



Western Cape
Government
FOR YOU



Department of Cultural Affairs and Sport

The technological advancement of the public library in the Western Cape

September 2024



The technological advancement of the public library in the Western Cape

Abstract

The aim of this study was to determine the status quo of the technological advancement of the public library in the Western Cape. A survey was conducted among 347 public libraries in the Western Cape affiliated with municipalities and excluded the 30 depots.

The 13 questions in this survey focused mainly on the electronic, digital and online operational preparedness of the public library of today and a total of 207 public libraries (60%) responded.

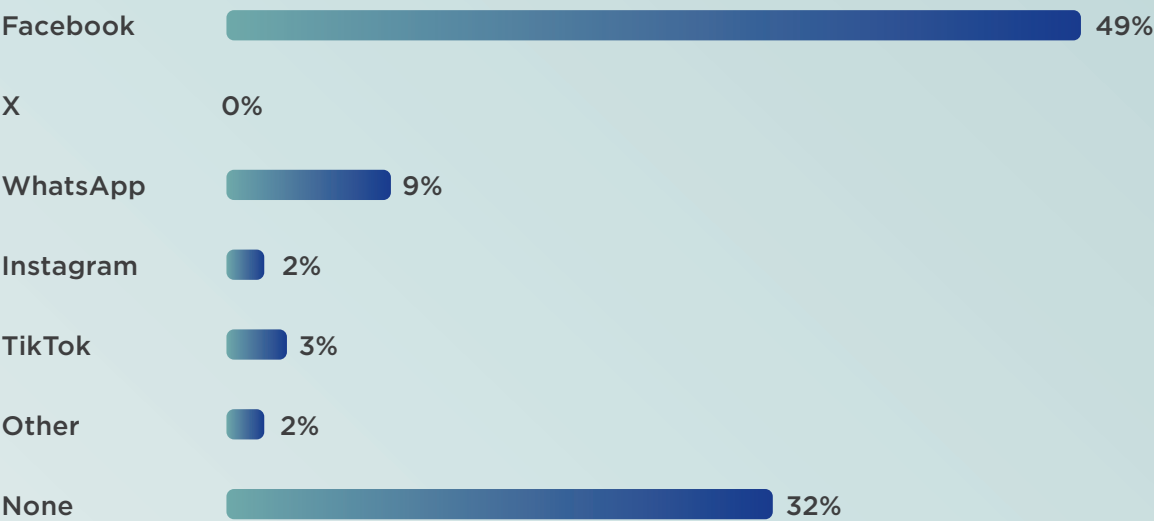
The survey was done using the Microsoft Forms software system.

This study found that an average of 74.3% of public libraries indicated that they are technologically advanced, using social media, internet, OPAC access, online meetings and training, e-governance, Wi-Fi and electronic and digital services and equipment.

Results

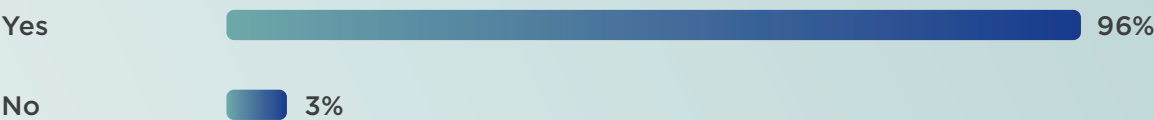
207 responses submitted

Does your library have an active social media account/s?
If so, please indicate which platform.



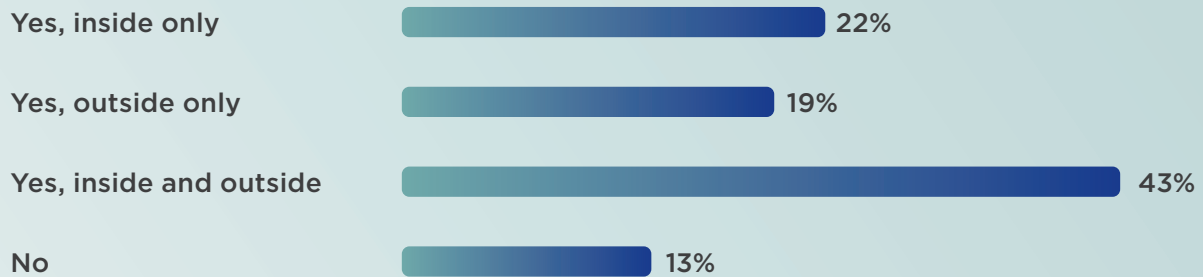
207 responses submitted

Does your library provide free internet access?



