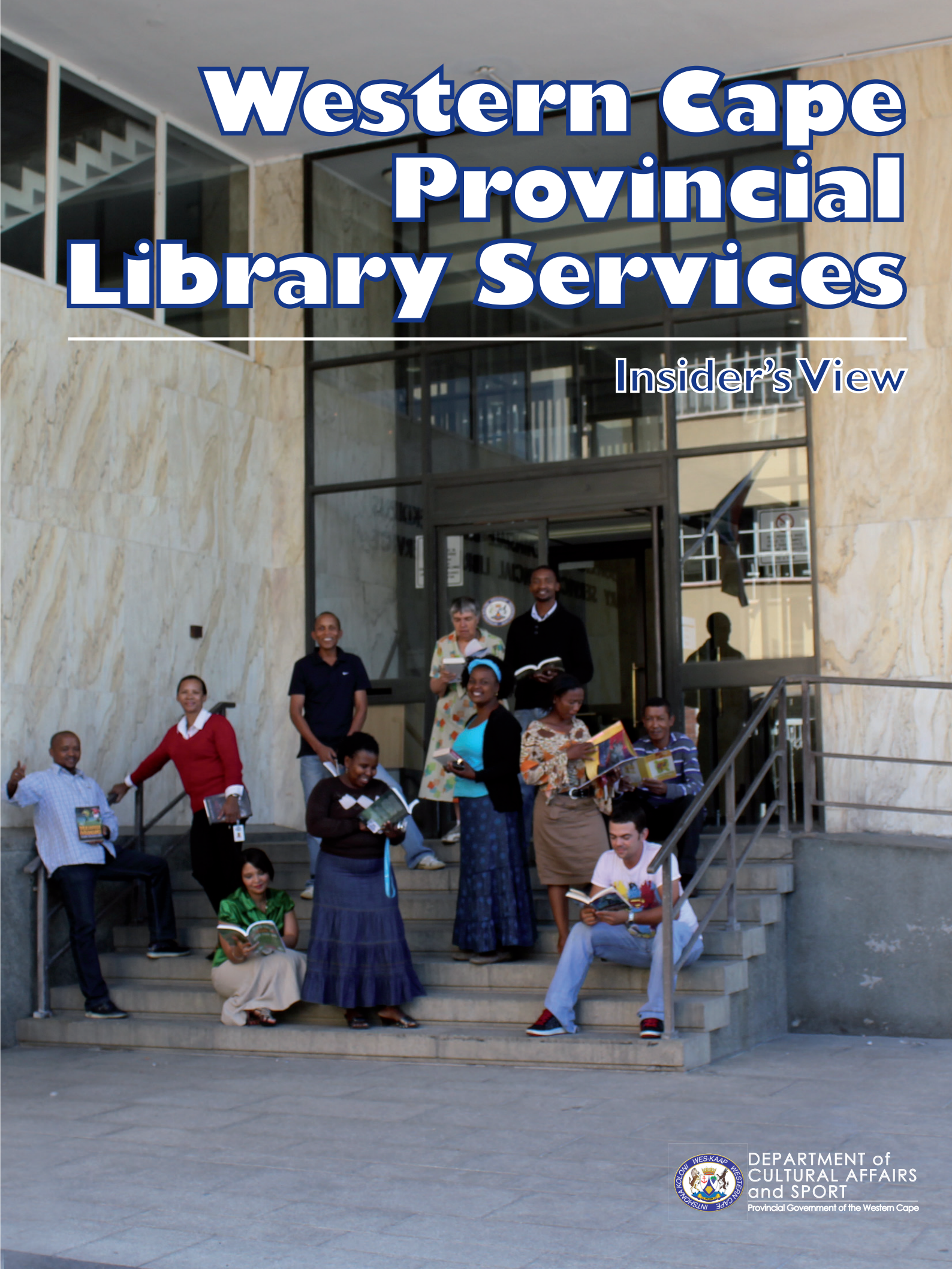


Western Cape Provincial Library Services

Insider's View



DEPARTMENT OF
CULTURAL AFFAIRS
and SPORT
Provincial Government of the Western Cape

Foreword

It's a great pleasure to present the *Insider's View*, a publication that sketches out functions performed behind the scenes at the Provincial Library Service of the Western Cape. This publication seeks to deliver a better understanding of the functions and responsibilities of the different units within the directorate. This will create a clear understanding and appreciation of the work performed by this directorate.

What follows is a compilation of a series of articles that appeared in the official journal of the Provincial Library Service, the *Cape Librarian*.

As the reader goes through the articles, there will be a better comprehension of the Library Service, the reason for the number of staff we have, the importance of required specialisation in certain areas, the professionalism needed to uphold standards and the need for more resources.

This publication explains processes from the beginning, where we receive material for review for suitability in line with the mandate of Library Services to a point when such material reaches the respective communities.

Passion, dedication, diligence, accountability, compliance, competence, integrity, responsiveness and responsibility are the driving forces for the Library Services team.

The further one reads, the better the understanding of the intricate processes that the staff is engaged in. The geographical spread of the services provided, and how they are co-ordinated and managed through our regional offices is highlighted.

The support and guidance given by our General Support Service deserves recognition. While we are busy in our respective areas, they ensure that human resource issues are dealt with that, our financial management and budgeting is excellent, that we function in buildings that are conducive to a healthy work environment and that the vehicles are available for service delivery.

Central Reference, our information services section, is highlighted. Promotion of the Library Service, public libraries and library material is achieved through the various publications that our Publication and Promotion Section produces.

Our Processing Section, the production line, where we expect approximately 2 000 copies of library material to be processed per day, is a crucial section ensuring that material is prepared for distribution to communities.



Information and Communication Technology also forms an integral part of our work.

The Library Service uses a current and modern library information management system, SLIMS/Brocade to manage most of these functions. This means our IT equipment and infrastructure is crucial for service delivery.

Presented to you by Western Cape Provincial Library Services, enjoy our *Insider's View* publication!

A handwritten signature in black ink, appearing to read 'JD' or similar initials.

Nomaza Dingayo
Director: Library and Archive Service

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OUR LIBRARY SERVICE



Introduction

After being asked the same question for the umpteenth time, namely, 'oh, are you the guys near the Grand Parade?', we decided it is time. Time to once again highlight exactly what role the Western Cape Provincial Library Service plays in getting books to the end user.

This is thus the first in a series of illustrated articles explaining the activities of the different sections of the Western Cape Provincial Library Service. The Library Service works in conjunction with local authorities to provide a public library service to the people of the Western Cape. The public library on the other hand is the site that interfaces with the user.

The Provincial Library Service operates behind the scenes and is the organisation that provides the material and assists with providing the infrastructure and professional support to public librarians and local authorities. Being in the background often results in the wrong perception as the Service can appear to be 'invisible'. This is therefore the *raison d'être* for taking you on a photographic journey of our organisation and its different units and sections and giving you

concrete examples of the work that is done in the various sections of the Library Service. Apart from familiarising readers with the activities of each section, readers will also 'meet' some of the faces behind the voices of the people who make things happen - those who facilitate the process to ensure that the public can ultimately have access to the wonderful gifts that libraries have on offer.

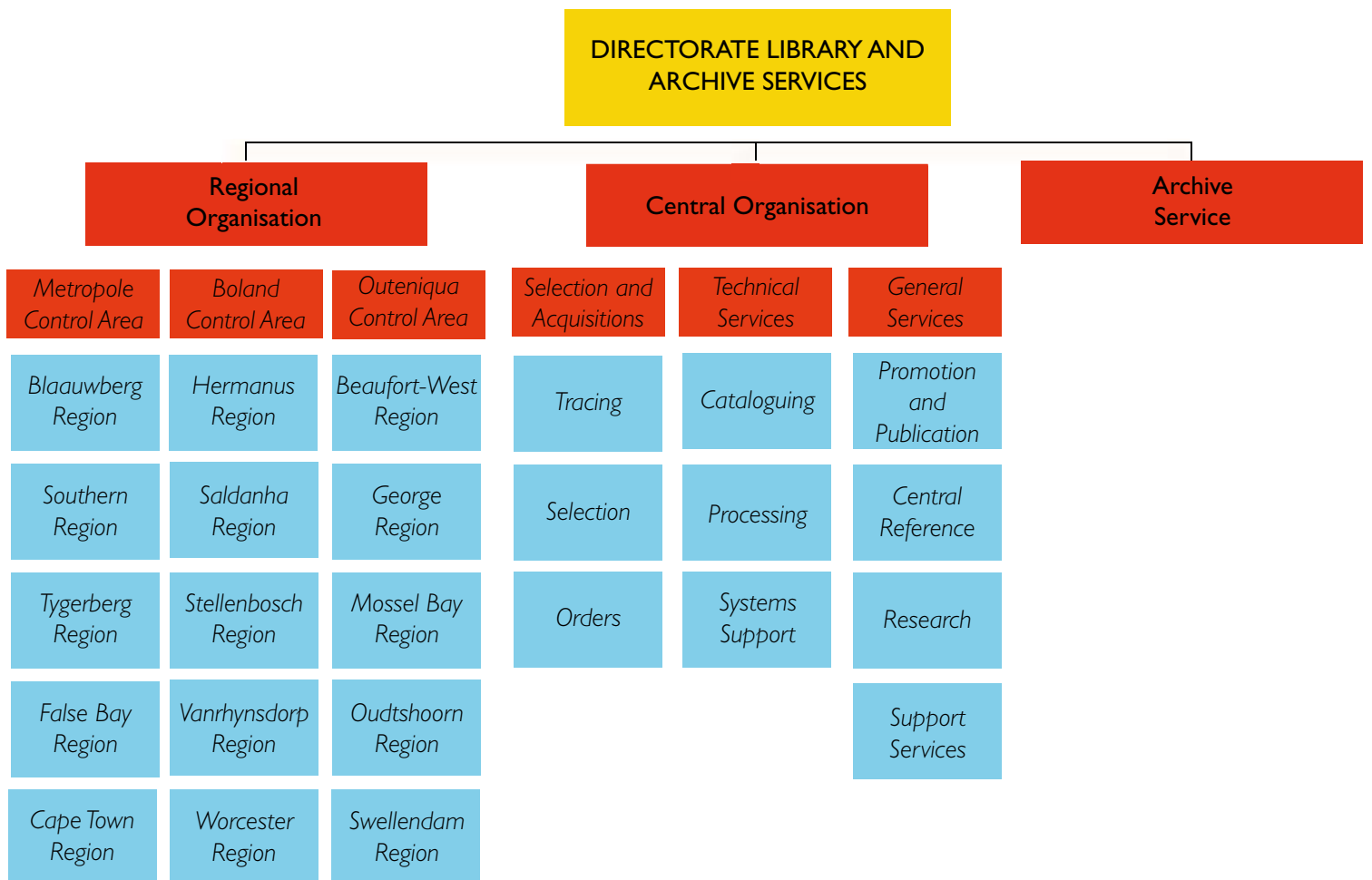
In the six issues of the CL to be published, we will be looking at the following sections:

January/February	Selection and Acquisitions
March/April	Technical Section
May/June	Regional libraries serving the City of Cape Town
July/August	Regional libraries serving rural areas
September/October	Publication and Promotion Section
November/December	Support Services

The organogram below will provide a context for this overview.

