



# **Sundays River Valley Municipality**

**SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY**

## **SRVM LIBRARY AND INFORMATION POLICY**

### **TABLE OF CONTENTS**

1. Definitions
2. Purpose
3. Application and scope of the policy
4. Policy objectives
5. Regulatory framework
6. Use of library
7. Selection and Collection Development Policy Objectives
8. Circulation
9. Reference
10. Handling of library material
11. Library material for special purpose
12. Reproduction of library material
13. Library hours
14. Equipment usage
15. Internet use
16. Displays and exhibitions
17. Code of Conduct
18. Friends of the library
19. Outreach Library programs
20. Library Committee



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 1. DEFINITIONS

In this policy, unless the context indicates otherwise and any word expression to which a meaning has been assigned in the Municipal Systems Act must bear that meaning and: -

- “Charges”** means any fine or miscellaneous charges in respect of the library as determined from time to time by the council
- “SRVM, LIS”** SRVM Library and Information Services
- “SALB”** South African Library for the Blind
- “Council”** means the Municipal council of Sundays River Valley Local Municipality or its successor in title and any committee or person to which or the council has delegated any power in terms of Section 55 of the Local Government Municipal Systems Act 2000 (Act No.32 of 2000) the
- “Lending period”** means the period which the council determines for the lending out of different types of library material
- “Principal Librarian”** means the officer (or his/her representative) appointed by the council to exercise control over and to manage the libraries
- “Library”** means a building established by the Municipality, housing a collection of library materials, organized and systematically arranged for easy access to information.
- “Library material”** means any book, newspapers, prints, pictures, 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.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

- “Library Week”** means a period of one week or more during a year as determined by the Library and Information Association of South Africa (LIASA), during which information services are promoted
- “Member/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 SRV Municipality.
- “Multimedia”** means a library dedicated to provision or representation of information in any two or more written visual, audio-visual and electronic forms, and includes facilities within a library that are capable of representing information in such formats
- “Municipal Systems Act”** means the Local Government: Municipal Systems Act 2000 (Act No.32 of 2000)
- “Organization”** means a non-profit organization or company, or cultural association having a constitution
- “Pensioner”** means a person over 60 years of age
- “Resident”** means a person who resides in, as a property owner or rate payer, or who is employed within the jurisdiction of the council.
- “Visitor”** means a person residing, working or studying for a period of not more than three continuous months in the area of jurisdiction of the council.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 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 SRVM 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 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. 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 The policy aims to provide 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.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 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. MISSION OF THE LIBRARY AND INFORMATION SERVICES OF THE MUNICIPALITY

4.1 The mission of the library and information service is to:

- a) Provide library resources in various formats to the entire Municipality population and the varied communities that reside therein;
- b) Foster and inculcate a culture of lifelong learning and reading;
- c) Provide recreational material and information, and to facilitate programmes that enhance skills and interests;
- d) Provide supplementary educational material as an essential adjunct to both the formal and informal education system;
- e) Facilitate reading programmes that enhance the use of and enjoyment of reading material.
- f) Provide cultural material that adds to an understanding of other cultures not only in South Africa, but worldwide;
- g) Increase staff's understanding of the Municipality's mission and values;
- h) Build partnerships and stakeholder relations that will add enduring value

### 5. POLICY OBJECTIVES

5.1 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) Enhance access to information services and knowledge resources for the public through provision of library and information services
- b) To provide world class Library and Information Service facilities and resources to its residents;
- c) To allocate an annual budget to achieve the mission of the Library Services;



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

- d) To provide access to information and library services to all persons, groups, and communities across the municipality's geographical spread;
- e) 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;
- f) 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;
- g) To facilitate the emergence of a shared cultural identity characterized by diversity in the Municipality through the use of library materials and programmes.

## 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.





# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

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 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 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 subsidized 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, organizing, coordinating and providing facilities for the utilization 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



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

- 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 Services 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 2002 seeks to ensure the sound and sustainable 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 and information services in the province
- l) The South African Library for the Blind Act 91 of 1998 intends: to provide for the South African Library for the Blind; for library and information services to blind and print-handicapped readers; and. for matters connected therewith.

## 7. USE OF LIBRARY

### 7.1 Accessibility

The library will serve all residents of the community in the area served by the public library system. Service will not be denied or abridged because of religious, racial, social, economic or political status; or because of mental, emotional or physical condition, age, or sexual orientation.

However, the use of the library may be denied for due cause. Such causes may be failure to return library materials or to pay penalties; destruction of library property; disturbance of other library users; or any other illegal, disruptive or objectionable conduct on library premises.

### 7.2 Users' Responsibilities and Conduct

It is a user's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other users. If a user creates a public nuisance, that user may be restricted from the library and from the use of library facilities. Those who are unwilling to leave or who do not





# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to prosecution by the law.

