MANDENI MUNICIPALITY

LIBRARY DRAFT POLICY AND GUIDELINES

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POLICY DOCUMENT FOR MANDENI MUNICIPALITY LIBRARIES

1 Definition of Key terms

Constitution – means the Constitution of the Republic of South Africa, 1996 (Act No .108 of 1996)

Library – as a building established by the Provincial Government and Municipality to render information service to the community by keeping books and other resources for the benefit of the community

Audio visual- refers to non book material that keep information it can be in a form of music, film and entertainment, its mostly found in books videos, cassettes and dvd's

Block loan- means a large quantity of library items regarded as a unit loaned to a library;

Copyright - means the exclusive legal right, given to the originator or their assignee for a fixed number of years.

Library material- means any book, periodical, manuscript, chart, map video cassette, slide, filmstrip, audio cassette, compact disc, computer software, or any other material supplied by the library services for reference or loan

Province- means the Provincial Government established by Section 103 (1) (a) of the Constitution

Library Users or Patrons- 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 Mandeni Municipality

Information Communication Technology- refers to technological tools that used in the Library for accessing and disseminating information such as computers, internet, and wifi connection.

Gaming @ your Library – refers to games offered by the Libraries in a form of play stations, video games, and other technogical games.

1.1.2 EXECUTIVE SUMMARY OR BACKROUND

The South African Public Library Services Bill Section 9 outlines the functions of municipality as follows;

a. "A Municipality must take all reasonable steps to provide a public library and information services in accordance with any assignment contemplated in section 126 or 156 (1) (b) of the Constitution

b. Provide public library and information services that comply with the minimum national norms and standards contemplated in this Act

c. Regularly report and provide information to the province on matters relating to public library and information services

d. Prepare and implement relevant plans and budgets for public library and information services;

e. Execute its functions in accordance with the national norms and standards for public library and information services

f. Ensure sustainable public library and information services through effective and efficient management and adherence to the national minimum norms and standards contemplated under this Act.

In terms of the South African Public Library Services Bill, Municipality have an important role to play in ensuring that Library Services are established in the Municipal Area of Jurisdiction. Mandeni Municipality Libraries Policy document will serve as a guide in the administration and management of the Libraries. The Policy will further ensure that Libraries render excellent and efficient services to the community of Mandeni Municipality.

Section 29 (1) of the Constitution of the Republic of South Africa, Act No 108 of 1996 underscores the right to education and information which include adult basic education and further education which the state, through reasonable measures must progressively make available and accessible. In adhering to this provision of the Constitution Mandeni Municipality Libraries will ensure that information resources and other Library resources are readily and, easily accessible to the Community. In line with the constitutional mandate Mandeni Municipality Libraries has developed a policy framework which serves as guidelines for day to day operations.

Libraries forms integral part of the society through the provision of survival information, recreational resources, and education materials. Libraries provide services equally to the Community and does not discriminate according to race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, language and birth. Section 9 of the Bill of Rights of the Constitution of the Republic of

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South Africa states that everyone is equal before the law and has the right to equal protection and benefit of the law. Mandeni Library Policy Framework will take into account the Provincial Library Policy, Norms and Standards, and National Library Policy which are yet to be formed. In addition the South African Public Library and Information Services Bill which will be signed by the State President of the Republic of South Africa and becomes an Act of Parliament.

The Library Policy Framework will ensure that Libraries are vibrant innovative, responsive to the needs of the entire Community of Mandeni Municipality and contribute towards building a democratic and prosperous society. Building a people centred libraries calls for an integrated approach where all stakeholders and other agencies work closely with the Libraries. There are currently 3 Libraries in Mandeni Municipality namely Mandeni, Sundumbili and Ndulinde Library. In addressing the backlongs that is associated with poor access to Libraries and Information Services, more Libraries, and Mobile Libraries will need to constructed in rural areas

Information and Communication Technology (ICT) has become the fundamental tools that are applicable in Contemporary Society.   The World Wide Web has made information and communication to be easy, communities and mostly Young People are active users of the Internet and Social Networks.   Mandeni Library Policy will need to take into account new technologies as a means of information dissemination and sharing, whilst balancing traditional means of storing and sharing information. The Policy document will ensure that Libraries are information and knowledge centres that seeks to promote Lifelong learning and innovation.

