

# Opening the doors of culture and learning to all

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The theme for national Library Week 2004 was *Opening the doors of culture and learning to all*. The staff at Bellville Library brainstormed how they could get across to their public all the functions being performed in the library, without writing a lengthy essay - thus the Library tree was born.

The trunk of the tree, which supports the branches, depicts the core services of lending and reference and all the operations that accompany it, such as selection, cataloguing and information retrieval. Many people tend to think only in terms of the issue and return

of materials, forgetting how much work goes into getting the material on the shelves and keeping it in good condition.

Partnerships are indispensable in any business today, and libraries are no exception. Two of our most vital partnerships are with Provincial Administration of the Western Cape (PAWC): Library Services, who provide a large percentage of our material and many support services, and the Friends of the Library, who have been particularly generous in lean budget times.

Services to special groups will vary from community to community. Providing books, especially in large print, to nine retirement homes in Bellville takes up staff time and resources. We have prided ourselves on a

disabled-friendly building since its opening in 1989.

We support the initiatives of our City Council wherever we can, by disseminating information on Council's behalf. We liaise with colleagues in other departments and publicise their activities and services through displays in our foyer:

Great emphasis is being placed on outreach, and in fact almost all the branches of our tree can be classified as outreach from our core services.

Activities are, however, limited by staff shortages.

Resource sharing has come naturally to us over the years. Being the largest library in the city, colleagues approach us regularly with requests for information. We share many of the donations we receive with other libraries, school and hospitals.

Value-added services are the ones we provide to make life easier for our customers. The Friends' photocopying machines are absolutely indispensable to our service. Making all the newspaper job supplements available is our contribution to combating unemployment.

Study the Library tree and look at libraries with new eyes. (See colour image on page 5.)



## Partnerships

PAWC:WC Library Service

Friends of the Library

- Photocopiers
- Second hand book sales
- Sponsorship of programmes
- Coffee shop
- Newsletter

Arts Association Gallery and Art Centre

Music in the gallery

Badisa - senior crafts

Lions Bright Sight project

Disabled

- Recycling of stamps
- Ulwazi pottery project

Business beat

- Advice for entrepreneurs

Algemene Nederlandse Verbond

- Bi-monthly lending service

## Services to special groups

Retirement homes

- Block loans of large print books

Partially sighted/blind

- Audio books
- Large print books
- Braille chess

Born to read: mothers and babies

Children

- Story-telling
- Video shows

Crèches

- Block loans of books

Disabled

- Disabled-friendly access

Scholars, students

- Group visits and tours
- Training in reference work

Entrepreneurs

- Library Business Corner
- Senior craft markets
- Over 60s exhibition
- Exhibits of crafts

Literacy collection / ERA

Foreign language readers

- Books in other languages

Reading Circles / Leeskring

## City Council

Access point

- Information
- Surveys
- Public appeals

Council minutes available for scrutiny

Elections - voter registration

Tourism - brochures

Promotion of

- Activities of other municipal departments

- Council initiatives, for example, Aids

Dissemination of community information

## Outreach

Meeting rooms/exhibits for community organisations

Local organisation - support and publicity

Children's holiday programmes

- Story-telling
- Crafts
- Puppets
- Magician shows
- Children's theatre

Classes, for example, language - support and publicity

Publications

- Reading lists
- Bookmarks
- Articles

## Resource sharing

Donations

- Libraries
- Schools
- Hospitals

Other libraries

- Interlibrary loans
- Information, for example, clippings collection

## Value added services

Photocopying facilities

Public telephones

Community notice board

Current affairs display, for example,

tsunami, matric results

Job advertisements from newspapers

**Die Burger** Pryslyn numbers

Puzzles and games for loan

Suggestion box

SmartCape

## Core Services

**Lending**

*Adults and Children*

Readers advisory services

Reservations

Displays

Online Public Access Catalogue (OPAC)

*Collections: Adults*

Printed material

Fiction

Non-fiction

Young adult

Literacy / ERA

Large print

Foreign language books

Magazines

Newspapers

*Non-print materials*

CDs

Videos

Cassettes

Audio books

Language courses

*Collections: Children*

Board books for babies

Picture books

Beginner readers

Children's fiction

Children's non-fiction

Magazines

## Reference

*Adults*

Dictionaries

Encyclopaedias

Study collection

South African Law Reports

Maps and street guides

Small Business collection

Telephone directories

Car repair manuals

Matric examination papers

School project material

Reference sources on CD ROM

Clippings collection

Africana

Local history of Bellville

*Children*

Encyclopaedias

Dictionaries

Atlases

Project material

*Thanks to the Friends of the Library who sponsored the design of the tree by a professional graphic designer.*