It needs to be pointed out that some of the activities overlap, especially within the Central Organisation, and so we have not been territorial in our coverage of the work of sections, but made natural breaks between issues of CL where it would make the most sense to the reader.





Selection and Acquisitions

Compiled by JOHANNA DE BEER

Assistant Director: Selection and Acquisitions

The key responsibility of the Provincial Library Service is the provision of library material to affiliated public libraries. This is done through a centralised system of selection, acquisition and processing of materials that are then distributed to public libraries via a network of regional libraries who also offer professional support. In this first article we will look at the Selection and Acquisitions Section. The work that we do focuses on two main areas:

- review, selection and acquisition of library material
- collection development.

Underpinning these tasks are the necessary and vital activities of budgetary control, record-keeping and the creation and maintenance of our on-line bibliographic database, which reflects all decisions made. Although book selection is covered here, the

Selection Section is also responsible for audio-visual material, that is, CDs and DVDs.

Our selection and acquisition system is distinguished by the following:

- The selection of books is based on reviews of actual books - copies need to be seen and handled to determine if they are suitable for public library purposes and to get a real idea of the contents that cannot be described with 100% accuracy by a review in a journal or a description in a catalogue, no matter how comprehensive.
- Reviews are written by a team of professional librarians.
- Registered vendors submit books on set dates, twice a month at present. Each book is accompanied by a tender slip. Once a selection decision is made, the order for a title is placed with the vendor who has offered the highest discount, accompanied by an approval copy, within a three consecutive day submission date period.
- Collective decision-making and representivity are features of our participative selection process that we are particularly proud of.

Book selection meetings

Two book selection meetings are held per month, one for children's books and one for adult books. A book selection meeting date is added to a bibliographic record once a book is reviewed, with the list of titles to be considered at a meeting closed off on the Monday night of the week before a meeting is held. The reviews are now available online for public librarians and regional staff to read. They can make their decisions as to which titles they would like based on those reviews, their price, their needs, what other books are being considered, et cetera.

Though book selection meetings are held on a Thursday, the books to be considered, together with printouts of the reviews, are available two days prior to the meeting. Public librarians come in and look at the books on those days. Their requests as well as those of other public librarians who were only able to read the reviews online are channelled into the selection meeting in several ways, for example, requests are sent via e-mail and added to the bibliographic record, requests cards are filled in and put inside the book, or lists of titles are forwarded to librarians attending the selection meeting.

At book selection meetings we deal with the books themselves, the reviews, consider the opinions of the librarians attending the meeting and the wishes of those they represent as well as the needs of those librarians who have given their input in other ways. We have a budget that is divided into categories of material, for example, Afrikaans fiction, non-fiction, study material. That budget is then also divided between the metropolitan and rural areas as their needs also differ.

The decision to buy a title or not is made collectively by those attending the meeting. The number of copies that we buy of a title depends on many factors including funds available, 'competing' titles at a meeting, our coverage of the subject, the demand from libraries and the expected demand. The Provincial Library Service has 329 affiliated libraries and we order copies, not for individual libraries, but for the service as a whole. How titles and copies are

distributed to libraries will be discussed in the articles on the Regional Organisation.

UNPACKING OF SUBMISSION COPIES

Submission copies are delivered by registered vendors and unpacked every second Tuesday. Here Pansy Stevens, Vanessa Solomons and Redewaan Williams are checking titles against delivery notes.



CHECKING OF SUBMISSION COPIES

Submission copies are checked against our bibliographic database. Current information will determine whether we will review the title or not. For example, if we only have

two old copies of a title in stock we would need to consider buying a reprint. Or, we can see that we have not bought any titles in this fiction series and therefore need not review volume 5, when volumes 1-4 are not in stock.

Ronel Bladen is seen here doing some of this checking. In the background are cabinets containing reviews of books reviewed from the beginning of the Library Service in the 1950s up until we computerised in the early 1990s, when the on-line selection database 'took over'.



◀ (Ltr): Dalena le Roux (Central Reference); Gerda Theron (Central Reference); Erich Buchhaus (Selection); Brenda Kyle (City of Cape Town Library Service) and Stanley Jonck (Selection). After this meeting, the books to be reviewed are divided up amongst the book selectors

PRE-SELECTION MEETING

A collective decision is taken as to which approval copies to review. These early morning Friday meetings are the site of much heated debate as the opinions of reviewers and other librarians are raised. Our motto is 'If in doubt, leave it in (to be reviewed)'. Together, the book selectors (or more accurately, book reviewers) have a rich and varied professional background in public and regional library work, which is augmented by the experience of others at this meeting.

MAKING OF RECORDS

Before a book is reviewed a record for that individual copy is created on the database by Vanessa Solomons. In addition to bibliographic details, information as to price and vendor are also included.



REVIEWING A BOOK



◀ Here Erich Buchhaus (right) reviews a book while Stanley Jonck is looking through some of the local and international newspapers and journals that are used to source reviews

After perusing a book, the book selector writes a review in which the contents of the book is described and a professional recommendation given. The way in which a book relates to our bookstock is indicated, for example, in the case of non-fiction what coverage we have on a subject. Wherever possible full text or quotes from published reviews are included to add to the range of opinions contained in a review. Selectors also make use of online sources and review databases such as Bowkers.



Featured here are: (ltr) Karen Nefdt (Rondebosch Library); Nazlie Pandit (Mobiles); Felicia Truebody (Bridgetown Library); Angelika von Hees (Central Library); and Kumbula Macilikishe (Crossroads Library)

BOOKPLUS LIBRARIANS LOOKING AT BOOKS BEFORE THE MEETING

Librarians from public libraries in Cape Town who use the Bookplus computerised library system view the books on a Tuesday before a book selection meeting.

They read reviews and make their selections. Each librarian also represents other libraries in a geographical grouping.



▲ (Ltr): Lindelwa Mnyengeza (Tokai Library) and Yvette du Preez (Adriaanse Library)

LIBRARIANS LOOKING AT BOOKS BEFORE THE MEETING

Librarians from some public libraries in Cape Town view the books on a Wednesday before a book selection meeting.

Other librarians from the Library Service make use of this opportunity too. They read reviews and make their selections. Once again each librarian also represents other libraries in his or her buddy group.

BOOK SELECTION MEETING

Librarians from public and regional libraries attend book selection meetings where book selectors present the titles that they have reviewed.



Public librarians from Cape Town represent their buddies, while regional librarians represent group interests too.

◀ Here book selector Linda Ngaleka appears to be enjoying the review of her colleague

Nomonde Ngqoba. Next to them, listening to the review and looking at other books under consideration are: (ltr) Agnes Adonis (Hout Bay Library); Shirley Dubois (Southern Region); Theuns Botha (Oudtshoorn Region); Erich Buchhaus (Selection); Mhlengi Ngcobo (Hermanus Region) and Stanley Jonck (Selection)

BOOK SELECTION MEETING



The chairperson of the book selection meeting is Johanna de Beer, assistant director for Selection and Acquisitions. Here she is calling for opinions from the floor as to whether the book should be considered for purchase or not. Next to her, in front of the computer, is Jasmina Harker, who enters all decisions onto a spreadsheet. In this way budgetary control is maintained at each meeting.



BOOK SELECTION MEETING

Here one can see how many public and regional librarians attend a book selection meeting.

Meetings are open to all libraries from affiliated libraries. At this children's book selection meeting, held on 28 January 2010, there were librarians from as far afield as Worcester, Ceres, Oudtshoorn, Milnerton, Wynberg, Kuilsriver, Delft and Valhalla Park.



▲ Pansy Stevens (right) does some of that necessary checking while Johanna de Beer signs the orders. Once this is done, the approval copies are returned to the vendors

ORDERS

The signed requisitions from a selection meeting leave the Selection Section and are taken to the Orders Section where orders are placed with vendors.



◀ Seen here is Anna-Marie Rabie entering an order. Orders are faxed to vendors or they collect them personally

PERIODICALS

The Acquisitions Section is also responsible for the ordering of periodicals for public libraries. Every three years a catalogue of periodical titles is compiled and from this libraries can select titles for subscription.



◀ At present Lindsay Bird handles 6656 subscriptions for periodicals and newspapers

SPECIAL BUYS and BOOKLISTS

The Selection Section is responsible for the development of the Library Service's collection as a whole. To supplement what is ordered at regular selection meetings, some materials may be purchased as part of a special buy, for example, we have standing orders for some annuals and reference works. Although book selectors all review a range of materials, they also tend to 'look after' areas of the stock.

Selectors promote the Library Service's stock through the reviews they write for the **Cape Librarian**, the articles they write and the booklists they compile for the, as well as compiling the annual list of literary awards.

In the next chapter, we will see what happens once an order is delivered.



▲ Here Sabrina Gosling considers some travel guides



OUR LIBRARY SERVICE



The book: from shop to shelf

Compiled by ESTELLE JAKOBSEN and RAZAAN KHAN

Principal Librarian and Senior Library Assistant

INTRODUCTION

This second article about the different sections in the Western Cape Provincial Library Service highlights the Cataloguing and Preparation sections. The whole process of getting a book on a library's shelf incorporates practically every section of the Library Service.

It starts off with the delivery of the approval copies and continues through the book selection process, orders and payments, cataloguing, the physical preparation, the linking of the records on PALS, the promotion of the item in the CL and finally, distribution to the regional and public libraries. When I started working in Central Organisation, it always felt as if I worked in a production line as all these processes are so interlinked and sections are most of the time dependent on the output of another. There are challenges in the sections that we will have to address, hopefully in the coming months on a short-term level as well as through strategic planning in the next five years.

'I am often astonished by the amount of dedication, loyalty and commitment of my colleagues and it is an absolute pleasure and privilege to be working with all of them,' said Tessa Caroline, Deputy Director: Central Organisation.

PREPARATION SECTION

The main purpose of the Preparation Section is the receipt, processing and dispatching of new library material. This section is indeed a hub of different activities that mainly focus on the processing of books by means of work specialisation. The activities range from the initial receipt of new library material to the final dispatch of weekly consignments to fifteen regional libraries within the Western Cape Provincial Library Service. The receipt and preparation of books include those that have been ordered by Conditional Grant.

RECEIPT OF NEW BOOKS

Delivery of new books from various library vendors takes place on an ongoing basis although most deliveries take place on Wednesdays and Thursdays. Once orders arrive from the various vendors, the number of delivered cartons is checked against the amount reflected on the waybill and delivery note.

After verifying that the correct number of cartons has been received, the delivery is signed for and a copy of the delivery note is filed as well

as recorded in the delivery book. The new books are unpacked



▲ A delivery of new books being unpacked, counted and checked by Gregory Brown (general worker) before being shelved

according to the date it has been delivered or by special request for urgent processing.

