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**T**he Provincial Library Service of the Western Cape, in collaboration with local authorities, provides one of the most comprehensive library services in South Africa. By the end of 2003 a total of 263 libraries and 52 depots (315 in all) were affiliated to the Provincial Library Service. A total of 1 221 265 persons were registered members of these libraries. Approximately 26% of the total population of the Western Cape are library members and library services of the province boast an infrastructure that compares favourably with the best in the world.

In accordance with former legislation (Ordinance 16 van 1981) the provision of a free public library service was the joint responsibility of the Provincial Library Service and local authorities. Any municipality could establish, manage and administer a public library and affiliate to the Library Service, provided that the authority concerned undertook to comply with the provisions of the regulations of 1980 with regard to the free provincial library service.

In accordance with these regulations it was the responsibility of the municipality to erect a facility adhering to the minimum standards of the Library Service and to appoint staff and manage the library in accordance with Provincial Library Service standards. After affiliation, however, the library remained under the control of the local community and did not become a provincial library.

An extensive range of library material is provided on loan to public libraries by the Library Service. In addition to books, periodicals, newspapers, CDs, videos and professional publications are also supplied. Library Service staff facilitate the selection, acquisition, preparation, maintenance and distribution of library material and equipment on loan to local authorities. Promotional material is also produced and supplied free of charge to public libraries.

Provincial staff provide professional guidance and advice to library personnel and authorities, render a reference and information service, conduct research with regard to provision and use of library services and promote the use of libraries and library material. Staff of the Provincial Library Service are also involved with generally supervising the maintenance of the objectives of the public library.

In accordance with Annexure 5 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) the legislative authority of each province has the exclusive right to promulgate legislation regarding certain functions. This includes public libraries, but not national libraries. The Local Government: Municipal Structures Amendment Act (Act 33 of 2000) and the Local Government: Municipal Systems Act (Act 32 of 2000) do not provide for the execution of a public library function on municipal level.

Growing uncertainty has in the interim developed as to a clear definition of the partnership between municipalities and the Provincial Library Service. Over a relatively long period of time this in turn has caused a decrease in the provision of resources and service delivery on local level, as well as mounting uncertainty regarding the partnership.

Against this background the Provincial Library Service launched an investigation in June 2003 to determine the current status of public library service delivery.

The expected municipal expenditure on public library services in 2003/2004 will amount to R154 100 000, of which R108 800 000 is dedicated to personnel expenditure. This, however, does not include the insufficient human resource provision and if this is brought into consideration, will increase the total municipal expenditure to R209 200 000.

A Provincial Task Team was appointed on 7 November 2003 to investigate the means by which the responsibility for and funding of certain functions should be handled on local level. Public libraries constitute one of those functions.

Local authorities, as well as the provincial government of the Western Cape are represented on this Task Team of which the recommendations are expected in 2004.

## Vision

Public libraries should act as agents towards change and upliftment within their communities and the continual promotion of education, culture, recreation, literacy and free access to information for all.

## Mission

The Provincial Library Service strives to improve the quality of life of all the inhabitants of the Western Cape by enabling library authorities to render public library services to the entire community.

Policy is founded in the undermentioned important principles:

- Freedom of information
- The right of access to all public libraries
- Free lending facilities to all residents of a local authority
- The axioms of democracy, human dignity and equality
- The establishment of a library service in communities that are at present deprived of such services, as well as the extension and development thereof



- ❑ Supporting and promoting the principles of reconstruction and development with special emphasis on reconciliation, empowerment and nation building.

The vision of the Provincial Library Service is manifested in the following objectives:

- ❑ The supply of library material that provides for the information, education and recreational needs of the community
- ❑ Supporting the efforts of local authorities in the provision of suitable library facilities
- ❑ The provision of a professional guidance service to library workers
- ❑ The promotion of the use of libraries and library material.

The Provincial Library Service, the head office of which is situated in Cape Town, has as its primary functions:

- ❑ The acquisition of library material
- ❑ The professional processing of library material
- ❑ The provision of library material and equipment as well as a professional guidance service to public libraries
- ❑ The provision of an information service and undertaking of research
- ❑ The promotion of the use of libraries and library material
- ❑ The maintenance of a computerised library information system.