1.1.3 Public Libraries and Information Services Principles and Objectives

The South African Public Library and Information Services Bill articulates the following Principles;

    a. Services must encourage a culture of reading and to create a nation of readers
    b. Services must be provided on the basis of equal access for everyone
    c. Special measures must be taken to ensure equitable access to services, including measures to facilitate, promote and ensure access by people with disabilities and other categories of persons disadvantaged by unfair discrimination;
    d. Services must be provided in a manner that is user friendly, accessible to the public and that comply with basic values and principles governing public administration contemplated in section 195 (1) of the Constitution;

e. Services must be provided in a manner that facilitates , promotes and develop information literacy and electronic communication and technology skills of Library users, particularly people with disabilities and young children;

f. Services must promote awareness of South African identiy, South African emblems, cultural heritage appreciation of the arts, scientific achievements, innovation, inter-cultural dialogue, cultural diversity and community history and;

g. Services must promote and advance South African publishing and writing.

1.1.4 The South African Library and Information Services Bills main Objective is to

a. Provide essential national minimum norms and standards for the rendering of public library and information services;

b. Promote public access to public library and information services

c. Provide for the determination of national policy and principles for library and information services

d. Promote transformation in the provision of public library and information services

e. Promote transformation in the provision of public library and information services

f. Encourage a culture of reading to create a nation of readers

1.1.5 The Library and Information Services Transformation Charter

A number of Sectors in South Africa has adopted Transformation Charter's in order to keep abreast with contemporary public policy trends and challenges. The Library and Information Services Sector in response to contemporary public policy trends has drafted its Library and Information Services Charter which is awaiting to be adopted. The Library and Information Services Transformation Charter is guided by certain fundamental principles enriched in the South African Constitution. The most crucial as stated in the Charter are redress and equity, and transformation would allow Library and Information Sector to fulfil its social mission in the following ways;

- Knowledge societies are learning societies. They rely on the documenting, preserving, communication and sharing of information.

- Access to information is a human right. The role of LIS in the free flow of information and exchange of ideas necessary for debate and research in a democracy has to be affirmed.

- Most South African are shut out from the benefits of the knowledge or information society. For example only 10% of South Africans are users of the Internet, compared

with over 70% of the citizens of the knowledge societies of Northern Europe. Librarian's expertise in the world of information, together with their information literacy and literacy programmes, develop the information skills needed to exploit technologies in people everyday lives.

- The model of Library and Information Services presented in the Charter is developmental in keeping with the socio economic context and UNESCO's Millennium Development Goals. Library and Information Services play a role in government development programmes.

1.1.6 Transformed Library and Information Services Sector Vision

The Charter presents a vision of a transformed Library and Information Services which will have following indicators;

- Library and Information Services are within reach of all South Africans. Access is Free
- More than 50% of South Africans are regular visitors and members. Library and Information Services are seen as places for everyone, catering for the marginalized such as people with disability, rural citizens , the jobless and the incarcerated
- Library and Information Services are guided by norms and standards. The norms and standards provide for the needs of people with disability.
- There is an integrated funding model which ensures sustainable growth of sector
- Library and Information Services Staff are committed professionals and are respected as such by their parent institutions, government bodies and user communities. They are engaged in continuous professional education and development. They have codes of ethics and are held accountable.

1.1.7 Values

The Policy document is based on the following values
i. Good governance, promote accessibility, provision of equal services to all citizens without prejudice, and promotion of cultural diversity, fostering a lifelong reading culture, and community participation in library activities.

1.1.8 Relevant Legislation and applicable Policies

- **The Constitution (Act No. 108 of 1996)** clarifies the Legal mandate of the Libraries, that Provincial Government has a legal obligation over them.

