

UMZIMVUBU LOCAL MUNICIPALITY



PUBLIC LIBRARY POLICY

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ACRONYMS AND ABRREVIATIONS

IDP	INTERGRATED DEVELOPMENT PLAN
LIS	LIBRARY AND INFORMATION SERVICE
ULM	UMZIMVUBU LOCAL MUNICIPALITY
THE MUNICIPALITY	THE UMZIMVUBU MUNICIPALITY
THE WHITE PAPER	THE WHITE PAPER ON ARTS, CULTURE AND HERITAGE (1996)

DEFINITIONS

“CONSTITUTION”	means the constitution of the republic of South Africa, (Act No. 108 of 1996)
“BUSINESS UNIT”	means the department responsible for the administration of the public library matters in the Municipality.
“LIBRARY”	means a building established by the Municipality, housing a collection of library material, organized and systematically arranged for access to information, and managed by library professionals.
“LIBRARY AUTHORITY”	means any legal entity that accepts responsibility for the control and conduct of a library. For the sake of this policy, this legal entity is the Umzimbubu Municipality.
“LIBRARY MATERIAL”	means any book, periodical, manuscript, chart, map, computer software, or any other material supplied by the library services for reference or loan.
“MFMA”	means the Municipality Finance Management Act, Act No.56 of 2003.

“PROVINCE”	means the Province of the Eastern Cape, established by Section 103(1) (a) of the Constitution.
“PFMA”	means the Public Finance Management Act No. 1 of 1999.
“REGULATION”	means a regulation made under National Councils for Libraries and Information Services Act No. 6 of 2003 of the Province of the Eastern Cape.
“USERS”	means an any and all member of the community or general public who enter library premises or who wish to make use of library facilities or resources within the Umzimvubu Municipality.

UMZIMVUBU LIBRARY POLICY

INTRODUCTION AND BACKGROUND

In the last few years the rapid development in information technology have revolutionised the way in which information is collected, displayed and accessed. The Public Library is facing the challenge of radical changes in all aspects of its organisation and service delivery. This challenge should be embraced as it gives the opportunity to provide information services for study, research and self-development further and with relatively minimal cost to the most remote areas of Umzimvubu.

There has been a long felt need for libraries in the jurisdiction of Umzimvubu, now the department of Sports, Recreation, Arts and Culture built two (2) Public Libraries for Mount Ayliff and Mount Frere towns, two (2) Modular Libraries (Dutyini and MaBhobho), and two (2) Container Libraries (Msukeni and Mpendla).

The policy touches upon all the functions of the public library and outline clearly all the steps that should be followed such as collection development, provision at reference and information services, circulation of material, information and communication technology with the emphasis on internet access, presenting of readership and life skills programmes, and marketing of services.

VISION

To provide in co-operation with the relevant governing bodies on local and provincial level, a dynamic library and information service that meets the educational, informational, cultural, economic, technological and recreational needs of the community at large. Each person must have free access to resources and facilities for information, life-long learning, culture and recreation. The service should be democratically developed and managed in co-operation and consultation with its users so that the collections and services are relevant to the needs and diversity of the users.

MISSION

To render a dynamic library and information service to the community in order to improve their quality of life.

DIRECT AND GUIDE ALL ACTIVITIES, BEHAVIOUR AND PERFORMANCE

The Library Management must direct and guide all activities, behaviour and performance in accordance with the vision, mission and principles of the Library together with the Municipality's vision, mission and priorities. It is the responsibility of the Library Management to see to it that the Library's vision, mission and principles

are re-examined on an ongoing basis with the involvement of the staff to ascertain that adjustments are made in accordance with new developments regarding the provision of library and information services.