## Budget

Funds appropriated for the 2003/2004 fiscal year to reach the mentioned core objectives:

Sub programme Library Service	Budget 2003/4	Actual expenditure
Personnel expenditure	15 319 985	14 259 783
Administrative expenditure	2 133 301	1 750 168
Stores and Livestock	29 578 025	32 265 497
Equipment	287 189	328 962
Professional and Specialised Services	2 544 500	2 569 443
Transfer payments	4 929 000	4 852 400

## New senior personnel appointments

Nomaza Konkco was appointed deputy director of the Regional Organisation with effect from 1 December 2003. Tessa Caroline took up the post of assistant director of the Acquisitions Section from 1 January 2004.

## Regional Organisation

The main functions of the Regional Organisation that comprises 15 regions are the provision of library material and equipment, professional assistance with the erection of library facilities and rendering a service of professional guidance to public libraries.

### New region

By the end of 2002 the erstwhile Cape Town City Library Service became affiliated to the Provincial Library Service. The first consignment of library material was dispatched from the Library Service to Cape Town libraries on 17 March 2003. This region (Cape Town region) currently functions solely as a material provision service and is managed by a chief library assistant.

### New facilities and upgradings

The budget for the erection of new buildings and upgrading of existing fa-

cilities amounted to R4 819 000. During the year under review financial assistance was made available to the undermentioned municipalities:

### Boland

- ❑ Rawsonville: The Breede Valley Municipality received an amount of R350 000 for the upgrading of the existing library.
- ❑ Hermanus: A subsidy of R2 979 000 was awarded to the Overstrand Municipality for the erection of new library facilities for the community of Hermanus.

### Metropole

No new projects were initiated in this control area.

### Outeniqua

- ❑ Barrydale and Suurbraak: The Swellendam Municipality received subsidies for the upgrading of existing facilities in the communities of Barrydale (R630 000) and Suurbraak (R400 000).
- ❑ Slangrivier: A subsidy of R460 000 was awarded to the Langeberg Municipality for the erection of a new library in Slangrivier.

The following projects were under construction in 2003:

### Boland

- ❑ Botrivier (Theewaterskloof Municipality). This project has been delayed.

### Outeniqua

- ❑ Zoar (Kannaland Municipality)

The following projects were completed:

### Boland

- ❑ Saron: The Saron Library (Drakenstein Municipality) opened its doors to the public in June 2003.
- ❑ Hermanus: A new library for the Hermanus community (Overstrand Municipality) was completed and opened in March 2004.
- ❑ Mooresburg: The new Mooresburg Public Library (Swartland Municipality) was opened in March 2004.

### Cape Metropole

- ❑ Sir Lowry's Pass: After a considerable delay the Sir Lowry's Pass Library opened its doors to the public in January 2004.

## Professional guidance

A total of 355 public library staff attended training courses and workshops facilitated by the Library Service.

### Boland and Cape Metropole

During February a workshop was presented in Worcester for library assistants and regional librarians of the Boland and Metropole control areas. Library aids and new staff attended two workshops presented by the Vanrhynsdorp regional office. Two induction tours were organised for library staff of Cape Town City Libraries during July. Additional training for library staff in the Metropole control area encompassed two workshops for the repair of videos presented by the Southern region. To coincide with the Cape Learning Festival, two workshops on basic library skills were presented in libraries during the month of September. Forum meetings were held in all regions except False Bay region due to various problems. These meetings have become opportunities for brief training courses.

### Outeniqua

A course with the theme School projects and the Curriculum was presented in George during the month of June. In the same month a workshop for



library managers was held in Still Bay. During October two more workshops were organised. Hartenbos was the venue for a workshop on book repair and Swellendam hosted a workshop on conflict management.

## Forums

Forum meetings are held regularly in the regions. These meetings are attended by library staff of all public libraries in that region, as well as Provincial Library Service personnel. During these day-long meetings common problems in the region are discussed and training provided.

## Literacy

The Provincial Library Service provides assistance to public libraries to enable them to initiate literacy projects. A total of R30 000 was appropriated for this purpose as transfer payment on the 2003/2004 budget. During 2003 eight projects received financial support and communities at Sunnyside (Montagu), Welverdiend (Bredasdorp), Greyton, Wesfleur (Atlantis), Milnerton, Avondale (Atlantis), Delft South and Macassar were the beneficiaries.