- **The South African Public Library and Information Services Bill** – provide for measures to redress the inequality for the provision of public library and information services and resources; to provide guidelines for the Minister to determine national norms and standards in order to maintain consistency for the delivery of public library and information services by providing free membership to public library and information services.
- **The Library and Information Services (LIS)Transformation Charter July 2009, 6th Draft**- emphasizing the importance of the Library and Information Services Sector as an integral part of reconstruction and sustainable development
- **Local Government : Municipal Systems Act No 32 of 2000 and Regulations-** To provide for the core principles, mechanisms and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of local communities, and ensure universal access to essential services that are affordable
- **The Copyright Act (Act No 98 of 1978, amended 2013) –**protects all literary, musical and artistic works, whether in written, printed or digital form
- **The National Education Policy Act (Act No. 27 of 1996)** enables the development of national policies that will contribute towards quality education, including founding school libraries, standards for these libraries are the responsibility of provincial education department, so coordination between national and provincial education departments is imperatives
- **South African Schools Act of 84 of 1996-** To provide a uniform system for the organization, governance and funding of schools
- **The Films and Publication Act (Act No. 65 of 1996)**- regulates the distribution of certain publications, and the exhibition and distribution of certain films. It also provides for the establishment of film and publication Board and a Film and Publication Review Board
- **The South African Library for the Blind Act (No 91 of 1998)**, the first of its kind in the country, provides separate legislation for Library and Information Services to blind and print-handicapped people in South Africa through the Library for the Blind in Grahams town Eastern Cape Province
- **The National Library of South Africa Act (Act No. 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. The Act facilitates a common platform for information technology.
- **The Promotion of Access to Information Act (Act No. 2 of 2000**)- aims to foster a culture of transparency and accountability in public and private bodies through citizens right to access to information.
- **The National Council for Libraries and Information Services Act (Act no 6 of 2001)**- provides for a council to advise the Minister of Arts and Culture. The Council

interacts with all Library and Information Services role players (at local, provincial or national level) and most importantly advises on policy as well as operation matters across the entire system.

1.1.9 Mandeni Libraries Policy Objectives

The main objectives of the Library Services Policy are to ensure that Library Services are easily accessible to the Library users in various ways and forms. Libraries will ensure that the following items are easily accessible

a. Books, talking books, Fiction, non-fiction books, and tertiary textbooks
b. Audi visuals, and other Library materials for use in the Libraries
c. General community information service and newspapers
d. Services in support of literacy
e. Research and development
f. Guidance and Assistance for users
g. Sponsorship and implementation of programmes, exhibits displays and book lists which will appeal to children and adults
h. Cooperation with other community agencies and organizations
i. Ensure that Library staff members goes extra miles in finding necessary information for Library users through interlibrary loans and other resource sharing methods
j. Develop and provide services to users with special needs
k. Maintain a balance in services to various age groups
l. Working closely with other Learning and Training Institution such as School, and Tertiary Institutions, and not necessarily performing their functions
m. Ensure that Library opening hours meet the needs of the community including weekend hours

2 Library Users and the Registration of Members

Libraries are information resources and knowledge centres, anyone can use the Library and register to be a member for personal growth and for recreational purposes.   Library users are those who come and make use of the Library and its services without borrowing any library materials. Library members have Library cards and can be able to borrow Library materials and make use of other Services.

2.1 How to join as a Library Member

Joining as a Library member entitles an individual to enjoy making use of the Library Books and other Library materials for a longer period. Books and other Library materials are borrowed for a longer period which enables Library members to read books at home and at their own pace. Students writing assignments and learners writing school projects can borrow library books and use at home. Joining as a Library Member is free of charge, no charges will be imposed on members wishing to join Anyone joining as a Library member must produce an identity document, temporary identity document, birth certificate as well as a proof of resident or proof of postal address with his or her name. In case of children under the age of 18yrs must produce identity document of a parent or guardian.

2.1.1 Types of Library Members

Library Members are categorized as follows: Adult members, Young Adult, Juveniles, Visitor members, Pensioners

2.1.2 Library Membership

Adult members- are those members who are above the age of 21 years, and can register to be the Library member without the consent of the parent or guardian. Tertiary students can also be classified as adult members even though, they have not reached the age of 21 yrs. Adult members are entitled to borrow 4 books, 2 cd's 2 magazines,1 video cassette.

Active members- are those members who borrow books on a regular basis and are active readers. These members can borrow more than 4 books up to the maximum of 8 books, 2 cd's, video cassette, 1dvd.

Pensioners- are members who have retired from the active employment service. These members can borrow more than 4 books up to the maximum of 8 books, 2 cd's, video cassettes, and 1 DVD.

Young Adult members- are those members between the ages of 14 to 18yrs; these members can register to be the Library members however they will need consent of a parent or guardian. They are entitled to borrow 4 books only.

Juvenile members- are those members from the age of 1 to 13 yrs.; these members can register to be the Library members however they will need consent of a parent or guardian. These members can borrow 2 borrow 2 books.