GUIDING PRINCIPLES FOR PUBLIC LIBRARY AND INFORMATION

The following guiding principles apply to the provision of public library services in South Africa

- (1) Services must promote a culture of reading with the object of building a nation of life-long readers;
- (2) Services must be provided on the basis of equal access for all and without unfair discrimination as contemplated in section 9 of the Constitution;
- (3) Special measures must be taken to ensure equitable access to services, including measures to ensure access by people with disabilities and other categories of persons previously disadvantaged by unfair discrimination;
- (4) Services must be provided in a manner that is accessible by the public and that complies with the principles of public administration contemplated in section 195(1) of the Constitution;
- (5) Services must be provided in a manner that facilitates, promotes and develops the information literacy and electronic communication and technology skills of library users, particularly people with disabilities and young children;
- (6) Services must promote awareness of cultural heritage, appreciation of the arts, scientific achievements, innovation, inter-cultural dialogue, cultural diversity and community history; and
- (7) Services must promote and advance South African publishing and writing.

DEFINITION AND PURPOSE OF THE PUBLIC LIBRARY

A public library is a library set up by government authorities, at local, provincial or national level, to serve a geographic area or community. The Public Library Manifesto (1995) states that in principle the public library shall be free of charge. It also suggests that public library services must be adapted to the different needs of rural and urban areas and that the public library network must be designed in relation to other kinds of libraries, including those in schools, colleges and universities.

The International Federation of Library Associations and Institutions (IFLA) define a public library as follows:

“A public library is an organization established, supported and funded by the community, either through local, regional or national government or through some other form of community organization. It provides access to knowledge, information and works of the imagination through a range of resources and services and is equally available to all members of the community regardless of race, nationality,

age, gender, religion, language, disability, economic and employment status and educational attainment.”

The term “public library” is used as a generic term in this manual as it is the term that is widely understood to denote a library for the public funded by public money. As indicated in the introduction above this term is used internationally, also by organisations with high esteem such as the International Federation of Library and Information Associations (IFLA).

The primary purpose of a public library is to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

HISTORICAL CONTEXT, PUBLIC LIBRARY MANIFESTO, LEGISLATION, VISION, MISSION & PRINCIPLES

HISTORICAL CONTEXT AND REDRESS OF PAST IMBALANCES

Prior to the transition to democracy, South African public libraries were divided on a racial basis. According to the Library and Information Services Transformation Charter, commissioned by the national Department of Arts and Culture, the consequences of South Africa’s history of legislated racial discrimination on library and information services were that public libraries “...served the informational and leisure reading habits of a privileged, predominantly white middle class. The design of library buildings was based on the assumption that books would be borrowed for reading at home where there was space, comfort and sufficient light. There are many other resources and services delivery disparities in the sad legacy”.

After the municipal elections in December 1999, the new demarcation of municipalities resulted in the enlargement of municipalities all over South Africa to include vast rural and semi-urban areas govern by tribal authorities used an influx of poor people from remote, underdeveloped areas in *inter alia* the Eastern Cape. The communities in these areas or compounds can be described as disadvantaged, due to unemployment, low-income levels and inaccessibility. Literacy levels are low and no reading culture exists, while high rates of social and health problems (including high rates of HIV/AIDS) occur, partly due to lack of access to education and information. The establishment of a reading culture, improvement of literacy levels and the free and open access to community and survival information in these areas will improve the quality of lives of these communities.

UMZIMVUBU LIBRARY MANAGEMENT

The Library Management is responsible –

- (1) To promote public library and information services to key stakeholders to ensure that they are aware of the importance of public libraries and to attract adequate funding for their maintenance and development;
- (2) To ensure that the governing bodies (Municipal and provincial) are informed of new developments that may impact on library services;
- (3) To motivate the library staff in order to enable the library service to meet the library and information needs of the community; and
- (4) To manage the development of physical facilities and ensuring that the most effective use is made of resources, including information technology to enable the Library and Information Service to meet the library and information needs of the community.