### **7.3 Young children**

The ELIS public libraries encourage visits by young children and it is our desire to make this important visit 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. The library staff does not at all provide an after-school care service.

Therefore, it is library policy that all children under age six must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library programme, we require that the parent or responsible person remains in the library throughout the programme.

### **7.4 Disruptive children**

Children of all ages are encouraged to use the library for homework, recreational reading, and programme attendance. The library staff members realize that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or else they will be asked to leave the library. If a child continues to be disruptive after a second warning, he/she will be asked to leave the premises. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

## **8. SELECTION AND COLLECTION DEVELOPMENT**

The purpose of the SRVM Library and Information public libraries 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,



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

pleasure, 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.

### **8.1 Responsibility for materials selection**

The ultimate responsibility for selection of library materials rests with the librarians who operate within the framework of the policies determined by the Department of Sports, Recreation, Arts and Culture

### **8.2 Selection criteria**

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

- ✓ individual merit of each item
- ✓ popular appeal/demand
- ✓ suitability of material, and the binding or format for the users
- ✓ material to reflect the diversity of our culture and history
- ✓ existing library holdings
- ✓ Budget.
- ✓ Availability on the day of the selection

### **8.3 Gifts and donations of materials**

The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information, the Librarian in charge can dispose them as he/she sees fit.

### **8.4 Interbranch loan**

Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, an Interbranch loan network can be used to obtain those materials from other libraries when they are beyond the scope of one library's collection.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

In order to satisfy the needs of our users, the SRVM Library and Information Services (ELIS) public libraries agrees to establish an interlibrary and Interbranch loan network, and to make an effort to have its current holdings listed in a form that is accessible to other libraries throughout the municipality.

According to this policy the ELIS public libraries must form an interlibrary and an Interbranch lending scheme for their users, and so maintain the same standards as the other libraries by allowing books to be borrowed through the network and this should be done by the head or chief librarian.

### **8.5 'Weeding' materials**

An up-to-date, attractive and useful collection must be maintained through a continual withdrawal and replacement process. Replacement of worn print material is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of 'weeding' materials is the ultimate responsibility of the Head of Libraries and is authorized by the ELIS. Withdrawn materials will be handled in accordance with the Department of Sports, Recreation, Arts and Culture Weeding Policy.

### **8.6 Potential problems or challenges to selection**

The ELIS public library system recognizes that some materials are controversial and that any given item 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.

Responsibility for the reading materials of children rests with their parents 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, and no library material will be sequestered except to protect it from damage or theft.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 9. CIRCULATION

#### 9.1 Registration

All borrowers must be registered and must have a valid library user card to borrow library materials.

Users must fill out an application to register for a new library card. The following statement will be printed on the registration form for the user's information and acceptance:

"I agree to be responsible for all items borrowed with the library card issued in the above name, including items borrowed with it by others, with or without my consent, unless I have previously reported the loss of my card. I promise to comply with all library rules and policies, both present and future, and to give prompt notice of change of address or loss of the library card."

Signature \_\_\_\_\_

Identification is also required in the form of a bar-coded ID book, accompanied by mandatory proof of postal address and the membership is free.

A membership card is valid from date of issue thereof for a period as determined by the system from time to time and the membership of a person to whom such card has been issued, lapses after the expiry of such period, unless it be renewed prior to the expiry date.

A member who wishes to cancel his/her membership must

- a) Notify the librarian in writing
- b) Return the membership card in his/her name
- c) Simultaneously return all borrowed material in his/her possession to the library



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 1.1 Lost or forgotten cards

In the case of a user losing their library card, they should notify the library as soon as possible and request a replacement.

All users, adults and youths, are expected to bring their library cards with them if they intend to check out items. An individual who repeatedly ignores this expectation may be denied the privilege of checking out materials until they present their card at the library.

### 9.2 Loan periods

The loan periods will vary according to the type of material being borrowed. Libraries will specify the loan periods for all material including cassettes, audio books, compact discs and videocassettes.

- a) Generally, reference books do not circulate. Upon request and according to an agreed upon loan period, some reference materials may be checked out.
- b) Interlibrary loans are due the date indicated by the lending library.
- c) Books may be renewed once, only if there is not a waiting list for the title.
- d) Current issues of periodicals do not circulate.
- e) Non-current issues of periodicals may be checked out for a specified loan period and may not be renewed.
- f) Loans for audio visual material are not renewable.
- g) The Head of Libraries 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 which are in a new format (e.g., computer software).

The limit on the number of items a user can borrow at one time varies according to the format of the material.