Delivered cartons are unpacked and the total amount of books in the cartons are



▲ New books shelved in storage area

accurately counted and checked against the invoiced total. If the total numbers of books unpacked from the cartons are correct, the books are shelved in one of five different stores. At this stage, a 'master copy' is created containing information which includes the vendor details, shelf number where the book is packed and the total number of copies received. This 'master copy' is promptly taken to the Orders Section for electronic payment of delivered books.



RECEIPT OF MASTER COPY

◀ Upon receipt of the master copy, Eleanor Slabber (general worker) matches the specific printed acquisition form (paf) to each title received. The books are then handed out to the different officials

who are each allocated a specific vendor that they deal with

PAYMENT

Each official then checks to see that the right quantity has been delivered.

The price should also be the same as that originally quoted. If the information is correct, the titles get recorded as paid on PALS before the

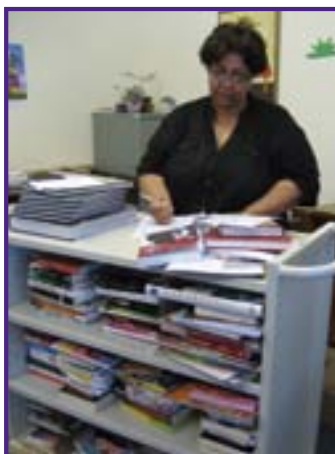
electronic payment is done on the Basic Accounting System (BAS).

All paid master copies are then packed onto a trolley awaiting verification by a senior official.



▲ Nicky Abrahams, Anna Groenewald, Anna-Marie Rabie, Lindsay Bird and Sonja Rogers (senior library assistants)

CATALOGUING PROCEDURE



After new books have been paid by the Orders Section, master copies of each title are put on a trolley for Management to verify the information on the acquisitions record and sign before going to the Cataloguing Section.

◀ Here Tessa Caroline (Deputy Director: Central Organisation) checks information on the acquisition records. This is a risk management control put in place to ensure that the correct title, price and copies have been delivered by the supplier

When the master copies reach the cataloguing section, information on the printed acquisition form (PAF) are then again checked and verified by the library assistants to make sure that the information corresponds and that all discrepancies were followed up and corrected on PALS.



▶ Elizabeth Vockerodt (senior library assistant) and far right Nazlie Warner (senior library assistant) are checking the trolley.

CATALOGUING SECTION

The main function of the Cataloguing Section is to make an online-catalogue available on PALS of all the library material acquired by the Western Cape Provincial Library Service. In this context, we have been referred to as the 'engine' of the Library Service. It is essential for staff to input information as accurately as possible in order to ensure successful retrieval of information by library users.

▶ The supervisor of the Cataloguing Section is Bradley Meyer (on the left) with staff (l-r) Nazlie Warner, Annette Hordijk (principal librarian), Kelvin Saula (librarian), Shelly Plaatjie (librarian), Estelle Jakobsen (principal librarian), Elizabeth Vockerodt, Riana Fourie (principal librarian), and Bonang Maruping (librarian)



Nazlie and Pixie Burmeister (principal data typist) then sort the books into fiction and non-fiction categories, as well as those titles indicated as 'red stickers'. Red stickers get priority in processing and titles can vary from yearbooks to the latest bestseller or a book of a subject urgently needed for school projects.

When cataloguing, the first step is to search the entire online CPALS catalogue to see whether a bibliographic record exists or not. In most cases a selection record has already been created and the bibliographic number then remains the same throughout the CPALS system.

Fiction titles are generally catalogued by the library assistants, and non-fiction titles by the librarians.

ORIGINAL CATALOGUING

Original cataloguing for fiction books is done since it is quicker to enter fiction on PALS than to download from WorldCat.

COPY CATALOGUING

Downloading of non-fiction titles from WorldCat involves the following procedure done by Pixie Burmeister (seen below):

- after finding the correct bibliographic record on WorldCat, it is exported from WorldCat to PALS, and then edited as required (for example, spine mark, price, PALS bibliographic record number added, unnecessary data removed, et cetera)
- the completed bibliographic record is then uploaded to the mainframe
- the bibliographic record is then indexed overnight, which makes the record searchable on PALS the next day if you look for the author, title, et cetera.



▲ Pixie Burmeister

Copying the record saves time, for example, subject headings don't have to be retyped. However, some of the records on WorldCat are not such good quality and therefore need a lot of editing.

The cataloguers make use of **Anglo**

American Cataloguing Rules 2 (AACR2) (soon to be replaced by **Resource Description and Access**), **Dewey Decimal Classification System**, **Library of Congress Subject Headings** (non-fiction) and **Machine Readable cataloging (MARC21)**.

The cataloguing work is then checked by the more experienced staff in the section, to ensure accuracy and hopefully prevent problems further down the line.

As the cataloguers are responsible for the overall integrity of the database, they have to ensure that the main information on the selection, acquisition and Western Cape Provincial Library records all corresponds.

The cataloguers edit the selection and acquisition records on a weekly basis to ensure uniformity. There is quite a lot of work done in the background in some cases, for example, some juvenile non-fiction books have to be



▲ Seen here are cataloguers Estelle Jakobsen and Annette Hordijk

bought as a set, which then need separate bibliographical records and acquisition records created before the physical processing can be done. In the case of sets of encyclopedias, instructions regarding

item record holdings need to be conveyed from the cataloguers to the Preparations Section.

▶ A similar cataloguing procedure is followed for *Wheelie Wagon* books (done by Annette Hordijk and Kelvin Saula), and audio-visual material by Shelly Plaatjie (right)



OTHER DUTIES

Apart from cataloguing, cataloguers do other tasks as well, for example, they assist other staff at the Library Service or public libraries with cataloguing and classification queries, as well as with PALS-related queries such as duplicate bibliographic records, International Standard Book Number (ISBN) queries, or old items incorrectly linked. Students and academics regularly request information for articles or projects. Depending on the query, the staff member either refers them to the most knowledgeable staff member or answers the questions as succinctly and accurately as possible. These queries can be dealt with in minutes or hours depending on the detail required and the topic concerned.

Pixie Burmeister is responsible for correcting old bibliographic records that were input from badly handwritten cards by the original data capturers, and then batch loaded into PALS as the initial online-catalogue. She also loads records for the online name and subject authority files, assisted by a cataloguer, Riana Fourie.

The biggest ongoing project for the section is that of items without prices, for example, prices that weren't on catalogue cards with the accession number prefix B-D and were therefore never input by the original data capturers, or caused by some incorrect conversions from **South African Machine Readable cataloguing (SAMARC)**, et cetera. There are currently still 12,000 items without prices. A few years ago there were 160,000 items without prices when Liesel de Villiers (former deputy director) discovered this problem. Since then the section has steadily been working away on the items and hope to have it finished before the migration to BROCADE in January 2011.

Sometimes staff members are also involved in once-off projects, for example, Riana Fourie compiled an in-house cataloguing manual in 2003 (revised in 2007) which is regularly used by PALS cataloguers.

This section is emotionally preparing to migrate from PALS to SITA Library Information Management System (SLIMS) powered by BROCADE. The cataloguing will still be done with the same

level of expertise and commitment, the only aspect that will change are the processes and procedures.



DAILY LISTS

◀ After the books are checked, Elizabeth Vockerodt (far left) in the Cataloguing Section and Jasmina Harker (senior library assistant) from the Selection Section are responsible for compiling a daily list of 30-40 new book titles that include the bibliographic data, spine label, storage location and sum total of each title

A daily list is approximately 2 000 copies. These titles are then sent through to the Selection Section for allocation on PALS and then to the Preparation Section who

must then collect the books from the various stores as indicated on the daily book list. The 'master copy' of each title on the daily list is collected from the Orders Section before books are collected from the various stores and sent to the printing room while all the individual books undergo the physical preparation process.

PRINTING



▲ Gammie Williams (machine operator) printing book cards on daily lists

▶ Frikkie Diergaardt

PREPARATION OF NEW BOOK

The preparation of new books entails various sub-tasks.



Two officials are used to affix date slips and book pockets. Self-adhesive see-through pockets are usually affixed on board books for children. Frikkie Diergaardt (general worker) (bottom left) and Igsaan Williams (general worker) prepare the books.



▲ Christo Hattingh (general worker) affixes spine mark labels on new books after verifying the correct spine mark label information on the daily list



▲ Gillian King (general worker) meticulously works out which sequence of barcodes must be attached to each title on the daily list

Once pockets and date slips are affixed in all the books on the daily list, spine mark labels are stuck on the spine or front of the books.

Once the new books have pockets,



date slips and spine mark labels affixed, three duplicate barcodes are affixed in each book.

▲ Above: General worker Petra Oliver affixes barcode labels in books, while Suthu Dakela (general worker) puts protective laminate labels over the barcodes



◀ The new books are now ready to be neatly covered with plastic (contract staff) that is pre-cut in five different sizes (see left)



◀ *New audio-visual materials are prepared by Rina Burger (general worker) in the same way as new books*

CREATING ITEM RECORDS

After the physical processing of books is completed, item records are entered on PALS by linking the barcode in the book to the catalogued bibliographical data.



▲ *Nonzuzo Kanqu (general worker)*

Once the process of physically preparing the item is completed, the next step in this process is to electronically dispatch books to regional libraries by linking the barcodes to regional patron identifications. Books are then packed on individual regions' shelves and counted to ensure an accurate tally of totals.

WEEKLY DISPATCH OF NEW BOOK CONSIGNMENTS

Once a week, usually on a Thursday, the new library material that has been processed is recounted, packed and physically dispatched to the various regional offices. All packed cartons are weighed and dimensions are recorded on dispatch waybills. Labels that



▲ *Abdul Peterson (general worker)*



▲ *Walter Ngcibi (general worker)*

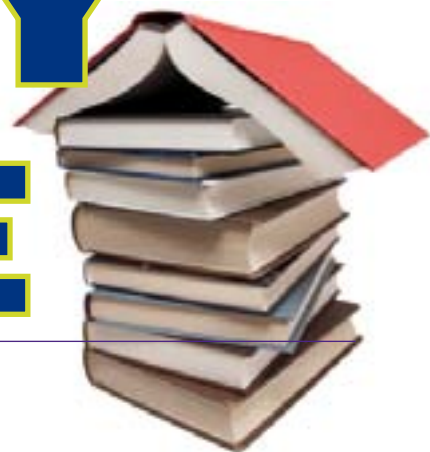
correspond with the information on the waybills are affixed on all cartons. Couriers collect the sealed weekly consignment of new library material for external regions every Friday morning, while regional staff based at Library Service Head Office collect their weekly consignment every Wednesday from room 109.