MAINTAINING EFFECTIVE RELATIONSHIPS WITH GOVERNMENT AND FUNDING BODIES

- 1) The Library Management should establish and maintain a close and positive relationship with the bodies that govern the library and information service, namely the Provincial Library Service.
- 2) There should be regular formal and informal contacts between the Library Manager and the governing bodies to keep them well informed about the library service as well as current and future developments.
- 3) To enable the Library to achieve its marketing strategy, a coherent marketing and promotion plan should be developed based on the agreed policy. It should *inter alia* include the following elements –
 - “ Displays and exhibits;
 - “ Regular publications, resource lists and pamphlets;
 - “ Reading and literacy campaigns;
 - “ Book fairs;
 - “ Library website/Face book Page;
 - “ Friends of the library group;
 - “ Annual South African Library Week and Day of the book celebrations
 - “ Fund-raising activities and campaigns;
 - Public speaking activities and liaison with community groups; and special library publications, e.g. history of the library, history of the community.
- 4) The Library Management should carry out a regular evaluation of its marketing and promotion programme and ensure that the results of the evaluation are taken into consideration when planning future programmes.

OBJECTIVES OF THE PUBLIC LIBRARY

The following key objectives which relate to information, literacy, education and culture should be at the core of public library services:

1. Creating and strengthening reading habits in children at an early age.
2. Supporting both individual and self-conducted education as well as formal education at all levels.
3. Providing opportunities for personal creative development.
4. Stimulating the imagination and creativity of children and young people.
5. Promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations; providing access to cultural expressions of all performing arts.
6. Fostering inter-cultural dialogue and favouring cultural diversity;
7. Supporting the oral tradition.
8. Ensuring access for citizens to all sorts of community information.
9. Providing adequate information services to local enterprises, associations and interest groups.
10. Facilitating the development of information and computer literacy skills.
11. Supporting and participating in literacy activities and programmes for all age groups, and initiating such activities if necessary.

LIBRARY ACCESS

Umzimvubu Public Library shall in principle be free of charge.

PROVISION OF PUBLIC LIBRARY AND INFORMATION SERVICES IN TERMS OF LEGISLATION

The library and information services mandate post 1994

The provision of a public/community library service was before 1994 a concurrent local and provincial government function in terms of legislation. There was a change in 1996, when the library function was included in Schedule 5(A) of the Constitution of the Republic of South Africa (Act No 108 of 1996) as an exclusive provincial competence. This means that the provincial library services are still responsible for creating the legislative framework for the provision of public/Community library services, but their responsibility in terms of the other functions they previously rendered is not spelt out.

Furthermore, there is no national legislation assigning responsibility for delivery of the function, as the Municipal Structures Act does not include public/community libraries as one of the functions of local government. While the Constitution made libraries, other than national libraries, an exclusive provincial legislative competence, it did not address the manner in which the existing relationship between provinces and local government would be regulated and how existing infrastructure, staff and

other library assets, which in the main were under municipal control, would be dealt with.

This has resulted in confusion between the spheres of government regarding responsibility for libraries. Many municipalities have continued to provide library services but have increasingly requested that funds be made available by the Province to enable local government to continue performing the function. The constitution does make provision both for assigning functions to local government, and for empowering local government to carry out those functions, in various clauses. As an interim measurement old ordinances mandate the Provincial Governments and municipalities to provide library services.

Affiliation Agreements has been drafted to be concluded with municipalities in terms of these old Ordinances and not in terms of the Municipal Structures Act, 1998 (No117 of 1998) as it does not include the provision of public library services as one of the functions of local government. In the Affiliation Agreements provision is made for the following:

- (1) Assistance: The Provincial Government will provide free of charge library material and personnel.
- (2) Ownership of library material: The "...library material will at all times remain the sole and exclusive property of (the) Provincial Government'. Any material should on request be returned immediately to the Provincial Government.
- (3) Maintenance of library material: the Municipality reimbursing for any damage or loss to library material.
- (4) Accommodation: Adequate safeguarding and security measures should be implemented by the Municipality to ensure the effective protection of the material provided by the provincial Government.
- (5) Library Hours: The library hours should be determined by the Provincial Director in consultation with the Local Municipality and should be in line with existing legislation and conditions of service.
- (6) Staff: The number of staff members and qualifications of the staff will also be determined by the Provincial Director in consultation with the Local Municipality.
- (7) Access to library: Everyone should have free access to libraries, but should be subject to conditions outlined in legislation.
- (8) User's and service fees: Fees may be charged for different type of services, but should not exceed the annual running costs of the library (amortisation on capital expenditure excluded). Deposits can also be charged for people who do not reside or work in the area of jurisdiction of the Local Municipality.
- (9) Reports by Local Municipality to Provincial Government: Reports on the daily activities of the library should be submitted to the Provincial Government and the format as well as the frequency will be determined by the Provincial Director.
- (10) Financial statements and records: The Provincial Director "...will have the right to issue instructions to the Local Municipality regarding the management and control of the books" and records of the income and expenditure of its libraries.

(11) Right of inspection by Provincial Government: Officials of the provincial Government will have the rights to inspect at any time "...any library premises and all loan records, financial statements and all other books and records in connection with the conduct of any library as well as all library material".

(12) The remaining clauses make provision for the duration of the agreement, breach of any provision of the agreement, latitude, domicile and signatures.

LIBRARY LEGISLATION AND RULES

Library services are rendered according to the following legislation and rules in South

Africa:

(1) In the By-laws provision is made for the following:

- " Use of the library
- " Conditions of membership
- " Loan and return of library material
- " Reservation of library material
- " Overdue library material
- " Handling of library material
- " Payment for lost or damaged library materials
- " Exposure of library material to contagious diseases
- " Use of group activities hall
- " Posting of By-laws in the library
- " Library hours
- " Offences
- " Penalties

(2) In the Standard Library By-laws provision is made for the adoption of Library Rules.

The following Library Rules are normally drafted by public libraries and will receive more attention further on in this manual:

- " Library: Conditions for membership
- " Library: Determination of charges
- " Rules for the use of Library Auditoriums, Activity Rooms, Discussion Rooms and Computer Rooms

Other legislation concerning the provision of library and information services

The Library Management should be aware of all legislation affecting the operation of the Library and Information Service and should have knowledge of the contents of each Act such as –

(1) Different Acts regarding library and information services such as the Legal Deposit Libraries Act, 1997, the South African Library for the Blind Act, 1998, the National Library's Act, 1998 and the National Council for Library and Information Services Act, 2001 also exist and the Library Management must be aware of the contents of these laws in order to ensure that library and information services of the Local Municipality are rendered in accordance with these legislation.

(2) Copyright legislation is of particular importance to public libraries and the Library Management should put control measures in place to ensure that this legislation is not violated, especially with regard to photocopying and electronic media such as CD's. Due to new technological developments, copyright legislation is constantly subject to amendments and review and therefore the Library Management should keep up-to-date with new amendments and should ensure that every staff member is informed of these changes affecting library and information services.

(3) The public library is also subject to a range of legislation regarding Local Authorities which include legislation on financial management, health and safety, staff conditions, etc. The legislation can be outlined as follows:

- Constitution of the RSA, 108 of 1996
- Municipal Structures Act, 1998
- Municipal Demarcation Act, 1998
- Municipal Systems Act 2000
- Municipal Financial Management Act 2000
- Basic Conditions of Employment Act, 75 of 1997
- White Paper on Local Government, March 1998
- Employment Equity Act, 55 of 1998
- Skills Development Act, 97 of 1998
- Skills Development Levies Act, 9 of 1999
- Promotion of Equality and Prevention of unfair discrimination Bill, 57 of 1999
- Occupational Health and Safety Act, 85 of 1993
- South African Qualifications Authority Act, 58 of 1995 (this lays the foundation for the national Qualifications Framework (NQF))
- Labour Relations Act, 65 of 1995
- Preferential Procurement Policy Framework Act, 2000
- Broad-Based Black Economic Empowerment Act, 2003

(3) With reference to personnel matters, the Library Management should execute the Standard Personnel Instructions of the Local Municipality and should also be aware of the contents of the Conditions of Employment Agreement that is from time to time published in the Government Gazette in terms of section 48(1)(a) of the Labour Relations Act, 1956.

