each library's use directly to the library whether participating individually or as a member of a consortium. In the case of a consortium, aggregated statistics for the consortium should be delivered to the consortium's administration.
- f) **Liability for unauthorised use:** The license should reflect realistic expectations regarding the library's ability to monitor and trace unauthorised use.

ANNEXURE E: REPLACEMENT OF LOST OR DAMAGED ITEMS

Library code:		Date:	
DETAILS OF BORROWER			
Borrower Name:		Borrower Number:	
Signature:		Date:	
DETAILS OF LOST ITEM			
Title:		Item Number:	
Shelf Number:		Format/binging:	
Detail:			
DETAILS OF ITEM OFFERED AS REPLACEMENT			
Title:			
Binding/format/other details:			
ACCEPTANCE OF REPLACEMENT			
POSITION	NAME	SIGNATURE	DATE
Staff Number:			
Library in charge:			
Head Libraries: Branch Services:			
TECHNICAL SERVICES			
Library Informed:			
Item withdrawn:			

ANNEXURE F: DECLARATION FORM

**DECLARATION
VERKLARING
UBHENGESO**

I / Ek / Mna

of (address)
woonagtig te (adres)
odilesi

state that it is impossible for me to call at the library to register, and hereby authorise

verklaar hiermee dat dit vir my ontmoontlik is om persoonlik na die biblioteek te kom ten einde te registreer en verleen dus volmag aan

ndazisa ukuba andikwazi ukuza kubhalisa kweliziko logcinoncwadi ndaye ndigunyazisa

of (address)
woonagtig te (adres)
odilesi

to obtain a ticket for the purpose of borrowing books on my behalf.

om vir my die nodige kaartjie vir die uitleen van boeke te bekom.

ukuza kufumana itikiti lokuboleka incwadi endaweni yam.

I understand that any books taken out in my name are my sole responsibility and I undertake to pay all claims and dues connected therewith.

Ek aanvaar volle verantwoordelikheid vir enige boeke wat op my naam uitgeneem word en onderneem om alle gelde in verband daarmee te betaal.

Ndiyayiqonda into yokuba nayiphina incwadi ethathwe ngegama lam iyakuba ngumthwalo wam yaye ndiyakuhlawula onke amatyala adibene noko.

SIGNED:

HANDTEKENING:

SAYINA:

DATE:

DATUM:

UMHLA:

PEM 4653 (5/96)