Handbook of bureacratic inaction

THREE FAVOURITE EVASIVE STEPS



OUR LIBRARY SERVICE



Metropole Control Area

PIETER HUGO

Assistant Director, Metropole

Most regional librarians sooner or later experience some variation on the following conversation: 'Oh, you're a librarian! In which library do you work?' 'I don't work in a library. I work for the Provincial Library Service. I'm a regional librarian.' 'OK, but is it open to the public?' 'No, we're not a public library, but we supply books to all the public libraries.' Then, invariably, you see a puzzled look on the person's face. In these situations I found that the easiest way to explain our job is to compare a regional library to a wholesaler. The public libraries would then be like the corner shops who get their stock from the wholesalers and sell to the public.

In the previous two articles we have followed the route of the book through the Western Cape Provincial Library Service's selection, acquisition, cataloguing and preparation processes.

In this article we focus on the role of the regional libraries, more specifically those of the Metropole Control Area. The Library Service has 15 regional offices serving the 330 public libraries in the province. Five of the regional offices are in Metro, serving the 105 public libraries in the greater Cape Town metropole. The regions are Blaauwberg, Cape Town, False Bay, Southern and Tygerberg. The regions typically consist of a regional librarian, two or three library assistants, a driver and a general assistant. Apart from the regional staff, Metro Control Area also has an assistant director and a chief library assistant.



◀ Monday morning meetings in Metro may sound like a madhouse to the rest of the fifth floor staff, as we do tend to get rather raucous, but it is actually our weekly kickstart for pure productivity. (Ltr): Thurrah Behardien

(Metro chief library assistant), Edwina Africa (Tygerberg regional librarian), Nkosinathi Mahala (Cape Town regional librarian), Pieter Hugo (Metro assistant director), Bronwen Abrahams (Southern regional librarian), Sophia Rickett (False Bay regional librarian) and Ethney Waters (Blaauwberg regional librarian)

Once the new books have been through all the preparation processes, they are allocated to the regions. All Metro regions get a trolley or two full of new books every week (and, sometimes, some CDs and DVDs). Yes, it feels like Christmas every week! The library



▲ Shirley Dubois (Southern Region library assistant) working on the weekly trolleys of new books

assistants check the books against the list and discharge them on PALS.

Special requests, series books, study guides, et cetera, are then identified and prepared for dispatch to the appropriate libraries. The books mentioned above, inter-library loans, as well as posters and other promotional material are delivered on the Combi runs. The Combi runs take place on a fixed weekly route to Metro libraries.



The rest of the new books are interfiled in the different categories on the regions' New Books shelves, waiting for the next tour. Touring in Metro means that several times per year all the libraries in a region are invited to visit the regional offices to select new books according to a specific allocation.

◀ Chris Gonyela (False Bay general assistant) preparing for a Combi run

▶ Librarians of Durbanville Library, Maryna Steenkamp and Mariëtte Wilbers selecting new books, with Edwina Africa (Tygerberg regional librarian) looking on



◀ Alta Oosthuizen of Bellville Public Library was so excited by the prospect of selecting new books that we found her early one morning waiting in front of Tygerberg's offices for the regional staff to arrive!

After all the libraries have had their turn to select books, the region goes on tour to deliver all the books. But libraries cannot get new books all the time without weeding their stock from time to time.

During the tours the regional staff have to process and return all those books to the regional offices.

▶ Blaauwberg Region processing the returns at Avondale Library in Atlantis. (Ltr): Ethney Waters (Blaauwberg regional librarian), Silas Marule (library assistant), Phadiel Mitchell (driver) and Attie van Neel (general assistant)



◀ During a library visit Ethney Waters discusses stock matters with André Davids, librarian of Avondale Library

▶ Touring is not always plain sailing. On this occasion there just was not a bigger vehicle available to deliver the books to the library. In case you were wondering, all those boxes did actually fit into the little Citi Golf! The heroes who made it possible are Randall Pretorius (Tygerberg general assistant) and Phadiel Mitchell (Blaauwberg driver)



Once the returns are back at the region they can land up in one of three places: the general stacks, repairs or Room G05 (the so-called Graveyard Room). Books that are still in a good or fair condition that can be used to fill stock gaps in other libraries, are processed on the database and interfiled in the general stacks. As the name implies, these are the shared book stacks for all the head office regions. It is a veritable treasure trove of nearly 300 000 wonderful books, a large portion of them still 'as new', that can be used to enhance libraries' collections.



◀ *Teamwork in the general stacks*

Books that have reached the end of their useful life in the Library Service are processed and taken down to Room G05, the room for discarded books. When Room G05 is filled up and the official processes

of getting the books written off have been completed, community organisations are invited to select books as donations. The remaining scraps are sold for paper recycling.

winning team we know we can overcome all obstacles, even if it means we have to do it on the run.



◀ *Shamieg Tejada (Southern library assistant) and Sidwell Sifuku (Southern driver) making sure the delivery is on time*



◀ *Metro staff filling up the shelves in Room G05. From front to back: Sidwell Sifuku (Southern driver), Lindani Ntantiso (Stellenbosch general assistant) and Mahwethu Saunders (Cape Town driver)*

Another major function of the regional libraries is stocktaking. Between the five regions stocktakes must be done in all of the 105 libraries in the Metro area in a four-year cycle. Although the concentrated action of a few days' incessant scanning

of all the books at a library is the visual part of a stocktake, the real work is done behind the scenes in the following year until the final account is sent out.

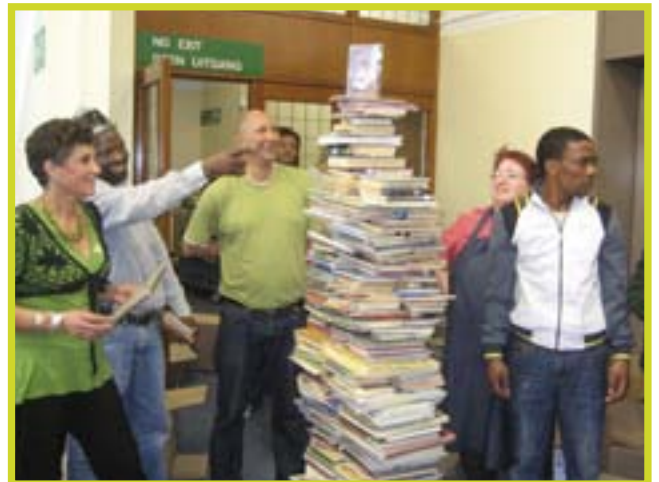


◀ *Clarette Pypers (Cape Town chief library assistant) rushing up the stairs on urgent business*

▶ *Denise Petersen (False Bay library assistant) scanning books during a stocktake*



Apart from the above-mentioned regional activities, there are many more tasks that keep us busy and productive, but most of it is not visually interesting enough for a photo article (how many photos of people sitting at a computer do you want to see?) We would much rather show you some real action for the closing scenes. Things can sometimes get quite hectic, but with Metro's



▶ *Everything we do is summed up by this photograph. We are constantly trying to balance the books, but we enjoy every moment of it! (Ltr): Shirley du Plessis (Southern library assistant), Frans Bede (Southern general assistant), Shamieg Tejada (Southern library assistant), Clarette Pypers (Cape Town chief library assistant), Shirley Du Bois (Southern library assistant) and Sidwell Sifuku (Southern driver)*

OUR LIBRARY SERVICE



Platteland control areas

PIETER HUGO

Assistant Director, Metropole

The first two articles in this series on an insider's view of the Western Cape Library Service followed the route of the book through the acquisition, selection, cataloguing and preparation processes. Following on these articles the focus moved to the regional organisation. The Library Service has 15 regional offices serving 331 public libraries in the province. In the previous article the role and activities of the five regions in the Metro Control Area were highlighted and in this article we will focus on the ten platteland regions.

PLATTELAND REGIONS

The platteland regions are grouped, five each, into two control areas. The Boland Control Area consists of Hermanus, Saldanha, Stellenbosch, Vanrhynsdorp and Worcester regions, whilst Beaufort West, George, Mossel Bay, Oudtshoorn and Swellendam regions form the Outeniqua Control Area. Together they serve 225 platteland libraries in the Western Cape.



◀ The 80km gravel road to Kliprand, Vanrhynsdorp Region

Except for the vast distances that must be covered, the composition, functions and activities of the

platteland regions are much the same as those of the Metro regions. Well, not quite the same. The majority of the platteland public libraries are not computerised and are still working on the old card-issuing system. This has extra procedural and administrative implications for the regional offices. Other differences, especially regarding new libraries and co-operation with local authorities, will be highlighted later on in the article. The platteland regions typically consist of a regional librarian, one or two library assistants, a driver and a general assistant. The two control areas each has an assistant director and a chief library assistant.

NEW BOOKS

The platteland regions' weekly consignment of new books and other library material from head office is delivered by courier services. As with the Metro regions, it is one of the major responsibilities of the platteland regions to ensure that new library material is fairly distributed to the public libraries. This involves the fair allocation of special requests and multiple copies of new titles between the libraries. Many platteland regions also compile and control temporary block loans to libraries to ensure a wider readership exposure to some categories of books bought in small quantities. The bulk of new books are of course made available for democratic selection by the libraries during the regular tours in the region.

▶ Georgina Libalele (general assistant) working with the new books in Swellendam Region



BOOK PARCELS AND OTHER SPECIAL DELIVERIES

Because of the distances involved, platteland libraries do not have the Metro libraries' luxury of a weekly Combi run to all libraries for special requests and other urgent deliveries. Therefore it is part of the daily activities in platteland regions to make up, send and receive book parcels by post. Some regions, such as Beaufort West, still make use of a delivery bicycle for the daily 'post office run'. Many platteland regions have built up a network of informal delivery agents. They are mostly colleagues from the clinics, police, veterinary service, et cetera, who 'volunteer' to deliver or fetch a box of books or two when visiting neighbouring towns.



◀ Lubabalo Dzedze, until recently the assistant director in Outeniqua Control Area, taking Beaufort West's bicycle on a 'vehicle inspection test'. It was reported that both bicycle and driver passed the test!

BOOK VANS

Travelling long distances (fortunately not by bicycle) is very much part of the platteland experience. Most of the platteland regions do their regular tours to all their libraries with specially designed book vans. Book lovers all over the platteland know from years' experience that the book van in town means it's readers' christmas. Word of the 'book van sighting' spreads like fire through the town and the next day the library usually experiences a mini stampede. It is, after all, only about four times a year that the library receives hundreds of new and, if not all new, at least different, books. Bear in mind that there are no bookshops available in the platteland, except in some bigger towns. Remember also that school libraries are even scarcer than in the city.



◀ The book van

NEW LIBRARIES

During the past five to ten years most platteland regions have expanded, with several new libraries and many wheelie wagon libraries established. Regional librarians are intimately involved in the whole process of building a new library. This involves the initial negotiations and signing of an agreement

with the local authority, planning with the architect and regularly attending site meetings during the building phase.



◀ Lubabalo Dzedze inspecting the construction of Leeu-Gamka Library in Beaufort West Region



◀ A local choir adds some colour to the opening of Leeu-Gamka Library



◀ Sometimes a new library is built as an extension to an existing building. Here the small community of Protem in Swellendam Region is finally getting their long-awaited library

At the same time the region must build a collection for the new library and might also be involved with the appointment and training of staff. Eventually the region must get all the books onto the new library's shelves before the festive official opening.