Visitor members

Temporary visitors- may become members of the library after payment of a deposit of an amount of R300.00. The deposit paid by the visitor shall be refunded to the visitor when the borrowed library material is returned undamaged and after all the outstanding fine has been paid by the visitor. The Library staff will ensure that visitors fill in their temporary and permanent addresses.

2.1.3 Application procedure and verification of members' details

In order for community members or Library users to be registered as Library members, an application form will be made available to the community members interested to join as members. No fee will be charged to members when registering to be Library users, with the exception of visitors' members who will be required to pay the refundable deposit.

2.1.4 Verification procedure

The applicant will be required to fill in home address, telephone numbers, work address, work telephone as well as the two contact numbers for the referee', including postal and street address. Before a library card is issued Library staff will phone the referees of the applicants to ascertain that the applicant is known by the referees. Once the verification has been completed, the Library staff will then load an applicant on the Library System. Once an applicant has been loaded on the Library System a Library card can then be issued to the applicant.

2.1.5 User Education or Library orientation

After the membership card has been issued to new members using the Library for the first time, a brief Library orientation or user education can then be conducted. These also apply to schools visiting the Library for the first time who will receive a brief orientation or user education. The following will be clarified during library orientation and user education;
- Library material allowed to be borrowed for a specific loan period which is stamped on the date sheet
- If they do not bring back on or before that date they will be fined (specify the fine)
- Explain how they can renew a book (by visiting for re-stamping or making a phone call
- All the books etc. In the library are for the use of the whole community
- They can come to the library as often as they want and change their books
- If they lose a book they will have to pay the full costs

2.1.6 Resignation of Members

If a member leaves the area or wishes to terminate his membership the membership card can be removed and destroyed after ensuring that no material is outstanding against borrowers name. Make sure that the number of cancelled members is kept each month for updating membership statics.

2.1.7 Borrowing and Returning of Library Materials

General books

Books are normally borrowed 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. The date must be changed every day.

Audio visual material
audio-visuals materials refers to video tapes, dvds, CD-ROMs , compact discs (both music and audio books), books on tape and multimedia kits (Book music and audio books, books on tape, and multimedia kits (Book+CD, Book + audio tape). Audio visuals can be borrowed for a period of a week this include video cassettes, dvd's ,cd's and talking books should be given the same loan period as books.

Reference Books

Reference books are those books which have factual information or current information such as Dictionaries, Encyclopaedia, Year books, and Almanacs. At the Librarian's discretion reference books can be lent to members overnight or over weekends. Reference books must be available to all members during Library hours.

Popular books and books in high demand

Books in high demand are those books that are borrowed and used on a regular basis by Library Patrons and Library Users. The circulation of these books will therefore be restricted to a 1 week loan and renewals.
Magazines

The latest (current) issue of a magazine should not be allowed out on loan. Back copies can be loaned for a 2 week period. Some magazines may be published weekly or bi-monthly and it is recommended that at least the last 2 issues be restricted from being lent. This allows less frequent visitors to the library a chance to read the last few issues on display.

2.1.8 Extension of Loan periods or renewals

This can be allowed when the member wishes to renew his loan and when no one else has requested the books. Renewals should be counted as new issues for statistical purposes. If possible, the member should bring the book to the library. The book should then be re-issued to the borrower and counted as a new issue. Permission can be given telephonically. The member will need to give the due date and the card number over the phone.
Reserving of Items on issue

Any book for which there may be considerable demand may be reserved for any one of number of borrowers. No renewals must be allowed on these items. Telephone or contact the Library patron on the reservation list, to inform them that book is waiting to be collected. If not collected within a set period waiting period (e.g. 3days) next person on the reservation list can be contacted.

2.1.9 Unreturned Library Material

In an event where Library books are not returned, 2 written reminders will be made to that particular user, and a telephone call shall be made to that particular user. After these processes have been followed, the Librarian will compile a list of unreturned books and communication will be made with the Public Safety Unit to organise home visits of Library users who have not returned books and collect them. If the books are not found the Library member will then be liable to pay full costs for the books.

2.10 Payment of Loss and Damaged Books

In an event where books are lost during the loan period, the Library member will be liable to pay for the full cost of the lost books. Once a member has paid the full cost of the books a receipt shall be issued and the book shall be removed from the system. If a book has been damaged by the Library user to an extent that it cannot be repaired, the Library patron shall be liable to pay for the total cost of the books.