ISSUING BORROWERS BOOK POCKETS

A registered library member gets borrowers book pockets to enable him to take out library material on loan, and it's renewed after 2 years.

STEPS TO BE CONSIDERED BEFORE ISSUING BOOK POCKETS

- Verify member details

Book pockets be issued only after the postal address and credentials of the borrower have been checked by mailing an acknowledgement card to the borrower inviting him to come to the library with his ID book and this card to collect his book pockets. This is done for possible future mailing of overdue reminders or tracing loses. It is also done to protect all the resources the library has for the users.

- User education

The basic philosophy and rules of the library need to be emphasized to first time library users;

- Library material is loaned for 14 days which is stamped on the date slip/sheet.
- If they do not return it on or before that date they will be fined 50 cents per item per day.
- Renewals can be done by visiting the library for re-stamping or by making a phone call.
- All the library material in the library is for the benefit of the whole community.
- Users can come to the library as often as they want and change their books.
- Users must look after their book pockets and do not lend them to anyone. If they lose them they have to pay R1 for each card to replace them. They must provide proof of identification before duplicate pockets are issued.
- If they lose a book they will have to pay the full cost.
- Users must look after the books/library material; if it's damaged they have to pay costs.

ISSUING OF LIBRARY MATERIALS TO MEMBERS

The number of items that a person may borrow is determined by the number of borrower's pockets issued to them by the library. Only one item may be issued per borrower's pocket. On no account should any item be issued to a borrower without a valid member's book pocket being presented.

LOAN PERIODS

General books

- Books are normally loaned to a member for a period of fourteen days, calculated from the day the loan is made. If the library will be closed on the due date, the issue stamp should be adjusted to the next open day.

Audio-visual material

- Loan period for popular videos should be no longer than 3 days.
- Instructional videos for learning purposes or videos used on a course may be given a longer loan period.
- Music cassettes, CD's and Talking Books should be loaned for 14 days.

Reference books

- Reference books must be available to all members during library hours.
- Reference books are usually very expensive and contain information that is constantly needed.
- At the Librarian's discretion Reference books can be lent exceptionally to well-known and reliable members overnight or over weekends.
- It must be emphasized to the borrower that the book/s must be returned as soon as the library opens on the next day or Monday morning in the case of a weekend loan.
- The loaning of any volume from a set of encyclopedia is prohibited.

Popular books and books in high demand

- Books that are being used for a school project by many children and textbooks should be restricted to 1 week loan with no renewals or be placed on "reserve" for any period of time and not be allowed on issue at all.

Magazines

- The latest (current) issue of a magazine should not be allowed out on loan.
- Other issues can be loaned for a 2 week period.

Last two issues of weekly and bi-monthly magazines should not be lent to users

EXTENSION OF LOAN PERIODS OR RENEWALS

- Members can be allowed to renew the loan period when no one else has requested the book.

- The member should bring the book if possible, to the library so that it can be re-issued or re-stamped.
- Renewals can also be done telephonically. Let the borrower know the new due date.
- Only 2 renewals are allowed on any item and it must be available on the shelves for another 2 weeks before the same borrower may loan it again.
- Only 1 telephonic renewal may be allowed and thereafter the book must be seen and stamped before renewing it a second time.

RESERVING ITEMS ON ISSUE

- Any book for which there may be considerable demand may be reserved for one or a number of borrowers.
- No renewals must be allowed on these items.
- No reservation fee should be charged for Provincial Library stock.

HOW TO DEAL WITH DEFAULTERS

PROCEDURE FOR OVERDUE ITEMS

- Send a reminder, 14 days after the due date to the defaulter.
- If the items have not been returned within 10 days of this reminder a second reminder must be sent with "SECOND REMINDER" written clearly on the top.
- If after a further 10 days the items have still not been returned by the defaulter a FINAL WARNING, must be sent.
- If this final warning fails then try telephoning the defaulter and any of the references given.
- If the defaulter is a school child try asking for assistance from the school teachers, a list of children with outstanding books could be given to the school for their help in recovering the items.
- If all efforts to recover library material from the defaulter fail, the library will send the defaulter's list to the Local Municipality, Finance Section, to handle the matter like any other Municipal Debtors. For example, a letter from the local municipality may be sent to defaulters asserting that legal action may be taken to recover the outstanding materials/items.

