

“ The City of Heritage ”



LIBRARY

PROCEDURE

MANNUAL

DRAFT

2024/2025

ADOPTED BY COUNCIL-----

ITEM NO-----

HOURS OF SERVICE

Monday—Friday 08H00-17H30
Saturday 08H00-12H00

(Closed on Sundays and public holidays)

Mission Statement/Goals/Objectives

To promote, encourage literacy and information awareness to the Community at large and dissemination of knowledge in all fields and centre for recreational reading and opportunities to gather and connect by fostering a love of reading.

Vision Statement

The Library embraces the rich heritage and vibrant future of our community. We create opportunities to participate, connect and discover by:

Encouraging lifelong learning

Responding to the needs of our diverse community

Ensuring freedom of access to information

Offering space for people and ideas to come together

Providing materials and programs that entertain and inspire

We are committed to excellent service to the community

Values

In order to ensure the success of our mission, we practice these values. We deliver quality service to our patrons through... Using our skills and resources innovatively to meet the needs of our diverse community

Providing information and knowledge in many formats ,promoting information competence

Providing an environment conducive to learning.

We achieve teamwork through...

Respect, honesty, fairness, and ethical practices in all interactions. Exercising good judgment, practicing responsible behavior and accepting accountability, contributing, cooperating and communicating to meet Library goals.

FACILITIES/SERVICES RENDERED

Photocopying machine

The photocopying R1.00, Scanning R3.00 per page, and Printing R1, 00 per page.

It is an offence to copy the whole (book) of a copyright protected work without permission of the copyright owner or for purposes other than private study or personal use.

Activity Room

The library has one activity room that may be used by students studying in groups, activities and for meetings; they may be reserved for other departments for occasional

meetings.

The Library, however, reserves priority of usage for Library events. All reservations must be made in advance with the Library. For study discussions the room is charged at no cost but for private meetings R59.00 per hour is paid before using the room.

Procedure

Maximum use of the room is 2 hours

No renewals, give fair chance to other groups.

Library Membership

Staff members are automatically members of the library. Community members may be admitted as external member of the library upon approval of application by Librarian. Such registered members must also abide by the rules of the library.

Membership requirement: adult-ID, minor- ID/birth certificate and along with your guardian (his/her ID) & recent proof of residence

Library Rules

Members using the library must produce their user cards for any transaction in the library.

The library is a place where students and researchers should be able to work in peace and quiet.

Therefore it is very important to observe the rule of "SILENCE", users who are misbehaving will be asked to leave the library.

Group discussions will only be allowed in activity room.

Furniture (desks and chairs, etc.) must not be moved or removed from their places.

Food, drinks, etc. are not allowed in the library.

Library materials are there for the benefit of all users please do not hide, mutilate or steal the material.

Smoking is not allowed in the library.

Use of cell phones is prohibited

Borrowing Procedures

Borrowing services are available to all residents of Ulundi and outside. Loan periods for library material differ and depend on the type of user. The due dates for returning borrowed library material are important and must be adhered to. Fines are imposed on all over dues items. If a borrower does not return library items on the expiry date of the loan period, he or she will be blocked from making any further loans.

Procedure/Lending rule

Users must produce their valid membership card to check out material; no transaction will be done without the membership card. Patrons must be in good standing to check out materials, with no overdue materials in the System. The circulation staff will then process the loan transaction and stamp the due date on the date sheet in the book

Users must return the books before or on the due date. The loan period can be extended but for once only or if there are no reserves. No person is allowed to borrow books on another's person's name Parents are responsible for items borrowed by children Books from restricted collections like reference books, law reports, dictionaries may not be taken out on loan; these books can only be used in the library.

Overdue penalties and lost book fees

Borrowers are subject to fines for the late return of library material. Fines will block borrowing privileges. If a book is long overdue or damaged beyond repair, the borrower will be charged for its replacement. Library patrons who have materials which are overdue may not borrow anything further until materials are returned or paid for and the fines paid. When a patron reports s/he cannot locate item, fines stop as of that date, while continue looking for misplaced item. After the borrower is sure that the item is lost he will be billed for the fair market value of the item or purchase the item.

Renewals and reservations

Books on loan may be renewed either in person, by phone 035 874 9592/9591/ 9590, Cyber Café 9593. The library must receive the renewal request on or before the due date to avoid overdue fines. If a library item is out to another borrower, another borrower may place a reservation on it so that when it is returned to the library he/she is called to collect the book. A recall notice is generated and mailed to the current borrower. To place a hold or to reserve a book that is out on loan to another patron, one must do this in the library at the circulation desk.