▶ A move in Waenhuiskrans, Swellendam Region. De Wet Rossouw (standing) and Godwin Watermeyer (sitting) are both hard at work in getting everything into place



► The opening of Rudolf Balie Memorial Library, a new container library in George Region



WHEELIE WAGON LIBRARIES

Very small communities, consisting of a few hundred people only, are found all over the platteland. They are usually far away from the nearest town with a library. Building libraries in these small settlements are not economically viable.

► Wittewater Wheelie Wagon Library, Saldanha Region. The lack of normal library facilities are no deterrent to some. If you do not have a proper exhibition area, you use the top of the trolley for your Easter exhibition!



With an average of five new Wheelie Wagon libraries opening each year, it continues to add an increasing strain on the activities of some platteland regions. It is a small price to pay, however, for the extension of a much-needed and appreciated library service to the previously 'hidden' platteland.



◀ Algeria in Vanrhynsdorp Region

Wheelie Wagon libraries are an excellent way to fill this gap. A wheelie wagon library consists of two specially designed metal trolleys with lockable doors, containing about 1000 books. They are usually housed in community halls, but not always.



◀ Molsvlei Wheelie Wagon Library in Vanrhynsdorp Region in action



Some Wheelie Wagon libraries are housed in church halls, one in a sports facility and some in schools, but even those in schools provide a service to the whole community.

▲ Vleiplaas Wheelie Wagon Library in a school in Swellendam Region



◀ Another Wheelie Wagon delivery! This time to Algeria

The Conditional Grant, which funds the Wheelie Wagon projects, also makes the rural ICT projects happen and funds the municipalities for extra library

staff and other library related projects. All of these, as well as the long standing issue of the unfunded mandate, have made the regional librarians' interaction with their local authorities much more vital and regular than in the past.

OTHER ACTIVITIES

Stocktakes must be done in all libraries in a four year cycle. Platteland regional librarians also regularly travel to Cape Town to attend book selection meetings in Head Office (also to deliver and fetch books and other supplies and to network with their urban colleagues).

Platteland regions organise regular training opportunities as well as the annual library forums for public library personnel.



◀ Seen here is a combined training forum held at Masifunde Library, George Region



◀ Some staff even walk the extra mile, promoting Library Week in a shopping centre. (Ltr): Estelle van Rooyen, George Public Library, Lubabalo Dzedze, Thunyiwe Mantyi, until recently regional librarian of George Region, and Sipho Goboza, driver George Region

With all of their activities and responsibilities, it is not all work and no play in the platteland, though ...



◀ ... but, even at sports days they have to pull their weight!

Most of the work in the platteland regions involve long distance travelling, with the ever present possibility of accidents. Fortunately, in the more than six decades of the existence of the library service, there was only one fatal accident involving staff on duty.



The horrible accident near Montagu in December 2006, in which Magduldt Stopforth was killed and Ronel Mouton (both of Swellendam Region), was very seriously injured



◀ Christa Hayes of Vanrhynsdorp Region proves that lunch in the platteland can be cool. With the help of Wuppertal's pure mountain water, of course!



Conditional Grant

for public libraries

THUNYIWE MANTYI and ESTELLE BALIE
Assistant Director: Conditional Grant and Principal Librarian,
Conditional Grant

Overall goal and purpose of the grant

The overall goal of the Conditional Grant is to enable South African society on all levels to gain access to knowledge and information that will improve their socio-economic situation.

Its purpose is to transform the urban and rural community library infrastructure, facilities and services (primarily targeting previously disadvantaged communities) through a recapitalised programme at national, provincial and local government level.

This funding is intended to help resolve the constitutional implications of schedule five of the Constitution of the Republic of South Africa and to ensure that it is used for the designated purpose of addressing backlogs in the provision of library services that are not distributed across provinces as per the equitable share formula.

The year 2010/2011 marks the fourth year of the Conditional Grant funding for community libraries received by the Department of Cultural Affairs and Sport from the National Department of Arts and Culture. In implementing the grant the Western Cape Provincial Library Service works in partnership with local municipalities who serve as implementing agents for some of the identified and prioritised projects. Ancillary to this, the Department of Cultural Affairs and Sport also signs a Memorandum of Agreement (MOA) with municipalities with regard to projects implemented at municipal level.

In 2007/08 99.5%; in 2008/09 99.7 %; and in 2009/10 100% of the grant was spent.

The budget for 2010/11 was R1 865 000 and is divided as follows:

- an Afrikaans juvenile encyclopedia for Wheelie Wagons (R280 000)
- children's literature (R300 000)
- stock gaps (R400 000)
- magazines and newspapers for Wheelie Wagons (R100 000)
- books for Wheelie Wagons (R785 000).

Conditional Grant projects

Projects within the Conditional Grant are divided into *transfers* (projects carried out at municipal level), and *centrally managed projects* (carried out from the Western Cape Provincial Library Service in Cape Town).

Transfer payment projects 2010/11

Improved staff capacity at public libraries

In order to address staff shortages in public libraries additional staff are employed in public libraries in the Western Cape. The appointment of additional staff has enabled libraries to enhance service delivery to communities and also enabled staff to attend organised staff development programmes. This was previously not possible due to lack of funds from the municipalities to employ more staff in public libraries. In some areas the opening hours at public libraries have been extended.

The extent of the success of the project is attributed to a need that still exists in municipalities to have adequately staffed libraries to be able to provide an uninterrupted service to communities. The challenge of coping with staff shortages due to vacation or sick leave; attendance of conferences, seminars or courses have, to a considerable extent, been reduced. It is acknowledged that most municipalities include relief staff with the additional number of staff employed in their business plan.

Building of new libraries

Funds for this financial year have been transferred to Saldanha Bay Municipality for the building of a new library in Vredenburg.

Maintenance and upgrading

Ten libraries will benefit from this project. The amount allocated for maintenance is included in the transfers to municipalities who listed maintenance and upgrading projects as a priority.

Operational costs for two new libraries

Two libraries, Harare and Kuyasa, were funded.

Improved Information and Communication Technology (ICT) and systems

Six libraries are benefiting from this project.

Literacy projects

42 literacy projects will be implemented at public libraries.

Office furniture and equipment

43 projects are to be implemented at public libraries.

Centrally managed projects 2010/11

The Wheelie Wagon project

The extended rural library service commonly known as Wheelie Wagons aims at taking library services to remote rural areas who are without easy access to other library facilities. This project is the flagship project of the Library Service and primarily targets the previously disadvantaged. The project was initially implemented in 2004 at the farming community at Nagenoeg near Stellenbosch. Currently 28 Wheelie Wagon sites exist throughout the deeper rural areas of the province. This proved to be a good choice as it targeted farm areas and areas with small pockets of population who could now receive a library service. The success of the project led to increased requests by the municipalities for other identified small rural areas.

After considering the factors that influence the establishment of these service points, only five sites can be accommodated annually.

What are Wheelie Wagons and how do they work

Books are arranged in a mobile trolley, a steel construction approximately 1340 mm high, 1100-1175 mm long and 600-640 mm wide, with two lockable doors on each side and shelving for books on the inside. The trolley has four wheels, one or two with a brake mechanism.

Each trolley can take approximately 400 books (depending on the size and thickness of the books). Two trolleys are normally placed at a site which means that about 800 books are available for borrowers at any given time. Books for adults and children are normally kept on separate trolleys. The local residents become members of the 'library' and library cards are issued. The mobile library operates pretty much the same as a small public library. Fiction and non-fiction (adults and children) are available as well as reference works. As the communities are predominantly Afrikaans-speaking, mostly Afrikaans books are selected, but books in English are also available. The circulation statistics of all the sites in 2009 showed a total of 102 997. These sites are mainly located in rooms at municipal offices; in classrooms at primary schools, (for example, Ruitersbos) in renovated buildings, (for example, Wittewater) and in sports centres (for example, Kliprand).

Positive feedback has been received from regional librarians, library staff and library managers from Swellendam, Stellenbosch, Breede Valley and Witzenberg regarding user satisfaction. Regional librarians from the Mossel Bay, Oudtshoorn, Vanrhynsdorp and Swellendam regions also gave valuable input to the needs of users in the rural areas.

Through hard work and dedication of all stakeholders, the Wheelie Wagon project has, without a doubt, added quality to the lives of people in those areas where they are located.



Rural library connectivity project (Information and Communication Technology (ICT))

In an endeavour to bridge the digital gap between urban and rural areas the Library Service in partnership with e-Innovation and with funding from the Conditional Grant, provides infrastructure and free public access to internet connectivity in the rural areas. The Internet costs and services are paid for and maintained by the Conditional Grant funding. The installation of a library and information system and the training of staff take place in those libraries who did not have access to these systems before.

Purchasing of library material

To support the education system, promote multilingualism and indigenous languages and support literacy projects, library material is purchased. An example is the long-awaited **Britannica junior: ensiklopedie vir Suidelike Afrika** of which 381 sets of the 10-volume encyclopaedia were purchased. This was very well received by librarians. A number of provincial and public librarians were involved in the content development of this encyclopaedia.

An increase in the number of books in indigenous languages (isiXhosa and Afrikaans adult and youth) borrowed from community libraries was recorded. The circulation was 9,787,497 by the end of the financial year (2009/10).

The increased use of isiXhosa material can be attributed to an increase in the number of titles purchased as well as a donation of classical literature in indigenous languages received from the National Library.

Management of the grant

Eleven staff members manage and execute projects funded by the Conditional Grant. Monitoring is a key function in terms of managing the grant. Municipalities are monitored to ensure that funding transferred to them is utilised for the purposes it is intended for and agreed upon in the Memorandums of Agreement (MOA) and Business Plans.

The challenge that will be continuously addressed with municipalities is the implementation of projects at municipal level.

Allocation criteria for transfers

The following criteria are used for allocating funds to municipalities:

- % of total population of a municipality in relation to the total population of the province (70% weight)
- % of total circulation of libraries in a municipality in relation to the total circulation in the province (20% weight)
- % of libraries in a municipality in relation to the number of libraries in the province (10% weight).

Conclusion

The extension of library services to remote rural areas is an extremely successful project. During the financial year 2010/11 the service will be extended to five more rural communities. This will provide library services to inhabitants of remote rural areas.

The Rural Library Connectivity Project (ICT) plays a major role in increasing opportunities for rural communities through modern ICT technologies. Rural libraries are being connected to the Internet and this enables library users to connect to the Internet and use computers free of charge.

The important role that the Conditional Grant plays in the Library Service is in line with the vision and strategic objectives of the department of building a socially cohesive, creative and active province and providing library information services which are free, equitable and accessible to all inhabitants of the Western Cape.



