



**Western Cape
Government**

Cultural Affairs and Sport

PROVINCIAL ARCHIVE SERVICE

SERVICES ACCESS:

DESK REFERENCE BOOKLET

Preface

This booklet is a desk reference to: 1) easily identify the core services provided by the Directorate: Provincial Archive Services within the Department of Cultural Affairs and Sport; and 2) find out how to access these services.

The booklet is a living document, meaning that the information will be amended and updated as necessary.

This document will be made available on the WCG website (www.westerncape.gov.za/archives), from where the latest version can be downloaded.

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1 Provincial Archive Service	
Core Service Manager	Nikiwe Momoti
Telephone	021 483 0452
Email	Nikiwe.Momoti@westerncape.gov.za
Office location	72 Roeland Street, Cape Town
Switchboard	021 483 0400
Fax number	021 483 0444
Postal address	Private Bag X9025, Cape Town, 8000
Office location	72 Roeland Street, Cape Town
1.1	Service Archives Management
Service Manager: Archives Manager	Jolanda Hogg
Telephone	021 483 0402
Email	Jolanda.Hogg@westerncape.gov.za
Office location	72 Roeland Street, Cape Town
1.1.1	Collection Management Services
Service Manager: Collection Management	Lunette Lourens
Telephone	021 483 0403
Email	Emilie.Lourens@westerncape.gov.za
Office location	72 Roeland Street, Cape Town
<p>Services rendered:</p> <ol style="list-style-type: none"> 1. Collecting, arranging, describing, researching, updating inventories and undertaking data coding of public records from governmental bodies. 2. Collecting, arranging, describing, researching, updating inventories and lists, undertaking data coding and maintaining collections of non-public records, photographs, maps, microfilms, oral history records and digital and electronic records. 3. Obtaining library publications, cataloguing and classifying these on the system, supplying publications to clients, undertaking data coding of publications and circulating new publications to staff. <p>Service access:</p> <p>Service access is via email, telephone, exhibitions and the library system.</p>	

1.1.2	Client Information Services	
Service Manager: Client Information Services Telephone Email Reading Room enquiries Opening hours: Reading Room Office location	Erika le Roux 021 483 0425 Erika.Leroux@westerncape.gov.za Readroom@westerncape.gov.za 8:00–16:00 Monday to Friday; extended hours 8:00–19:00 on Thursdays; and the first Saturday of every month from 9:00–13:00. 72 Roeland Street, Cape Town	
Service Manager: Outreach Services Telephone Email Office location	Siyabonga Ntamesi 021 483 0422 Siyabonga. 72 Roeland Street, Cape Town	
<p>Services rendered:</p> <ol style="list-style-type: none"> 1. Rendering a reference service to clients in the reading room, as well as by telephone. 2. Supplying records to clients in the reading room on request. 3. Rendering information and research services to clients in response to written enquiries; responding to requests for copies; responding to requests for permission to use digital cameras; responding to requests to file records; responding to requests to use archival records in publications, films, etc.; and responding to applications to view records during the closed period. 4. Promoting awareness of archives and records management and encouraging archival and records management activities. <p>Service access:</p> <p>Clients make use of the reading room in the building. Applications to view records must be submitted in writing. The reference service can also be accessed via telephone.</p>		

1.1.3	Preservation Services	
Service Manager: Preservation Services Telephone Email Office location	Mary Minicka 021 483 0446 Mary.Minicka@westerncape.gov.za 72 Roeland Street, Cape Town	
<p>Services rendered:</p> <ol style="list-style-type: none"> 1. Conservation treatment, cleaning and repair of damaged records. 2. Making appropriate protective enclosures. 3. Ensuring good storage conditions in stack rooms. 4. Maintaining stack rooms, lists of holdings, stack room shelves and reference numbers. <p>Service access: Service access is via email and telephone.</p>		
1.2	Service	Records Management
Service Manager: Records Management Telephone Email Office location	Constance Mthetho 021 483 0434 Constance.Mthetho@westerncape.gov.za 72 Roeland Street, Cape Town	
1.2.1	Appraisal and Classification Systems	
Service Manager: Appraisal and Classification Systems Telephone Email Office location	Ebrahima Kenny 021 483 0432 Ebrahima.Kenny@westerncape.gov.za 72 Roeland Street, Cape Town	
<p>Services rendered:</p> <ol style="list-style-type: none"> 1 Issuing disposal authorities to government bodies and investigating the unauthorised loss of records. 2 Amending existing classification systems and approving new applications for records classification systems for government bodies. <p>Service access: Service access is via email and telephone.</p>		

1.2.2	E-Records Management	
Service Manager: E-Records Management Telephone Email Office location	Tancewill Robertson 021 483 0429 Tancewill.Robertson@westerncape.gov.za 72 Roeland Street, Cape Town	
<p>Services rendered:</p> <ol style="list-style-type: none"> 1. Conducting surveys of electronic records in use by government bodies. 2. Administering the assessment, evaluation of conditions/ requirements under which electronic records are reproduced; and providing advice, guidance, assistance and approvals for the management of electronic records by governmental bodies. <p>Service Access:</p> <p>Service access is via the electronic records management system, email and telephone.</p>		
1.2.3	Capacity Building and Inspections	
Service Manager: Capacity Building and Inspections Telephone Email Office location	Zwelithini Bleki 021 483 0430 Zwelithini.Bleki@westerncape.gov.za 72 Roeland Street, Cape Town	
<p>Services rendered:</p> <ol style="list-style-type: none"> 1. Presenting records management courses, registry courses and information sessions. 2. Conducting physical inspections at government bodies to investigate implementation, compliance with relevant prescripts as well as maintenance of approved records classification systems. <p>Service Access:</p> <p>Service access is via email and telephone.</p>		

1.2.4	Archive Administrative Support Services	
Service Manager: Archive Administration and Support Services Telephone Email Office location	Edwina Africa 021 483 0411 Edwina.Africa@westerncape.gov.za 72 Roeland Street, Cape Town	
Services rendered: <ol style="list-style-type: none"> 1. Procurement of goods and services for the Provincial Archive Services. 2. Providing a cleaning/gardening service. 3. Facilitating budget, expenditure control and asset management. 4. Coordinating human resource and general administrative matters, including registry and reception. 5. Coordinating health and safety matters. Service access: Service access is via email and telephone.		
1.3	Service	Enterprise Content Management (ECM) Implementation
Service Manager Telephone Email Office location	Goolam Mohamed (Acting Director) 021 461 2090 Goolam.Mohamed@westerncape.gov.za Cnr Caledon and Primrose Streets, Cape Town	
Services rendered: <p style="text-align: center;">Planning, controlling and coordinating the implementation and roll out of ECM in government departments in the Western Cape.</p> Service access: Service access is via email and telephone.		