FINES FOR OVERDUE MATERIAL

- Library services are free therefore the imposition of fines for overdue items is only a disciplinary measure, it should not be regarded as a source of income.
- Overdue fines which will be charged for different items should be clearly displayed in the library.

- Monies charged for overdue items should be receipted. Each receipt should have a serial number for audit purposes.
- Fine money remains the property of the library and must be credited to the library budget for the benefit of the library members e.g. purchasing requirements for children's activities.
- The fine is 50 cents per item per day for overdue book material and R1 per item per day for audio material.

DEFIANCE

Anyone who does not respect library rules will be dealt with accordingly;

- If a user does not return library material as per due date and apologizes for such behavior stating that he/she does not have money, we accept apology if it is the first offence. We give him/her warning not to repeat the offence.
- When a user does the same offence again, does not want to pay the fine but we know that the user has money/is working then that becomes a problem – we may keep the user's cards until he/she settles the fine. If he defies us then we take out his/her borrowing rights, he/she only uses the facility but cannot borrow any material from the library.

PAYMENT FOR LOSSES AND DAMAGES TO LIBRARY MATERIAL

- When a user informs the librarian that he has lost a library item, find the borrowers pocket containing the issue card of the appropriate item.
- Make sure that the book/ item is not on the shelf.
- Obtain the full purchase price as indicated on the BIC.
- A receipt stating the barcode number, bib. Number, author, and title of the must be issued to the borrower.
- Deposit the payment to the local municipality but keep the BIC in the library.

PROCEDURE FOR DEALING WITH DAMAGED ITEMS

When library material has been damaged other than by fair wear and tear it should be treated as follows:

- If the damage is slight or repairable and the item can be placed back in circulation the user must be cautioned. A note of the damage must be made in the book or item on the date sheet.
- If the damage is such that the item cannot be repaired or replaced back in circulation the user must pay full cost of the item as indicated in the BIC. Once the full cost has been paid the user may keep the item. Follow the same procedure as with lost items.

PAYMENT OF MONIES TO LIBRARY SERVICE FOR LOSSES AND DAMAGES TO DEPOT STOCK

The Local Municipality must pay the Provincial Library Service on a regular basis for losses and damages to items whilst on issues to their library. All other losses and damages should be paid and the following should be brought:

- All BIC's for items lost and paid for by the members.
- All BIC's for items lost by defaulters.
- A record of monies collected for specific damages to library material.
- Cheques must be made payable to Library services of Eastern Cape.
- If a lost item that has been paid for is recovered, the patron must be refunded.
- Any refund due to any library member must be arranged directly by the Municipality.

MAGAZINES

This type of regularly published literature is also referred to as Serials, Periodicals or Journals.

DISPLAYING MAGAZINES

- A specially designed unit is used for displaying magazines.
- Magazines must be kept neatly
- The current issue should be kept on top and be weeded from time to time.
- Weeded issues can be donated to schools, hospitals, prisons, churches, crèches or similar institutions after 6months having been purchased.

LIBRARY HOURS

Service hours should be clearly displayed at the entrance to the library. If the library Has to be closed for any reason / a notice to this effect must be prominently displayed at least 2weeks before the closure. Staff comes in @ 8h00am then the doors for the public opens @9h00am,then library closes @ 4.30pm.

LIBRARIANS INTEREST GROUP FORUMS

- The purpose of these meetings is for staff to share ideas, discuss problems and be informed on various developments within the department.
- Invitations are sent to libraries by the department and it is very important for the staff to attend these meetings.
- The Local Municipality must provide transport to this effect.