### 9.3 Daisy Player Loan Conditions

1. Daisy players are the property of the South African Library for the Blind.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY

2. One player will be issued on permanent loan, free of charge, to a registered member of the library. The player should be used to read Daisy books only.
3. It is the responsibility of the library member to take care of the player and to look after its security. Members are strongly advised to insure the machine against theft as part of their personal short-term insurance.
4. Players which are lost or stolen will be replaced on the following conditions:
  - 4.1 The member should inform the library in writing about the disappearance of the machine. If the machine was stolen, a police case number and the Police Station where it was reported should be mentioned.
  - 4.2 The member must pay 10% of the replacement value of the machine to the Library. The Library will send the member an invoice for the applicable amount upon receiving the abovementioned written document.
5. The amount may be paid off over a three to six month period. Once the full amount has been settled, a replacement machine will be dispatched to the member. The replacement machine will still remain the property of the library.
6. If a machine malfunctions due to a technical reason, it must be returned to the Library where it will be repaired free of charge.
7. Library members should not attempt to fix the machine themselves or through a third party.
8. Players which are irreparably damaged due to interference by a Library member or third party will have to compensate the Library for the player at the market-related price before a replacement will be provided.
9. A member will be held responsible for the cost of repairs to his/her Daisy player if intentional damage or damage as a result of negligence can be established by the Library.
10. Daisy players must be returned to the Library should the service no longer be required.





# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY

### **9.4 Overdue notices, fines and charges**

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 been sent an overdue notice shall be denied borrowing privileges until the overdue materials are returned or paid for if lost or damaged.

If a member does not return library material borrowed against his/her certificate of membership within the period stated or any other period determined by the council, such member must be liable for payment of the prescribed fine for every week portion thereof during which such member fails to return such library material.

### **9.5 Lost or damaged material**

Users who loses or damage library material must pay for replacement. Once the material has been replaced, the damaged material shall become the property of the user.

## **10. REFERENCE**

Concerning reference services, the ELIS public libraries:

- a) Will provide information to specific questions and guidance in locating material for users who appear in person, call on the telephone, or request information through correspondence;
- b) Will assist users in the use of the library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile);



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

- c) Will provide bibliographic verification of items both in the library and not owned by the library, and will assist users in obtaining materials through interlibrary loan, when appropriate;
- d) May refer library users to other agencies and libraries in pursuit of needed information;
- e) Users may use the library's resources not only in printed form, but consult appropriate digital resources as well as the Municipality's resource libraries and other agencies by telephone in pursuit of 'ready reference' information.

### **11. HANDLING OF LIBRARY MATERIAL**

A member who has borrowed library material or is using it in the library is obliged to-

- a) Keep such material in a clean condition
- b) Protect such material from being damaged in any way
- c) Ensure that such material is not mutilated, defaced, marked, creased or damaged
- d) Ensure that no part of the library material, or any protective coverings or any identification thereof is removed; or
- e) Lend such material to any unauthorized person

### **12. LIBRARY MATERIAL FOR SPECIAL PURPOSES**

Library material of a specialized nature, may only be used in areas of the library as are set aside by the Council for special purposes and must not be removed from part of the library without the permission of the librarian.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 13. REPRODUCTION OF LIBRARY MATERIAL

Any person may use the facilities of the library, subject to: -

a) the furnishing by him or her of a declaration in writing, if requested by the librarian, that the purpose for which the photocopy or photographic reproduction is needed falls within the exception to the protection of library, dramatic, musical and artistic works specified in the Copyright Act, 1965 as amended, and any subsequent amending or replacement legislation. A librarian must display the relevant sections of such legislation in prominent place in the library in question.

The permission of a librarian must be obtained before any library material or object in the library is reproduced by means of a photograph, motion picture, transparency or any other means.

In granting or refusing permission a librarian may take cognizance of the possibility of damage being caused to such material or object as a result of it being handled for the purposes of making the reproduction, and may impose a condition as it may be reasonably necessary to prevent the damage being caused to the material.

### 13. LIBRARY HOURS

The hours determined by the council during which any library will be open to the public must be displayed on a notice at or near the entrance to the library concerned and must state-

- a) the days and hours during which the library will open and close;
- b) the hours during which the use of such library or any section thereof will be restricted to adults.

### 14. EQUIPMENT – USE

If a personal computer is available to library users it must be on a first-come, first-served basis. Instructions for operating hardware are to be displayed near the computer. Use of the computers will be free. In order to make the service available to as many users as possible, a time limit for usage should be imposed; a suggested time limit is 30 minutes. Library staff is available for general assistance in using a library computer when they are able to do so. However, staff members are not expected to train users in the use of application programmes. Tutorial manuals will be provided when available.

Wherever possible a printer service will be available to the user.

A photocopy machine will be available to users who wish to copy materials. The fee will be determined by the council and will be subject to review from time to time. All



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

photocopying must comply with the South African Copyright Act.

Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

### 15. INTERNET – USE

The ELIS public libraries will provide access to the Internet as a means to enhance information and learning opportunities for citizens in the library's service area. The ELIS has established an Internet-Use Policy to ensure appropriate and effective use of this resource.