▲ The ICT project at Cloeteville Library was established in July 2009

► Seen here are members of the public in Stellenbosch making use of the facilities of the ICT project. Both Cloeteville and Stellenbosch libraries fall under the Stellenbosch Municipality



▲ The official opening of a Wheelie Wagon project in Vermaaklikheid in the Mossel Bay Region. (Extended Rural Library Service Project)

OUR LIBRARY SERVICE



General Services

Compiled by NEVILLE ADONIS and GRIZELL AZAR-LUXTON
Assistant Director: General Services and Editor

In previous articles in this series we have firstly followed the route of the book through the Western Cape Provincial Library Service, namely selection, acquisition, cataloguing and preparation. Then we focussed on the regions, which involves the allocation and distribution of books to public libraries. In this article we will be focussing on a section of the Library Service that has no involvement in the actual processing and logistics of the book, but whose functions are primarily aimed at the provision of information, and the marketing and promotion of our services and resources. The General Services comprises Promotion and Publications; Central Reference, Administration, and Research.

PROMOTION AND PUBLICATIONS SECTION

The main aim and purpose of the Promotion and Publications Section is to promote the use of public libraries and their services to as many people as is possible in the Western Cape. A further aim is the creation of a culture of reading by way of providing promotional material to public libraries as well as hosting various promotional programmes, such as the annual Library Week and the Cape Town Book Fair.



▲ Seen here is Szerena Knapp, senior library assistant, typing up a storm. On her shoulders falls the task of ensuring that all articles received for the bi-monthly magazine, the **Cape Librarian**, be it via email, post or on CD, are corrected and submitted to the editor in the correct format for proofreading. She also has to keep a record of these articles and her stern voice is the one reminding authors of deadlines for submission (hence the nickname 'Liewe Heksie'...). After each proofread she does the corrections – this process can sometimes take up to six proofs but with a minimum of three. With her ever-energetic enthusiasm she is involved in everything that happens in the section, be it the annual Library Week promotion, the Book Fair or anything else that involves design or slogans for promotions



◀ The production and publication of the bi-monthly magazine **Cape Librarian** is the main responsibility of the editor, Grizell Azar-Luxton. From planning the content to securing authors and articles she ensures that it remains a quality product and fondly refers to it as her 'baby'. Seen here with her at the light table is assistant director of the General Services Unit, Neville Adonis, commenting on the quality of photographs in the latest issue

▶ Olivia Forshaw, our cheerful and innovative industrial technician and designer, is busy setting up a display for the festive season to be featured in the September/October **Cape Librarian**. This is just one of her many functions, such as the designing and laying out of posters, brochures, banners, the annual review and year planners - all promotional items that are used to market the Provincial Library Service. Olivia's main responsibility, however, is the design, typesetting and laying out of the bi-monthly magazine, **Cape Librarian**, the mouthpiece of the Service, and in her hands rests the task of forever creating a fresh and appealing look for our readers. She is also involved in organising and overseeing the printing of each issue and uploads each magazine onto the Cape Gateway web site once it has been published. Also part of her functions are PowerPoint presentations for management and input into theme development and design for the annual LibraryWeek and the Cape Town Book Fair



◀ Librarian Renee Cohen busy proofreading the latest **Cape Librarian**, one of her many tasks in the Promotion and Publications Section. She is intimately involved in the planning of all projects such as LibraryWeek, the overseeing of the production of promotional material, the section's budget and she generally acts as the assistant director's right hand woman

▶ Senior library assistant David Webber's main task is the maintenance of the address list of subscribers to **Cape Librarian** as well as the distribution of the magazine. He is also in charge of the famous 'orange' and 'green' rooms so popular with librarians, where all publications and promotional material are stored and dispatched. As well as being our resident photographer, he also assists with the setting up of displays and exhibitions, provides promotional material for visiting tour groups and many other ancillary functions. He is also affectionately known as the 'guy who keeps the demanding girls in the Publications Section in check'



Projects

Library Week

The concept of a National Library Week for South Africa was aired for the first time at an annual conference of the South African Library Association in Kimberley during the 1960s. Nothing materialised until 1985 when Public Library Day, driven by the Public Libraries Group of the South African Institute for Library and Information Science (SAILIS) was celebrated for the first time. The objective of this project was to bring the many information services offered by the public libraries to the attention of the community. In 1988 SAILIS declared that from that year forward the third week of May would be celebrated as Library Week in public libraries throughout South Africa every year. However, LIASA embarked on a process of consultation to have the date of Library Week changed to the third week in March every year. The Western Cape Provincial Library Service supported this recommendation and thus celebrates Library Week each year in March.

▶ ▶ Library Week promotional material includes plastic library bags that are an all-time favourite with librarians and users alike. These bags are invaluable, especially in rainy conditions



◀ Other items such as bookmarks and stickers have also been standard promotional items for years and have proved to be very popular. In the past few years the

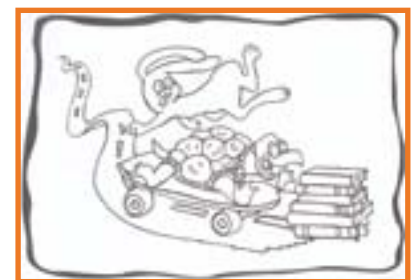
Service has, with an increased budget, been in a position to add some interesting items to the list of promotional material such as lanyards, pens, pencils, erasers, rulers, balloons, wristbands and peak caps

▲ During the past 11 years a variety of themes formed the basis of the project. These were: Books by the millions; Be a Bhuki Buddy; Books make lekker friends; Your right to read; Read Funda Lees; Libraries for literacy; Every face tells a story; Your stars say read; From local to global @ your library; Race for knowledge @ your library; and Read the game: score @ your library.



The success and popularity of the Bhuki concept in 2001 resulted in the continuation of the campaign the following year. Modelled from clay, Bhuki has since become the official mascot for the Provincial Library Service and is used at promotional events, projects and programmes

▶ Colouring-in sheets are very popular among the younger readers and are a useful activity that is encouraged in children's libraries



Cape Town Book Fair

The Provincial Library Service and the library service division of the City of Cape Town have been involved in a partnership since the inception of the Cape Town Book Fair a few years ago. The aim of the display is to promote the information services and resources produced by the public libraries in the Western Cape and to market both the Provincial Library Service and the City of Cape Town's libraries. In addition, the Book Fair also aims to encourage the public to make use of all the free services offered by libraries, such as books, DVDs, CDs, newspapers and magazines. The target market is both the youth (teenagers and young adults) and adults who do not normally visit public libraries.



◀ The themes vary each year and in 2009 the target market was the youth who do not visit libraries. The display resembled a 'for sale' shop window with text in speech bubbles, aimed at youth talk. Some examples were, 'LOL at your library'; 'MXIT @ your library'; and 'BFF'

(Best friends Forever) and the ultimate aim was to attract youngsters and 'advertise' the fact that all services are free

▶ This year's display was on a more serious note and promoted the services of the Provincial Library Service as well as those of the public libraries. Seen here are Razaan Khan (senior library assistant), (left), and Szerena Knapp (senior library assistant) who enthusiastically tend to visitors year after year



Publications and promotional material

The Cape Librarian

The in-house journal, **Cape Librarian**, a subscription magazine which is published bi-monthly, remains the most important voice of the Library Service. It informs affiliated public libraries about current developments in the library world and also provides training in library-related issues. This magazine is distributed both nationally and internationally and is one of the very few South African information science magazines indexed in Library and Information Science Abstracts (LISA). LISA is an international abstracting tool designed for library professionals and other information specialists and currently abstracts over 440 periodicals from more than 68 countries in more than 20 different languages.

The cover designs are alternatively outsourced or designed by our resident graphic designers. One of the aims of the cover design

is to concentrate on the various subjects covered in libraries such as literature, music, the arts, and science, with variations on the theme aimed at adults and children.

E-mail address: capelib@pgwc.gov.za

▶ Graphic designer Monica Wagner (now retired) used the different elements of nature as her inspiration for this unusual cover design that included the 26 letters of the alphabet



◀ This series of covers was an ingenious interpretation in clay of various topics such as the theatre and opera world, science, adult and children's literature, music and the arts by Jack Russell Design. The cover featured on the left depicts children's literature

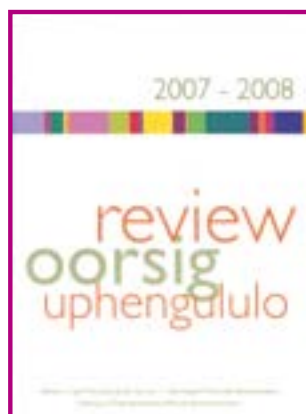
▶ With the theme for 2009 being Libraries open windows to knowledge, the artist Hubertus ZuCastell used unusual window designs in which various relevant topics were featured



Annual reviews

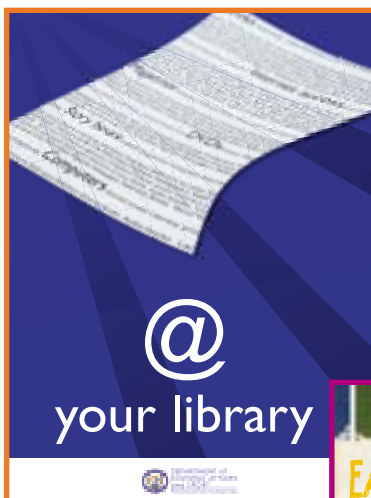
Each year the section produces an annual review of the Library Service, which is a report on the various operational activities of the different sections in the form of statistics, graphs, diagrams, tables and pictures. The annual review highlights activities of the two divisions of the Library Service: the Central Organisation and the Regional Organisation.

◀ The review is published in three languages, namely Afrikaans, IsiXhosa and English. On the left is the latest edition



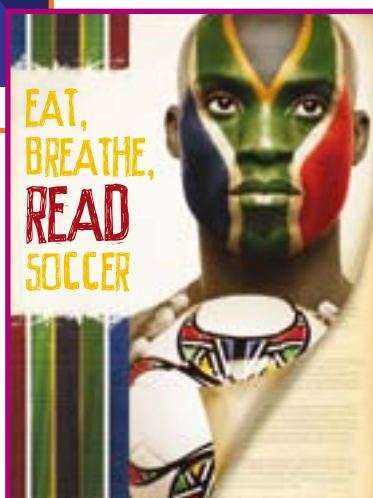
Posters

Librarians regard posters as an essential tool for displays and library promotion. Displays also constitute a crucial facet of library work and this section endeavours to enable librarians to achieve this objective imaginatively. Contributions regarding displays and suggested topics for posters are provided annually by librarians. The themes are varied and are often linked to public and national holidays.



▲ Above: This poster was designed by Olivia Forshaw with the brief to 'advertise' the many free services and resources available in libraries. The poster is used in public spaces such as shopping malls

▶ Right: With soccer fever permeating our beings in 2010, this section, true to its tradition of being on the ball, produced this poster with a soccer theme for use in libraries for displays



▲ Every year a multilingual year planner for affiliated public libraries is produced in this section. The year planner usually contains a calendar with text and images related to the promotional material or activities of the Library Service. However the 2010 year planner's design had to be different and sported - what else - a soccer theme

Brochures

▼ Information brochures are produced from time to time to promote the Library Service and its various sections and functions. These are used as promotional items during book festivals, at libraries, and during any other related activities. Below is the latest brochure design by Olivia Forshaw



Internet web site

This section is also responsible for keeping the web site of the Library Service up to date: www.capegateway.gov.za/library

The site provides a wide overview of the activities of the Library Service and provides links to the **Cape Librarian** magazine, annual reviews, address lists of all affiliated public libraries and the PALS online library system (soon to be changed to Brocade).