2.2 Library fines

The Library Service is a free service, the imposition of fines for an overdue item is only a disciplinary and should not be regarded as a source of income.
   a) An amount R1.00 per book, per day shall be imposed on overdue books after the due date.
   b) An amount of R1.00 per cd's, per day shall be imposed on overdue cd's after the due date.
   c) An amount of R2.00 per dvd, per week shall be imposed on overdue dvd's after the due date.

However amnesty period from time to time shall be implemented such as fine free week. In addition selected items will be given grace period for a week.

2.2.1 Recreational activities, Toys and Gaming @ your Library

Libraries plays an important role not only in reading but also in providing materials for recreational purpose such as Toys @ your Library, and gaming @ your Library. The Toy items and Gaming items cannot be borrowed from the Library but they can only be used inside the Library. This service is targeting the following groups, young adults, and juveniles. In an event when these items are damaged or broken intentionally by its user, the user shall be liable for it, and the amount will be determined by the value of items.

3 Community Participation and Partnership

Chapter 4 of the Municipal Systems Act No 32 of 2000, Section 16 states that the municipality must develop a culture of municipal governance that compliments formal representative government with a system of participatory governance, and must for this purpose;
   a) Encourage and create conditions for, the local community to participate in the affairs of the municipality

Mandeni Libraries will create a conducive environment that encourages community participation and community partnership in Library activities and programmes. Local Schools, Tertiary Institutions, Government Departments, Non Profit Organisations, and other agencies that shares similar interest in empowering the community through information, knowledge will form partnership with Mandeni Municipality in a form of a memorandum of understanding. Libraries will on a regular basis holds awareness campaigns, activities and programmes, and creates an enabling environment for the Community to participate.

3.1 Community Outreach Programmes

Community Outreach programmes will be held on a regular basis as a way of promoting awareness about the role of the Library and its services, career awareness, and services offered by other agencies and sector departments. Schools will be visited regularly as part of encouraging reading, Library promotion, career awareness's, and essential information will be shared in partnership with Tertiary Institutions, Sector Department, Non-profit organisation and other agencies

3.1.1 Information Communication Technologies or Computer Services

Information Technology refers to the necessary technological tools used for modern technology in accessing information and disseminating information. Mandeni Libraries provides free computer and internet access. In order for the community members to have access to computers and internet bookings will have to be made prior as this service is extremely busy. Each computer is allocated an hour to make use of this service. However when its extremely busy 30 minutes can be allocated as per computer user. The Libraries will make sure that Wi-Fi services are rendered in the Library.

The Computers are for the use of Community members of all ages. To use the computers it is recommended to be a member of the Library. Unregistered users may be required to show identification. The following is prohibited in the Computer Services;

- Copying or Downloading of a copyrighted material is not allowed, copyright rules and digital rights management must be complied with
- Streaming videos, webcams or music are not allowed
- The computers are protected against phonograph and all illegal activities. Filtering software is used to safeguard children and prevent illegal activities on computers
- Files must not be copied on the computer instead into personal disks to ensure privacy
- Installing software and/ or changing system settings are prohibited

Computers users will be reminded on a continuous basis that computers are in public domain appropriate precautions with regards to accessing facilities such as internet baking and online account payments must be safeguarded by computers user

3.1.2 Computer Literacy Classes

Libraries provide computer literacy classes on a regular basis. The following modules are offered as part of empowering the community through computer classes; Ms Word, Ms Excel, Ms PowerPoint, Ms Publisher, Fundamentals of the internet, and Pic basics. At the end of the programme a certificate of attendance will the be issued. This programmes mainly targets Schools, unemployed Youth, unemployed adults, however this programme can be extended to the entire community depending on the availability of space

3.1.3 Noise and disruption in the Libraries

Library users must use the Library and take into account that noise and disruption in the Library is prohibited and it will result in action being taken against them. Library users must exercise their rights of being Library members with discipline and dignity. Any member who disrupt or make noise in the Library and refuses to obey the instruction from the Library staff shall be suspended in the Library for a period of 2 weeks.

4 Conclusion

Mandeni Library Policy will be reviewed on a regular basis in order to ensure its relevance with the social, technological economic and Political factors. The Policy will also be updated on a regular basis and it will ensure it will address the needs of the community and ensure that quality services are rendered in the Libraries.