Access to the Internet should be available to all library users; however, this service may be restricted at any time due to use not consistent with the library's guidelines. Parents of minor children must assume responsibility for their children's use of the library's connection to the Internet; prior to being granted access to the Internet, anyone under age 18 years, along with a parent or guardian, must sign an Internet-Use Agreement.

#### 16.1 Expectations

Users should be aware that the inappropriate use of electronic information resources can be unlawful and can lead to prosecution. The user will be held responsible for his/her actions when using the Internet. Users are expected to abide by the secondary policies below, which include the generally accepted rules of network etiquette. Unacceptable uses of the service will result in the suspension or revocation of Internet-use privileges.

#### 16.2 Warnings

The Internet is a decentralized, unmoderated global network; the ELIS public library system has no control over the content found there. The library will not censor access to material nor protect users from offensive information, and it is not responsible for the availability and accuracy of information found on the Internet.

The library cannot assure 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.

The use of the Internet and e-mail is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the proper authorities.

Library and Information Services Policy for Engcobo Local Municipality:



# Sundays River Valley Municipality

SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY

## 16.3 Guidelines

- a) Users may use the Internet for research and the acquisition of information to address their educational, vocational, cultural or recreational needs.



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY

- 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 in 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 agree not to incur any costs for the library through their use of the Internet service.
- g) Users shall not create and/or distribute computer viruses over the Internet.
- h) Users shall not deliberately or willfully cause damage to computer equipment, programmes, or parameters.
- i) Personal computers are assets belonging to the Municipality.

## 16. DISPLAYS ANG EXHIBITIONS

As an educational and cultural institution, the ELIS public libraries welcome exhibits and displays of/ interest, information and enlightenment to the community. Displays of handiwork, historical or cultural material, nature study, or any other material deemed of general interest may be exhibited. The Head of Libraries shall accept or reject material offered for display based on its suitability and space availability.

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 put there at the owner's risk.

The library will make areas available to the public for displays and exhibits such as glass exhibit cases, meeting rooms, and general bulletin boards. A liability release form must be signed by the exhibitor before any artefact can be placed in the library.

## 17. DISASTER

### 18.1 Fire

Each library must be equipped with the appropriate number of working fire extinguishers. Library staff and volunteers must be familiar with the type, location, and application of the fire extinguishers in the building. Regular fire





# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY

drills and emergency training evacuation exercises should be held to offset panic in the case of a fire.

Library users and staff must be aware of behavior that could initiate a fire and so be deterred from such practices.

### **18.2 Health emergencies**

Where there are ten or more employees, at least one of them must have a valid first aid certificate. Without specialized training it is not advisable for staff to undertake more than keeping 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.

Emergency services such as an ambulance or the police should be called immediately in the event of any serious problem.

### **18.3 Storms**

The library will follow the recommendations and actions of the Municipality in the case of severe storms. Closing the library will be at the discretion of the librarian.

## **18. CODE OF CONDUCT**

The ELIS public library system 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.

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

- Regularly consult with customers
- Set service standards
- Increase access to services
- Ensure higher levels of courtesy
- Provide more and better information about services
- Increase openness and transparency about services
- Remedy failures and mistakes



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

- Give the best possible value for money.”

(See <http://www.info.gov.za/aboutgovt/publicadmin/bathopele.htm>)

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 recognises 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 interests 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.

## 19. EDUCATIONAL OUTREACH LIBRARY PROGRAMS

Library Educational Outreach programs are activities of providing services to the public especially schools who might not otherwise have access to those services. A key component of outreach is that our libraries are not stationary, but mobile; in other words, they are meeting those in need of outreach services at the locations where those in need are. In addition to delivering services, outreach has an educational role, raising the awareness of existing library services.

## 20. LIBRARY COMMITTEE/FRIENDS

### 20.1 Composition

- a) Council member
- b) Head Librarian
- c) Additional members



# Sundays River Valley Municipality

## SUNDAYS RIVER VALLEY LOCAL MUNICIPALITY

### 20.2 Term of office

Three years

### 20.3 Duties of the committee

- a) Support the Chief Librarian to implement ideas and policy
- b) To promote all Municipal Libraries
- c) Help with fundraising
- d) To give advice on library and information services policy


### 21 Review Of Policy

The Policy will be reviewed every three years or before that if legislation change.

### ADOPTION OF POLICY BY SUNDAYS RIVER VALLEY MUNICIPAL COUNCIL

This policy is adopted and approved by the full Council of Sundays River Valley Local Municipality for implementation.

Approved by Council on 8 July 2022

  
.....  
S H R L N E  
MAYOR

08 JULY 2022



# **Sundays River Valley Municipality**

**SUNDAYS RIVER VALLEY LOCAL MUNICIPLAITY**