

ETHEKWINI MUNICIPAL LIBRARIES AND HERITAGE DEPARTMENT SERVICE DELIVERY CHARTER

eThekwini Municipality Libraries and Heritage Department aims to promote the quality of life, creativity and life-long learning of the citizens of eThekwini by providing integrated access to information and knowledge through developing, interpreting and preserving our culture and heritage in libraries, museums, art galleries, science centres and living culture and heritage.

Our Vision for our Heritage and Information Services is to create a leading footprint and digital gateway in Africa that provides knowledge, opportunity and experience of culture and heritage.

Services

We provide easy access to our services

- ❖ You can borrow library material at any of our branches, regardless of where you joined.
- ❖ You can consult reference and study material at Central Reference or your branch library.
- ❖ You can consult scientific and historical information at the Durban Natural Science Museum, the Don Africana Library or the Local History museums.
- ❖ You can access newspapers at the library.
- ❖ You can view scientific, historical & cultural artifacts, artworks and exhibitions at our museums and art gallery.
- ❖ You can contribute to and access indigenous knowledge on-line with the Ulwazi Project.
- ❖ You can access the internet, the on-line library catalogue and e-information at the library.
- ❖ If you are housebound, we provide a library service to your home.
- ❖ You can participate in storytelling and other outreach programmes.

Customer care

- ❖ We are a customer-focused organisation
- ❖ Staff are friendly, courteous and helpful.
- ❖ You can identify our service delivery staff by an identity badge.
- ❖ You can access our services in multiple ways, such as in person, on-line or by phone.
- ❖ Fees and charges
 - You can join our libraries or visit our museums for free.
 - Fines are charged on overdue books and AV material and lost or damaged items must be paid for.

- Information on chargeable services is provided at our service delivery points. Where costs are involved, you are advised in advance.
- ❖ Timely service delivery
 - We provide our services in a timely manner. You will be referred to the appropriate person with a minimum of delay. If there is a delay, you will be advised.
 - If you make a query in person:
 - we aim to acknowledge your presence when you arrive at a service point, and to give you assistance within 10 minutes of that time, wherever possible.
 - If you make a query by phone:
 - we aim to answer telephone calls within 90 seconds with the name of the branch you are phoning.
 - we aim to acknowledge or respond to telephone messages by the next working day.
 - If you make a query by means of a written communication (letter or email):
 - you can expect us to acknowledge your query within 24 hours of receiving it, and to provide you with an answer as soon as possible thereafter, within 3 to 5 working days.
- ❖ Complaints
 - Complaints can be made to:
 - your local library or museum
 - in person
 - by telephone
 - in writing (via letter, facsimile or e-mail)
 - by recording them in the Customer Comments Register
 - to the ombudsman during working hours from Monday to Friday
 - phone number: 031-3112401
 - fax number: 301-31124
 - to your Sizakala Regional Centre
 - toll-free on 080 033 1011
 - All complaints will be investigated.
 - Each complaint will be acknowledged within 24 hours of receipt, and responded to as soon as possible thereafter, within 3 to 5 working days.

Evaluation of our performance

We publish the results of our performance each year in the eThekweni Municipality Annual Report and in a variety of popular publications.