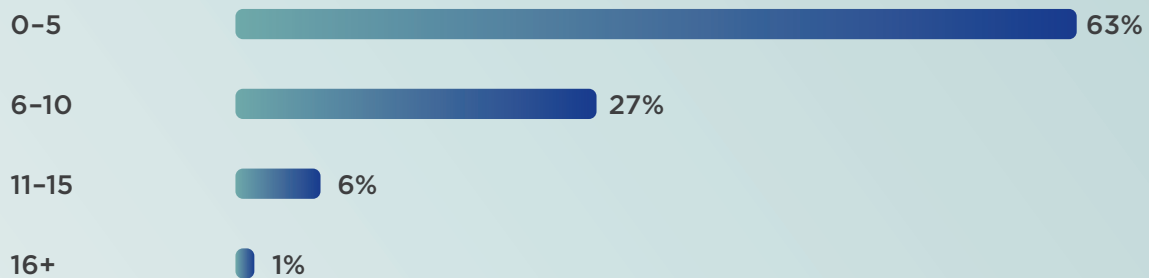
207 responses submitted

Does your library provide a Wi-Fi connection?



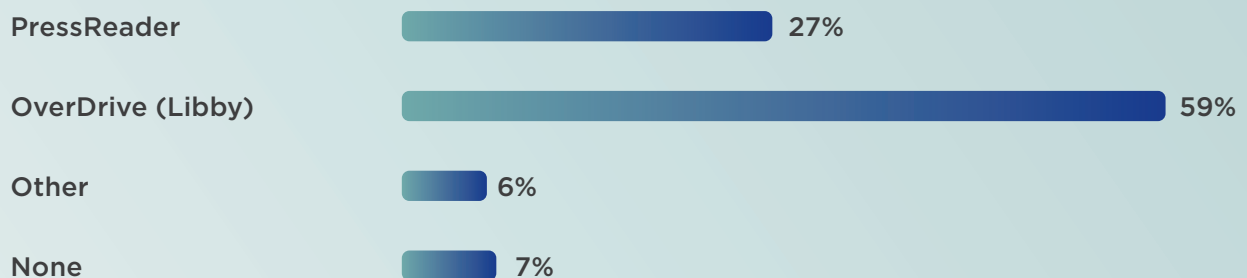
207 responses submitted

Please indicate the amount of public computer workstations available in your library



207 responses submitted

Does your library offer electronic/digital services? If so, please indicate below.



207 responses submitted

Can your library catalogue/collection be accessed remotely (e.g. OPAC)?



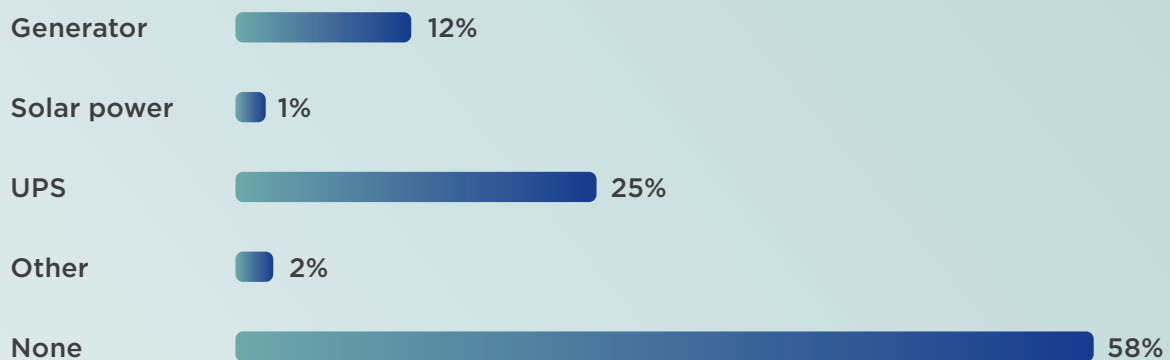
207 responses submitted

Does your library have Radio-frequency identification (RFID) gates to safe-guard resources from theft?