CENTRAL REFERENCE

Central Reference (better known as SN) is a section within the Western Cape Provincial Library Service whose function it is to provide information and information resources from the central reference collection, consisting of 55738 books, via 15 regional libraries to approximately 330 public libraries in the Western Cape. SN is based on the third floor in the Provincial Library Service Building in Cape Town. This section is staffed by a librarian, a chief library assistant, three library assistants and a general worker:

The section provides the following library material to information users via their public libraries: books, audiobooks, audiovisual material (CDs, DVDs, videos), 16mm and 35mm films, foreign fiction, artworks, records, and language courses.

SN comprises five different components: the Art Library, Film and Audiovisual Library, Music Library, books and printed media, and the Social Library.

The main responsibility of the section is the provision of information to public libraries and library patrons of the Western Cape. This entails the managing of information and the resourcing

of requests from the stock of the section, as well as from other institutions via the SABINET system. Another core function is the handling of ready reference queries, mainly for school projects, as well as the provision of reading material, including audiovisual material such as videos, films, DVDs, CDs and language courses.

The stock building policy of the section is based on the provision of resources containing specialised information in order to be utilised for subject requests.

The main functions can be summarised as follows: circulation of library material; ready reference service; Internet service/searches; SABINET transactions: lending as well as borrowing of library material; title requests received and processed; subject requests received and processed; and audiovisual requests received and processed.

DIVISIONS OF CENTRAL REFERENCE

Art Library

One of the Library Service's declared objectives is to promote art appreciation, and since 1961 art prints as well as some original art works have formed an integral part of the library stock. They are made available to all public libraries for exhibitions in the libraries and elsewhere, as well as for issuing to organisations and individual borrowers. Librarians from affiliated public libraries, as well as organisations (through their local library) who want to mount exhibitions in libraries, or promote art and incorporate it into their activities, can avail themselves of the Library Service's extensive collection. Currently there are 787 original artworks and 2977 art prints in stock.

▼ Exploring the Art Library is like being let loose in a sweet shop. Here Neil Jacobus (general worker) withdraws an artwork for an exhibition on request by reference

librarian Vuyokazi Mandongana with Hoeda Salaam (film library assistant) looking on



Film Library

The Film Library has a unique collection of 16mm and 35mm films that are, in some instances, not

found anywhere else in the world. Requests have been received from all over the world for copies of films that are only available at the Western Cape Provincial Library Service. There are approximately 2025 films in stock.

► Hoeda Salaam (film library assistant) and reference librarian Vuyokazi Mandongana checking on one of the many unusual titles in stock



Audiovisual collection

The audiovisual collection includes copies of CDs, DVDs and videos on loan to all public libraries in the Western Cape. The Central Reference Section receives a copy of every DVD and video title purchased. SN thus has a full collection of DVDs on loan for public libraries that have limited DVD titles in stock. There are 1781 CD, 12 527 video and 1375 DVD titles in stock.

► Seen here are Hoeda Salaam (film library assistant) who is in control of the Film Library and who guards the extensive DVD and video collection with her life, together with Vuyokazi Mandongana who heads SN



Social Library

A new era in the retrieval of information for officials of provincial government has been brought about by the Social Library, situated on the third floor of the Provincial Library Service Head Office. An information library facility is offered from here to all provincial staff members, and library material may be borrowed. A variety of magazines, newspapers, records, art prints, CDs, DVDs, management information, fiction and non-fiction of both a popular and specialised nature are available. Books not available in the stock of the Social Library can be requested through the special request service and interlibrary loans. The Social Library is open to staff members between 12:00 and 13:00 daily to simply browse or to borrow library material. Many staff members find it comforting just to visit the library and read the daily newspapers.

► Nothing passes the eagle eyes of senior library assistant Pendi Joerning (far left) and Sandra Kingswell (senior library assistant) who are in charge of the Social Library. Despite their tight reign on the stock users can depend on always having a good chuckle when visiting the Social Library



Services provided by SN

Ready reference service

The aim of the ready reference service is to create an extensive information data bank and to render a fast and effective service to users. The ready reference and other information collections

at public libraries often cannot satisfy the user's need for essential information. This sub-section serves to satisfy urgent 'question-and-answer' requests speedily and effectively. The traditional special request service involves extensive and time-consuming subject searches done by dedicated chief library assistant, Gerda Theron. The ready reference service entails telephonic answers, photocopies or answer by facsimile.



◀ *Cool and calm Gerda Theron (chief library assistant) has become a household name in SN and there is very little she will not be able to provide information on*

SABINET information service

A SABINET information service is available to affiliated public libraries only when library material is not available from our own stock. Library material is requested and supplied online. The costs involved for this information service is paid by the library user.

▶ *Ever-friendly general worker Neil Jacobus (far right) assists with the despatching of books. One of the stalwarts in the section is library assistant Adri Besterman who sweetly but firmly controls the issuing and extensions of library material*



ADMINISTRATION SECTION

One of the functions of this section is the provision of human resource information to staff.

Human Resource Management

This section provides management and staff with daily information regarding staff policy. They inform and educate staff regarding service benefits and labour relations matters. They also provide and assist staff with the completion of various applications, for example, housing/tenant allowance, leave of absence, strike actions, medical aids, service terminations, severance packages, pension beneficiary applications, et cetera. There is an Employee Assistance Programme (EAP) service available to staff and immediate family members to give professional support via a firm called Careways on life issues such as emotional and personal difficulties, family and relationship concerns, alcohol, drug and gambling abuse, financial matters,

bereavement and loss, et cetera.

▶ *Najwa Mohamed-Luddy (chief administration clerk) is always ready with a smile to assist with the many staff-related queries*



General support

An open-door policy exists in HR. They also liaise between Head Office and library staff and all matters are handled with strict confidentiality. Staff files are kept under lock and key with only appointed staff members, having access to these files. Staff members are welcome to request copies of CVs, marriage certificates, identity documents, beneficiary forms, housing applications, appointment letters, IRP 5s, medical aid forms, et cetera. No documents may be delivered directly from individual staff members to Head Office as everything has to be channelled via the HR office. On receipt of a request or documentation, the relevant documentation will be distributed to the appropriate section at Head Office, with a copy on the staff personnel (SP) file.

Recruitment and selection (vacancies)

This service provides management with up-to-date and relevant lists of vacancies, with an indication of staff movements. It also assists with formulation of a shortlisted grid for applicants.

▶ *Seen on the right is a recruitment and selection process in action. Second from left (ltr): Chantal Johannes (senior administration clerk); Neville Adonis (assistant director, general services); Gerda Theron (chief library assistant); Vusi Tafu (systems librarian) and Najwa Mohamed-Luddy (chief administration clerk). On the far left is a candidate being interviewed*



Training and skills development

This section keeps staff informed of training courses available. It handles training applications, liaises with the Provincial Training Academy at Kromme Rhee regarding special training requests and informs supervisors and managers accordingly. It also keeps a record of all training information.

SPMS (Staff Performance Management System)

▼ Chantal Johannes (standing below), senior administration clerk of this section, is also responsible for keeping management and staff informed regarding the Staff Performance and Management System (SPMS) information as received from Human Resource Development and Training (HRDT)



Management and staff are kept up to date regarding any amendments and deadlines. They are responsible for arranging the second level moderating members and to finalise the selection of com-

mittee members. After the completion of second level moderating meetings, it is this section's responsibility to co-ordinate and finalise changes that have been made on the reports. They are responsible for the hand-delivery of completed documentation and for record-keeping relating to permanent and contract staff members.

Staff leave

Another responsibility of this section is the keeping of proper leave records. On average this section processes approximately 80 leave forms weekly.

Advice and guidance

The section is also involved in the orientation of all new staff members. The HR office can be visited at any time and no appointments are necessary. Staff situated in the regions can be assisted telephonically or via e-mail regarding any queries or concerns. Staff in this section also annually visit the outside regions, to ensure better communication. These annual visits allow staff to educate themselves with essential information and afford them the opportunity to ask important questions without fear or favour.

PERSAL

Staff in this section also ensure that the personal salary system (PERSAL) is updated. They check information regarding deductions from salaries, leave credits, garnishee orders, unpaid leave, et cetera, on PERSAL. Other aspects that are checked on PERSAL are leave applications, new staff PERSAL numbers, back pay, acting allowances, salary increases, et cetera, and all queries directed at Head Office are handled by the staff in this section.



◀ Najwa Mohamed-Luddy (chief administration clerk) during a training session

Pay slips

Chantal Johannes (administration clerk) is assigned as the Paymaster of the Western Cape Provincial Library Service and is responsible for the disbursement of all pay slips. Approximately 155 pay sheets are processed monthly. All monies paid out will have a paper trail (pay sheets).

Filing

Filing plays a pivotal role in this section as it is essential that all staff will have access to certain documentation on their individual files. Approximately 60 documents per week are filed on the SP files for record-keeping and archive purposes.

Organogram

This section also provides management with monthly demographic statistics as well as monthly employment equity statistics. The organogram board (for any staff member to peruse and question) is also managed by HR.

Telecommunications

All telephone-related queries are reported to this section who in turn reports the problem to telecommunications. This includes applications for new telephones and extensions, damaged telephones, and cell phones that need to be blocked. Faulty telephone lines and telephones, voicemail queries and name changes must be reported via the user to the Telephone Faults Helpdesk. All telecommunication applications are reported immediately. The telephone list that includes all new employees' details are regularly updated. All staff at Head Office receive the updated lists. Telephone statistics are provided on a monthly basis to the Telecommunications Section at Head Office (Protea House).

REGISTRY

Records Management

This section is responsible for the management of all files of the Library Service. Staff are kept informed of any changes taking place in Registry.

▶ (Ltr): Neil Lombaard (senior messenger) and Marietha Nortjé (senior registry clerk) - the two staff members who make all communication and correspondence happen



Research Section

The Research Section is not active yet.

OUR LIBRARY SERVICE



Administrative Support, Technical Services and Senior Management

Compiled by GRIZÉLL AZAR-LUXTON

This the final part in our series, Insider's view, in which readers have been introduced to the Provincial Library Service in the Western Cape. The series encompasses every activity as well as every staff member in the service - all cogs in the big wheel that ensure that you, the reader, receive your books ...