Interlibrary loan (ILL)

Interlibrary loan service deals with request for information not held in the library, but which can be obtained from other libraries. Request can be send by filling a form and faxed, the Library cannot guarantee arrival for specific time periods. When requested item arrive, users are sent notification either by mail or telephone informing them that their items are ready for collection. It is the user's responsibility to see that books on loan are returned before the due date. Fines are charged on overdue. Please do not return items directly to the supplying library.

Periodicals

This section provides magazine and newspapers. Magazines can be loaned for a period of two weeks and newspapers are used within the Library premises.

References

References are strictly use within the library i.e. dictionaries, encyclopedias etc.

Audio-Visual Section (AV)

This provides users with information from different kinds of non-book materials e.g. videos, CD ROMs, CD's, DVD's etc. these materials are identified by the symbol "AV" in front of the classification number, e.g. AV 500 ZUN. AV'S loan period is two days only.

Law collection

This section houses the following materials i.e. law reports, Acts etc. Material in this section are strictly use within the library premises.

Tertiary collection

Material in this section is strictly used within the library premises.

DAMAGED MATERIALS

If library materials are damaged beyond repair the borrower is required to pay the cost of the item or replace it

AUDIOVISUAL MATERIALS

Educational and entertainment

CD'S, DVD'S and Videos available, loan period-two days

INTERNET USAGE

It is design as an instructional facility for the teaching and training of community and staff. It contains thirteen (13) workstations. The Ulundi Library is committed to providing meaningful access to knowledge and information using current computer technology. The Internet is a gateway to a vast and expanding network of educational, recreational and commercial information.

The Ulundi Library has no control over information obtained through the Internet and cannot be responsible for its content. Not all sites provide accurate, complete or current information, and some sites may carry information that a user finds controversial or inappropriate.

Library users access the Internet at their own discretion. As with all other library materials, children's access to the Internet is the sole responsibility of the child's parent or guardian.

INTERNET AND BASIC COMPUTER TRAINING

Free one-on-one Internet and basic computer training is available from time to time with the assistance of Cyber cadet. One month training and get certificate of

attendance and that opportunity will open doors for job searching.

Go wireless @Ulundi Public Library Wi-Fi: username: GUEST and you will automatically be logged in; you will only be connected for 45 minutes.

Free wireless Internet access is now available in and out of the library. Just bring your laptop or other device with a wireless network adaptor to the Library.

GET STARTED: Connect your wireless device to the Library's wireless network. Refer to the documentation that came with your wireless device for details on how to do this. Open your Internet browser and start surfing!

By using Ulundi Library Internet workstation to access the Internet, you agree to the following:

1. Use of Internet computers is on a first-come, first-served basis. When people are waiting, Internet use will be limited to 30 minutes.
2. The resource is to be used for education, informational, or recreational purposes only, not for unauthorized, illegal or unethical purposes.
3. The Library accepts no liability for loss of data or damage to software because of power failure, equipment failure, human error or any other cause.
4. Users must operate within the boundaries of the approved menu. Modification or erasure of system software or operating systems is prohibited.
5. Violation of copyright law is strictly prohibited.
6. The user assumes full responsibility for any civil and/or criminal liability incurred through misuse of library equipment or any telecommunications systems, networks and/or databases accessed through that equipment.
7. Because of the public location of the workstations, displaying text or graphics which may be reasonably construed as inappropriate will not be allowed.

The cost of printing a full page R1.00 and R3.00 for scanning, email for free.

NB: MISUSE OF THE COMPUTER OR INTERNET ACCESS MAY RESULT IN THE LOSS OF LIBRARY PRIVILEGES

PATRON RULES OF CONDUCT

The following activities are not allowed in Ulundi Library:

Playing of audio equipment so that others can hear it. Smoking. Carrying a weapon into the Library unless authorized by law. Any patron authorized to carry a weapon must notify library staff that he/she is carrying a weapon in the library. Bringing animals into the Library is not allowed. Misusing the restrooms (i.e. using as toilets). Leaving a child under the age unattended in the library unless accompanied by a responsible

older person. Talking loudly, making noise or engaging in other disruptive conduct. Interfering with another person's use of the library or with the Library personnel's performance of their duties.

Library privileges may be limited for the following reasons:

Damaging library property, stealing Library materials, physically harming staff, patrons excessively overdue materials, physical or verbal harassment