

# SERVICE DELIVERY CHARTER

The Library Service in the Department of Cultural Affairs and Sport is committed through this Service Charter to assist municipalities to provide public library services to you. Let's make service delivery **BETTER TOGETHER**.

## Our Responsibility To You

- We will acknowledge correspondence within five days of receipt.
- We will respond to correspondence within 14 working days.
- We will answer telephone calls within five rings.
- We will treat our clients with courtesy and respect and in a dignified manner at all times.
- We will consult clients about their service needs and the level and quality of service they expect.
- We will provide information and advice upon request in an open and transparent manner.
- We will provide prompt and efficient service in accordance with applicable service delivery standards.

## Your Responsibility To Us

- Be civil, courteous and respect the dignity of officials who render the service to you.
- Be honest in your deliberations with us.

## OUR VISION

The Department's vision is to contribute to a socially inclusive, creative and active Western Cape.

## OUR PURPOSE

The Department's mission is to encourage excellence and inclusivity in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others.

As we move towards excellence, we will create the conditions for access, mass participation, talent identification and skills development.

## OUR SERVICES

The Department assists all the municipalities in the Western Cape to provide public library services. Municipalities are responsible for the local administration of public libraries. The Western Cape Library Service consists of three units, described alongside.

### Regional Organisation

The Regional Organisation which comprises 15 regional libraries is responsible for:

- Providing library material to public libraries.
- Providing professional guidance to public librarians.

### Central Organisation

- Facilitates the procurement of library material.
- Provides technical support for the processing of library material.
  - Provides a general library support service.
  - Promotes public libraries.
  - Renders an administration support service.

### Municipal Support Services

The Municipal Funding Unit is responsible for allocating and transferring funding to municipalities to enable them to partly fund expenditure on libraries, and for monitoring the expenditure of such funding. It also does capacity building at municipal level.

The Public Library Enhancement Unit is responsible for centrally managed projects at public libraries, e.g. the Rural Library Connectivity Project, new library projects and new mini-library projects.

## We Value Being Accessible

That's why our buildings are accessible to people with disabilities.

Our buildings are clearly identified with visible signage.

Our Access Booklet which provides contact details for our top management and business units and the Library Service Standards Schedule are available at: <http://www.westerncape.gov.za/library>.

Where possible, we will endeavour to render our services in all three official languages of the Western Cape.

**Our office hours are  
7:30-16:00  
from  
Monday to Friday**

## Our Redress Mechanism

If you have a complaint, please tell us. Please remember that service complaints about public libraries should be addressed to the relevant municipality which will deal with the problem. If you are not satisfied with the municipality's response, we will investigate what went wrong and reply within 14 working days.

If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.

You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to:

**The Director: Library Service, PO Box 2108, Cape Town, 8000. Tel: 021 483 2273, Email: Cecilia.Sani@westerncape.gov.za**

**Western Cape Government Call Centre: 0860 142 142 (07:00 to 19:00)**