LIASA (LIBRARY AND INFORMATION ASSOCIATION OF SA) ANNUAL CONFERENCE

- Invitations are sent to affiliate Librarians, the conference is held for a week in different provinces.
- Invitations are sent to individuals via liasaonline for those that are Liasa members.

GROUP ACTIVITIES ROOM

- No charges may be levied for the use of a group activities room that has been built with subsidy funding from the ECPLS, except in the case of individuals or organizations deriving income from the use of the facility.
- In all cases however a refundable deposit may be levied to cover breakages and loss of keys.
- This levy should be kept to a minimum, and be realistic. It must not be used as a deterrent to prevent people and organizations from using the facility.
- Political and religious organizations may use this facility with a clear understanding within the community that is available to all political parties or organizations and religious groups without prejudice or bias.
- Library staff should administer and control the use of the facility but the Security Guards may open and lock the facility after normal library hours.

DAILY COMPUTER/ INTERNET USAGE

- Community members can use computers for free at any time of the library hours.
- They need to submit library card, ID, Student card and fill in the register.
- They are given 45 minutes per day per patron.

PRINTING COSTS

- Color printing costs R 2.00 per page
- Black and white costs R1.00 per page

INTERNET USE GUIDELINESS

- 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 (e-mail) as long as they use a free e-mail service that establishes and maintains an account for them; the library is unable to manage e-mail accounts for any organizations or individuals.
- c) Internet use is offered 45 minute sessions on a first come, first served basis; each user is allowed one session per day.
- 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 shall not create and /or distribute computer viruses over the Internet.
- g) Users shall not deliberately or willfully cause damage to computer equipment, programmes, or parameters.
- h) Internet computers are assets belonging to the Municipality

SCANNER

- Any community member can be assisted on scanning their documents and we don't charge them for scanning.
- We do not scan more than 15 pages/ a booklet only from 15 pages downwards.

PHOTOCOPYING MACHINE

PHOTOCOPYING COST

- A4 black and white costs R 1.00 per page
- A3 black and white costs R 2.00 per page
- A4 color costs R2.00 per page
- A3 color costs R 5.00 per page

CODE OF CONDUCT

“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. Thus, in particular, this policy stipulates as follows:

- a) The library intends to provide the highest level of service to all library users through appropriate and organized resources, equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- b) The library upholds the principles of intellectual freedom and shall resist efforts to censor library resources.
- c) The library shall protect 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.
- d) The library recognizes and respects intellectual property rights.
- e) The library staff will treat co-workers and colleagues with respect, fairness and good faith, and the institution will advocate conditions of employment that safeguard the rights and welfare of all its employees.
- f) The library shall not advance private interest at the expense of library users, colleagues, or employing institutions.
- g) The library distinguishes between personal convictions and professional duties and shall not allow personal beliefs to interfere with fair representation of the aims of the institution or the provision of access to information resources.

COMMENCEMENT OF THIS POLICY

- This policy will come into effect on the date of adoption by Council.

INTERPRETATION OF THIS POLICY

- All words contained in this policy shall have an ordinary meaning attached thereto, unless the definition or context indicates otherwise.
- Any dispute on interpretation of this policy shall be declared in writing by any party concerned.
- The Municipal Manager shall give a final interpretation of this policy in case of a written dispute.
- If the party concerned is not satisfied with the interpretation, a dispute may then be pursued with the South African Local Government Bargaining Council/ or Arbitration

PERMANENT/TEMPORARY WAIVER OR SUSPENSION OF THIS POLICY

- This policy may be partly or wholly waived or suspended by the Municipal Council on a temporary or permanent basis after consultation with Management and Trade Unions.
- Notwithstanding with the above bullet the Municipal Manager may under circumstances of emergency temporarily waive or suspend this policy subject to reporting of such waiver or suspension to Council and Trade Unions.

AMENDMENT AND/OR ABOLITION OF THIS POLICY

- This policy may be amended or repealed by the Council after consultation with Management and Trade Unions.