The literacy group of the erstwhile Cape Town City Libraries was disbanded during December – a severe set-back for libraries in general as there is no coordinating body for this function of public libraries.

## Library usage

The 35 libraries of the former independent Cape Town City Library Service were affiliated to the Provincial Library Service during 2002 and since 2003 the statistics of these libraries are included in the annual statistical review of the Library Service.

As comparisons with the statistics of the previous year will thus indicate excessive increases, this review deviates from the practice of the past to compare usage per category.

At the end of 2003, the membership of 263 libraries and 52 depots numbered 1 221 265. This constitutes a 3% increase in the total number of library members in the Western Cape.

Adult members (858 821) represented 70.3% of the total membership as opposed to children membership of 227 450 (29.7%). In public libraries persons over the age of 12 are allowed access to the adult section and are consequently registered as adult members. Before the affiliation of Cape Town libraries a ratio of approximately 66.6%/33.3% manifested throughout. The effect of Cape Town libraries on these figures is distinctly reflected by the adult membership of 76% in this region, compared to Tygerberg region (another urban region) with an adult membership of 66%.

During the year under review a total of 25 983 479 items of library material were circulated in libraries. Over the past ten years library use in the Western Cape has increased dramatically. In the year prior to democratisation, 1993, there were 959 150 library members in the Western Cape and 20 552 837 items of library material were circulated. Since then membership has increased with an astounding 27% and circulation with 26%.

## Circulation of library material 2003

Books	24 363 450
Periodicals	706 407
Sound recordings	348 793
Videos	564 829

## Total use of non-fiction

The total usage of non-fiction items, including the use of periodicals amounted to 19.4%. This indicates a slight increase if compared to 18.7% of the previous year and can undoubtedly be attributed to the affiliation of City Libraries. The highest usage was recorded in Central Library (Cape Town) with 52.6%. This is followed by Masakhane Library in Khayelitsha with 51.1%, Langa with 42.6%, Nazeema Isaacs with 41.3%, Nyanga (39.5%), Houtbaai (39.4%), Guguletu (37.6%) and Wynberg with 36.7%.

## Libraries with the highest circulation figures

Public libraries recording the highest figures for all items of library material circulated in 2003 were:

2003	Library	Circulation	2002
1	Bellville	958 791	1
2	George	668 151	2
3	Brackenfell	556 549	6
4	Parow	541 700	3
5	Durbanville	533 498	5
6	Goodwood	528 860	4
7	Somerset West	508 856	9
8	Fish Hoek	500 935	7
9	Paarl	469 951	8
10	Milnerton	357 433	10
11	CJ Langenhoven	351 962	11
12	Strand	344 362	19
13	Tokai	337 119	12
14	Tableview	318 322	15
15	Meadowridge	306 357	13

Bellville Public Library remains the library with the highest circulation figures with George second. Brackenfell surprised and is now the library with the third highest circulation in the Western Cape. The annual circulation of Strand Public Library reflects a steady increase.

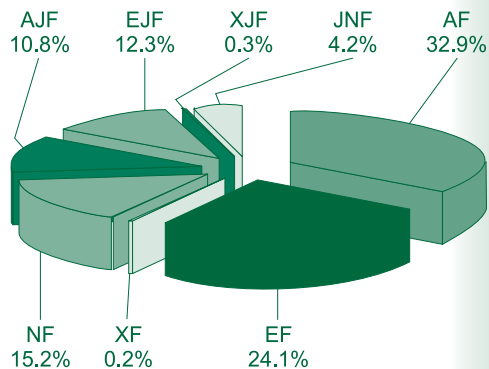
## Circulation per member

The average province-wide circulation figure per member during 2003 was 21 books. This reflects a marked decrease in the figure of 23 books per member circulated in 2002, as the average figure was negatively influenced by the circulation figures of libraries of the former Cape Town City Libraries which circulated only 12 books per member.