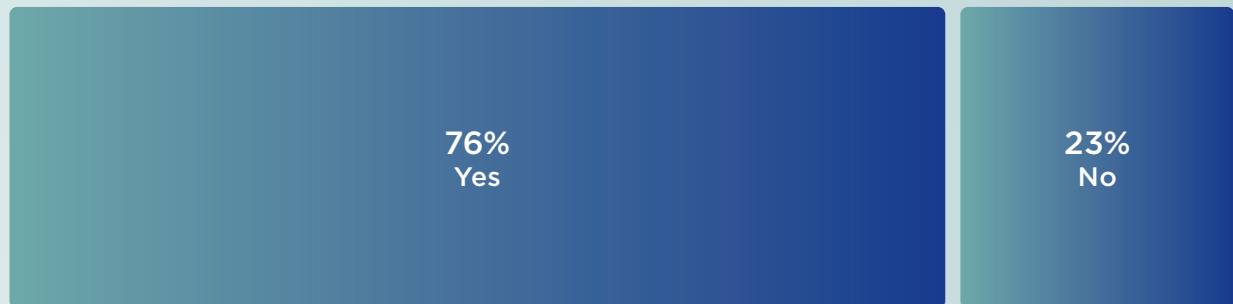
207 responses submitted

Does your library have an alternative electricity supply? If so, please indicate below.



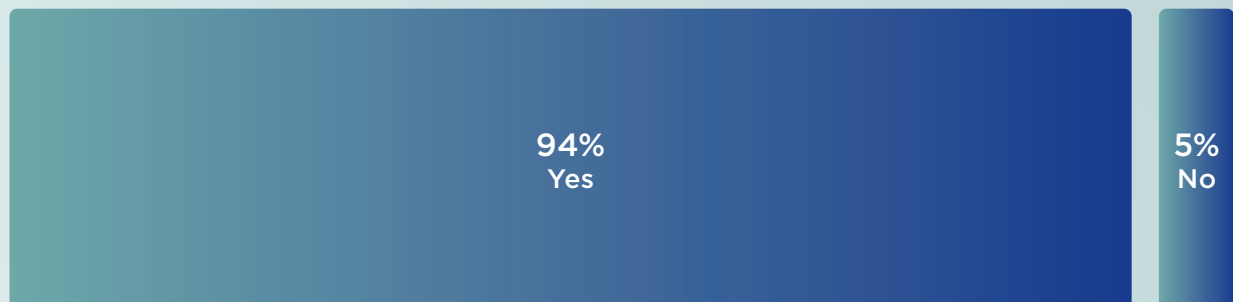
207 responses submitted

Does your library have a digital screen in use?



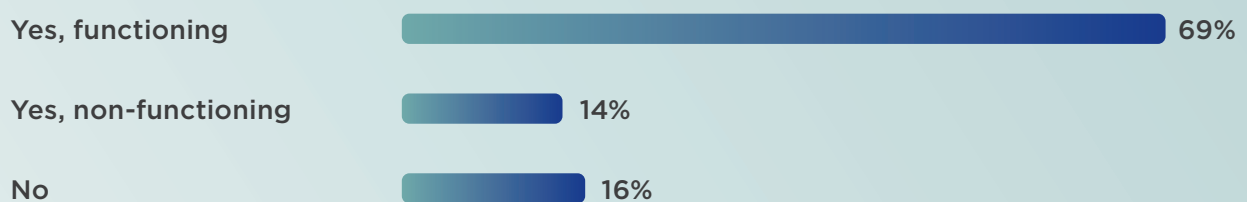
207 responses submitted

Are library staff able to attend online meetings and training?



207 responses submitted

Does your library have digital equipment installed at the main entrance that counts the number of people that enter the library (e.g. people counter)?



207 responses submitted

Does your library have a dedicated staff member assisting users with computer/internet issues (e.g. IT Cadet)?

54%
Yes

45%
No

207 responses submitted

Does your library provide assistance with e-governance (e.g. SASSA grant applications)?

62%
Yes

37%
No

Note: Unknowns account for approximately 1% of each total.

Notes

Notes



www.westerncape.gov.za/library



Western Cape
Government

FOR YOU