Administrative Support

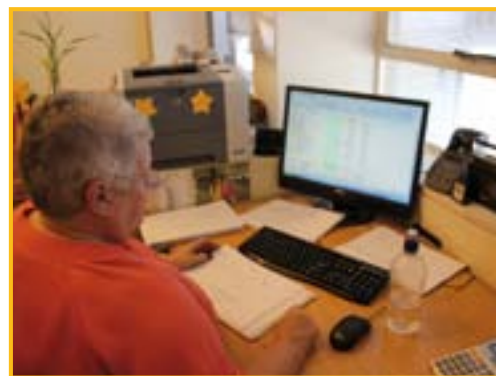
TESSA CAROLINE

Deputy Director, Central Organisation

The Library Service is fortunate to have its own administrative support section that deals with finance and supply chain management. This section is responsible for the acquisition of library material (this is done by the ordering and payment section and was featured in the March/April 2010 edition of the **Cape Librarian**); the procurement of goods and services for the Library Service, Archives and Conditional Grant; asset management and the management of the budget. The Administrative Support section is responsible for transport matters, buildings and occupational health and safety.

Elna Cecil is the chief administrative officer in the section and she ensures that everybody toes the financial line and adheres to the Public Finance Management Act (PFMA) prescripts and regulations. She also checks that we keep within our allocated budget and prepares the monthly cash flow projections, does Peral audits and ensures that it reaches Budget Management on time.

► The conciliation of the budget inputs annually is co-ordinated by Elna Cecil in conjunction with library and archive management. During the monthly



Financial Focus (Finfocus) meetings she is in the hot seat where anomalies must be explained

▼ Senior administrative clerks Antoinette Brandt (below) and Gino



September deal with the procurement of goods and services on the Logistical Information System (Logis) and also assist with the asset management of the Library and Archive Service



▲ Gino September

the assets coincide with the asset register. This can be quite a challenge as staff tend to move furniture and other items without notifying the section.

Together with other officials they do stocktaking of all the assets on an annual basis. This means that they have to visit all the regional offices and libraries in the province to verify that

first floor bathroom that is used by most of our visitors. It's been on top of the priority list for approximately three years, but it was well worth the wait. Thanks, Madoda, for your assistance in that matter.

The diligence and hard work of the section paid off when the department received a clean audit report. The section works closely with officials in finance and general support services at our departmental Head Office as well as the Department of Transport and Public Works. We would like to thank all these sections for their guidance and cooperation.

Technical Services

Compiled by VUSI TAFU

Systems Librarian

▼ The Technical Services section falls under the subdirectorate Central Organisation headed by deputy director Tessa Caroline, and is managed by assistant director Bradley Meyer (below). This section's main role is to support public libraries and provincial staff with library management



software (which at this moment is CPALS, but from January 2011 will be changing to Brocade), and also to support provincial staff with information and communication technologies (ICT)-related problems

◀ Ben Cerff is responsible for the stores and issues all stationery and other items ordered by the service's Head Office and regional staff. He also assists with stocktaking in Head Office



The systems librarian, Vusi Tafu (below), does not only have an understanding of computers, but also an extensive knowledge of the library management software of the service. Vusi assists CPALS public libraries and other users with CPALS/SLIMS (Library Information Management System) SITA queries and helps to maintain the data integrity of the database.

◀ Madoda Mheleni (left) our administrative officer, takes care of the vehicles, the building and the occupational health and safety aspects. It is quite a challenge to make sure that the fleet of the Library Service is



safe and in a good condition for officials to use. Accidents, even small accidents, as well as theft occur frequently. Madoda remains unflappable in all these instances and maintains a good relationship with all the drivers of the vehicles. He is currently busy negotiating the replacement of some vehicles

► Vusi Tafu also mans the Helpdesk for CPALS public libraries and provincial staff and is responsible for troubleshooting CPALS/SLIMS problems at public libraries. He assists users with software application programs, for example, MS Office; compiles procedures and manuals for CPALS/SLIMS public libraries, and gives inputs to the public libraries handbook to incorporate CPALS/SLIMS procedures



Some major renovation of office space at Head Office took place in 2009. Who would have thought that the old building could accommodate all the extra offices? My big joy was the overhaul of the

The training of CPALS/SLIMS public library and provincial library service staff is also part of his portfolio. Liaising with other role players such as the State Information Technology Agency (SITA), Unisys, Provincial Administration of the Western Cape Information Technology (PAWCIT) and attending CPALS User Group meetings (bi-monthly) is also his responsibility. A host of other duties fall on the shoulders of the systems librarian such as regional restructuring, CPALS/SLIMS upgrades and the implementation of projects.



◀ As systems administrator, Mandla Sibanda maintains and operates the computer system and/or network. He is responsible to maintain the data integrity of the CPALS database by providing the Library Service staff with procedures and

training and assists with co-ordination of all computer-related tasks

He manages the CPALS Helpdesk for the Library Service staff and handles hardware queries. Assisting the regional organisation with trouble-shooting of hardware problems, he also supervises the technical assistant responsible for first-line troubleshooting of hardware problems. He also liaises with the provincial administrations IT Help-Desk.

Mandla co-ordinates requests for computer equipment for submission to the Departmental Information Technology Committee (DITCOM) and maintains the inventory control register. The systems administrator coordinates all computer equipment needs; maintains the inventory control register of all information technology equipment; maintains access control to CPALS; loads and maintains patron records and system passwords for library service staff.

He also handles all CPALS and subscription libraries' applications. Other tasks are the managing of requests for printing of barcodes from public libraries and regions; regular CPALS standard reports and CPALS training.



◀ Administrative support and assistance with inventory control in the technical sector is the task of the administrative assistant, Nobulali Mshiywa

She communicates with SITA as well as Head Office and

regional staff regarding PALS reports and sorts and distributes the reports. The inventory control register of all information technology equipment; stocktaking of information technology equipment; and S&T applications, are all her responsibility.

This is also where the IT log book is kept up to date.

As technical assistant, Conrad Simpson assists all staff with application software problems as well as with troubleshooting of hardware problems.

He is also responsible for the acquisition and allocation of computer equipment and inventory control and maintenance of computer equipment. He does PALS upgrades as well as the daily, weekly and month-end PALS reports.

He assists staff with application software problems, troubleshooting of hardware problems, allocation of computer equipment as well as inventory control.

And finally ... senior management - the driving force

Director, Nomaza Dingayo ...



◀ As manager of the Directorate: Provincial Library and Archive Services of the Department of Cultural Affairs and Sport, Nomaza Dingayo is responsible for 232 staff members, inclusive of 11 staff members responsible

for the management of the Conditional Grant funding. She also has to manage the budget for the service which is approximately R120 million

The Provincial Library Service is an extensive service with 334 library centres throughout the province. Providing a quality service to all clients is essential. Also important is managing the operating environment to ensure relevance and appropriate responses to changing needs and dynamics.

It is the task of the director to ensure that the strategic objectives of Library and Archive Services are met:

- to support and enhance library services to all citizens of the Western Cape
- to preserve and provide access to archival material
- to ensure proper management and care of public records.

Strategic leadership and management for the implementation of library and archive services for all the people of the Western Cape, is a key responsibility.

This includes ensuring that strategic and business plans are developed and implemented for all library and archive services; ensuring that a quality service is provided to all clients and in particular to areas with the greatest need; as well as lobbying for resources and proper utilisation of these resources.

It is the director's responsibility to promote efficacy within the different units of the directorate through monitoring and evaluation to ensure accountability at all times. Partnership with stakeholders and the strengthening of relationships with strategic stakeholders is thus critical.

The effective utilisation of human resources is essential in fulfilling the strategic objectives of the department and that of the directorate. The development, implementation, monitoring, reviewing and evaluating of business plans to execute strategic initiatives in the component is also an integral function of the manager.

The manager has to function within a multi-disciplinary team, which includes, amongst others, adjudication committees, fraud and risk management, transport advisory, occupational health and safety, accommodation, integrated development plan (IDP) meetings and the different management committee meetings of the department.

Sessions with Standing Committees, both in provincial and national parliament, also have to be attended.

Progress and performance reports of the directorate are done on a monthly, quarterly and annual basis. This encompasses financial reporting with regard to expenditure on budget and non-financial performance activities.



◀ While attending to all these management responsibilities, the operating machine runs and my other pair of hands, Elzet van Wyk (senior secretary) directs all enquiries to the relevant

managers and responds to some in order to provide the best service we all strive for

Deputy Director, Regional Organisation, Stefan Wehmeyer . . .



◀ Stefan Wehmeyer is in charge of the Regional Organisation and has been in the post since January 2009. He is responsible for the smooth running and co-ordination of the section and all its activities and is also re-

sponsible for monitoring the performance targets as set out in the Annual Performance Plans

He is part of the senior management team of the Library Service and in this capacity plays a major role in strategic planning as well as the entire budgeting process. The biggest challenge in his section is the ever-increasing demand for new service points, whether it be Wheelie Wagons or fully fledged libraries. He also forms part of the ICT Rural Project that is run by the Conditional Grant's management team. Key role players with whom the regional organisation constantly interacts are 28 municipalities and their municipal officials, which include

the very important library managers. The regional organisation comprises of 84 staff members whose well-being is ultimately Stefan's responsibility.

Deputy Director, Central Organisation, Tessa Caroline . . .

Tessa Caroline heads the Central Organisation that comprises three sections, namely Selection and Acquisitions, Technical Services and General Support Services. Resorting under her are three assistant directors, namely Johanna de Beer, Bradley Meyer and Neville Adonis to whom staff report and who make sure that the sections function seamlessly. The administrative support section under the chief administrative officer, Elna Cecil, also reports to her.

This is from her desk: 'The year 2010 started off with a big bang with the distribution of the long-awaited **Britannica junior: ensiklopedie vir Suidelike Afrika**. 381 copies were bought and distributed to every Afrikaans-speaking community in the province.

'This year was the first time ever that overtime was approved for the Library Service. The preparation section was just awesome. They worked on Saturday mornings throughout the World Cup event, come rain or sunshine, and added more than 30 000 items to the library stock. We will definitely look at overtime again next year. Well done to the section.

'Publications and promotion material, especially those items with a football theme made some waves and were in great demand. I look at the *Eat, breathe, read* soccer poster every day and after a year, it is still fantastic. Good job everybody.

'Mid-way during the year we started with the planning of our migration to SLIMS (powered by Brocade). All our planning sessions are completed and our next milestone is the training sessions in January 2011. We will be going live together with the Stellenbosch municipal libraries on 1 February 2011 and start with the rolling out of SLIMS to the rural public libraries in April 2011. It is my vision to have every public library in this province live on SLIMS within the next two to three years and I hope that the public libraries will embrace this system and look forward to joining us in the digital age.

'A big thank you to all the staff members in the different sections who make managing Central Organisation look so easy. To selection and selection support, to acquisitions, cataloguing, preparations, library system support, publications and promotions, central reference,

finance, HR, administration, my assistant Blanche Martin and all my colleagues in library and archive management - it is my good fortune and a great pleasure to work with you all on a daily basis.'



▲ Tessa Caroline (seated at computer) with her assistant Blanche Martin (Senior Administration Clerk) who is also assistant to Stefan Wehmeyer

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**DEPARTMENT of
CULTURAL AFFAIRS
and SPORT**
Provincial Government of the Western Cape