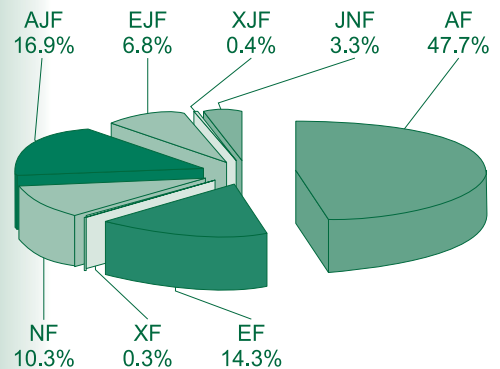
The community that can boast with the most zealous readership are the inhabitants of Nuwerus (Napier) with a total circulation of 65 books per member. Bitterfontein in Vanrhynsdorp region was a close second with 62



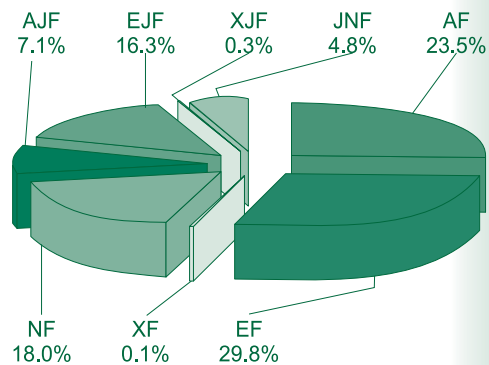
### Total for Western Cape



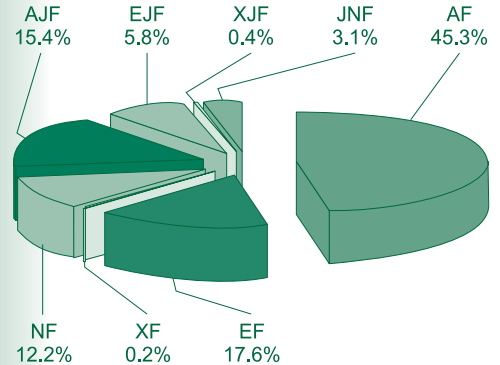
### Boland



### Cape Metropole



### Outeniqua



## Books issued per category

books per member. Pniel surprised and was a joint third with Napier circulating 61 books per member. More communities with avid readers were Vanrhynsdorp (57), Clanwilliam (55), Barrydale (54), Darling (54) and Lutzville with 53.

### *The use of audiovisual material*

During the year under review 348 793 sound recordings and 564 829 videos were circulated in Western Cape libraries. The former City Library Service in particular boasts extensive use of CDs and Cape Town region reflected the second highest use of CDs of all the regions. Audiobooks, a relatively new medium in public libraries, circulate well and there is undoubtedly a greater need for this material. Video circulation was once again very satisfactory and the arrival of DVDs in libraries is eagerly awaited.

## Central Organisation

The Central Organisation is responsible for the selection, ordering, professional preparation and processing of library material, as well as reference services, promotion and publications.

### *Selection*

During the year 2003 a total of 46 128 books were submitted to the Library Service by book suppliers and publishers for selection. A total of 9 227 titles were reviewed for submission to the juvenile and adult book selection meetings held on a weekly rotation basis. In addition 186 video titles and 12 DVD-titles were reviewed. In all 6 391 book titles, as well as 393 CD titles, 10 audiobooks, 548 video titles and 244 DVD titles were ordered. An additional R2 100 000 was appropriated for periodicals and newspapers. The budget for the purchase of library material for the 2003/2004 financial year amounted to R28 235 524. Additional funds



not utilised in the Library and Archive Services increased the budget for library material to R30 914 053.

The number of Xhosa titles purchased in 2003 increased to 28 from 15 titles of the previous year. More initiatives are planned for 2004/2005 to translate suitable titles into Xhosa, with the understanding that other provincial library services would also be willing to acquire these titles.

A total of 21 840 e-mail inputs were received from public libraries and regions during 2003. This serves as an important link between the Provincial Library Service and public libraries to provide in the unique needs of library users.

Although the exchange rate has stabilised, the library material budget remains under tremendous pressure as a result of newly-opened service points and the 10-15% increase in the price of books.

### Processing, preparation and withdrawal of library material

The following titles were catalogued during the year 2003:

	2003	2002
Books	6 391	5 617
CDs	393	353
CD-ROM	7	5
Audiobooks	10	94
Cassettes	9	15
Videos	548	397
Art works	10	37
Games	8	0
<b>Total</b>	<b>7 376</b>	<b>6 518</b>

The following were processed:

	2003	2002
Books	289 531	270 770
CDs	6 769	5 757
CD-ROM	160	81
Audiobooks	10	66
Cassettes	10	42
Videos	6 900	6 911
Art works	13	36
Games	512	0
<b>Total</b>	<b>303 905</b>	<b>283 663</b>

The following items of material were withdrawn from circulation:

	2003	2002
Books	132 181	253 982
CDs	147	557
Audiobooks	31	40
Cassettes	592	682
Videos	831	1 169
Records	1 465	2 750
Art works	729	365
<b>Total</b>	<b>135 976</b>	<b>259 545</b>

At the end of 2003 the Western Cape Provincial Library Service stock numbered 5 354 348 items.

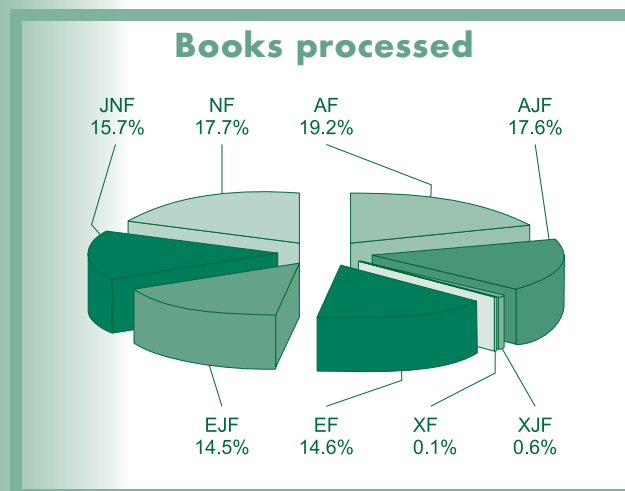
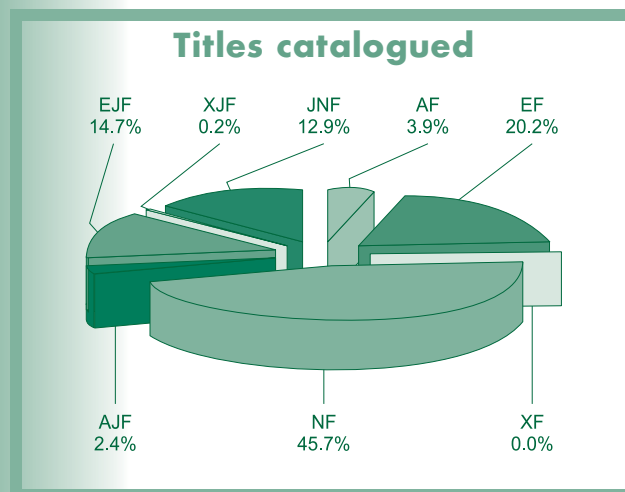
### CPALS

The CPALS Library and Information system is used increasingly by public libraries and currently the system has been fully implemented at 111 public libraries and 14 libraries have dial-up access.

### Central Reference Section

The Central Reference Section (SN) is responsible for the processing of enquiries for information received from public libraries. Requests in respect of titles only available in SN are received, as well as for books to be loaned from collections other than that of the Library Service via inter-library loan. Subject requests are also handled by this section. Other responsibilities include a ready reference service, mainly for school projects, providing reading material in a number of European and African languages and circulating audiovisual material (videos, CDs, language courses and audio-books).

This section was extensively used during the year. Subject requests increased with 32% and the requests for ready reference with a phenomenal 42%. The new curriculum followed by schools compels learners to use





public libraries. In many cases public libraries do not have the required information resources available and all these requests are directed to SN. As a result the majority of ready reference enquiries were related to school projects.

For young library patrons Bhuki activity booklets were produced in English, Afrikaans and Xhosa in reaction to repeated requests from librarians. The booklet contains pre-school learning activities and a positive message around reading, books and libraries, promoting and encouraging their use in a fun way.

### Requests and provision of titles

	2003	2002
Title requests	3 357	3 537
Subject requests	671	507
Ready reference	859	605
Internet searches	1 152	916
Books loaned	10 080	9 939
Inter-library loans	639	568

### Promotion and Publications Section

The main objective of this section is to promote the use of public libraries and their services as extensively as possible to all inhabitants of the Western Cape. The provision of material to public libraries to enable them to promote the establishment of a reading culture, represents the core activities of this section.

#### Library Week

In 2003 the date of the annual Library Week celebration was changed as proposed by the Library and Information Association of South Africa, (LIASA) and supported by the Library Service. Henceforth Library Week will be celebrated in the week of 20 March. This date is important in South African library history, as this is the date on which the establishment of the first public library was proclaimed. This celebration ensures that all types of libraries and all users and potential users are accommodated in a true National Library Week. Although Library Week 2003 is not encompassed in the period under review, brief reference to the project will be made for the sake of completeness.

During the first Library Week scheduled for March adult and young adults were made aware of *Your right to read*. Human Rights Day is commemorated in Library Week on 21 March and furthermore draws attention to the basic rights, including free access to information, of all the inhabitants of the province. The computer-generated poster in English, Afrikaans, and Xhosa bears a strong resemblance to an election campaign and emphasises the concept of the social rights of the individual. A radio advertising campaign was launched for the first time airing a jingle in three languages at different radio stations to create public awareness for Library Week. As customary promotional items were produced and distributed.

The ever-popular Bhuki character that has become synonymous with library promotion for children was used in the 2004 Library Week campaign. An additional little character based on a chameleon was created in Plasticine to appear with Bhuki on a poster with the slogan *Read and discover* in English, Afrikaans and Xhosa. The national flag in the hand of Bhuki is a reminder of the 10 years of democracy celebrated in 2004. This theme was extended on a poster for which letters were created in Plasticine to represent the different subjects on which information can be found in libraries. The slogan *Read ... and discover democracy* features dramatically on a white background.

The Provincial Library Service distributed posters, stickers, bookmarks and plastic carry bags as promotional items free of charge via the regional organisation to enable public libraries to launch a successful Library Week.

### Publications

The in-house journal, **Cape Librarian**, which is published bi-monthly, remains the most important mouthpiece of the Library Service. It keeps staff of affiliated public libraries informed of current developments in the library and information spheres and also provides training in library-related issues.

Librarians regard posters as essential for displays and library awareness to promote reading and books. Displays constitute a vital facet of library work and this section endeavours to enable librarians in achieving this objective creatively. Additional ideas, suggestions and examples are illustrated in the **Cape Librarian** as the inadequate budget of the section cannot supply in the overwhelming demand for display material. Regular feedback with regard to their needs are received from librarians.

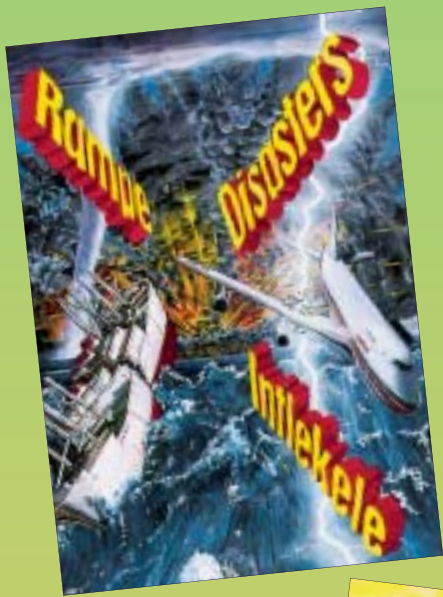
During the year under review a colourful poster in gouache portraying the **Healthy Body** theme was produced. A popular subject in public libraries are natural disasters and accidents. A colourful poster in English, Afrikaans and Xhosa depicting the theme of **Disasters** was produced to bring library material on this topic to the attention of public library users. The popularity of the **Year Planner** increases every year. A unique year planner was created for 2004 based on the creative designs in Plasticine published on the covers of the **Cape Librarian** of 2003.

### Internet web site

The publications section is also responsible for maintaining the web site of the Library Service. It provides a wide overview of the activities of the Library Service as well as links to the contact detail of all affiliated public libraries, the annual review, Webpals (the online information system of the Library Service) as well as the Internet version of the **Cape Librarian**.

## 2003 Summary of statistics

Western Cape population	4 524 335
<b>Library members</b>	
Adults	858 821
Children	362 444
<b>Total</b>	<b>1 221 265</b>
<b>Centres</b>	
Libraries	263
Depots	52
<b>Total</b>	<b>315</b>
<b>Circulation</b>	<b>25 983 479</b>



Reklame en publikasies

Promotion and publications

UKwazisa nokuPapasha



2003



2004