

OUR LIBRARY SERVICE



Administrative Support, Technical Services, and finally ... the real Movers and Shakers ...

Compiled by GRIZÉLL AZAR-LUXTON

This the final part in our series, Insider's view, in which readers have been introduced to the Provincial Library Service in the Western Cape. The series encompasses every activity as well as every staff member in the service - all cogs in the big wheel that ensure that you, the reader, receive your books ...

Administrative Support

TESSA CAROLINE

Deputy Director, Central Organisation

The Library Service is fortunate to have its own administrative support section that deals with finance and supply chain management. This section is responsible for the acquisition of library material (this is done by the ordering and payment section and was featured in the March/April 2010 edition of the **Cape Librarian**); the procurement of goods and services for the Library Service, Archives and Conditional Grant; asset management and the management of the budget. The Administrative Support section is responsible for transport matters, buildings and occupational health and safety.

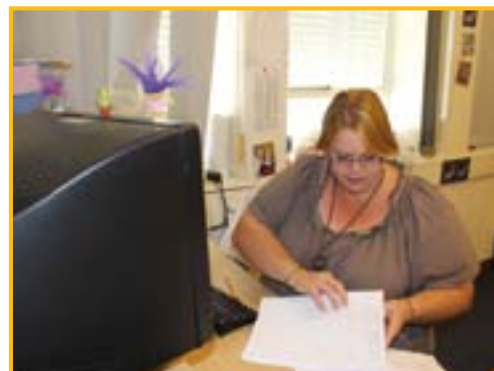
Elna Cecil is the chief administrative officer in the section and she ensures that everybody toes the financial line and adheres to the Public Finance Management Act (PFMA) prescripts and regulations. She also checks that we keep within our allocated budget and prepares the monthly cash flow projections, does Peral audits and ensures that it reaches Budget Management on time.

► The conciliation of the budget inputs annually is co-ordinated by Elna Cecil in conjunction with library and archive management. During the monthly



Financial Focus (Finfocus) meetings she is in the hot seat where anomalies must be explained

▼ Senior administrative clerks Antoinette Brandt (below) and Gino



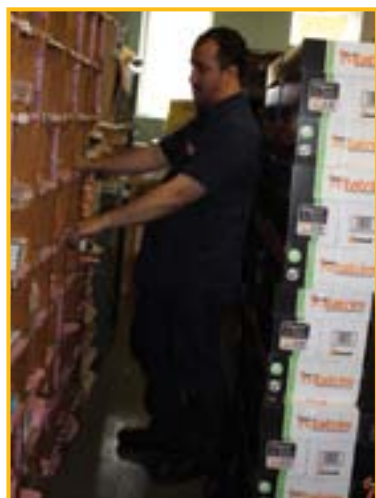
September deal with the procurement of goods and services on the Logistical Information System (Logis) and also assist with the asset management of the Library and Archive Service



▲ Gino September

Together with other officials they do stocktaking of all the assets on an annual basis. This means that they have to visit all the regional offices and libraries in the province to verify that the assets coincide with the asset register. This can be quite a challenge as staff tend to move furniture and other items without notifying the section.

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◀ Ben Cerff is responsible for the stores and issues all stationery and other items ordered by the service's Head Office and regional staff. He also assists with stocktaking in Head Office



◀ Madoda Mheleni (left) our administrative officer, takes care of the vehicles, the building and the occupational health and safety aspects. It is quite a challenge to make sure that the fleet of the Library Service is

safe and in a good condition for officials to use. Accidents, even small accidents, as well as theft occur frequently. Madoda remains unflappable in all these instances and maintains a good relationship with all the drivers of the vehicles. He is currently busy negotiating the replacement of some vehicles

Some major renovation of office space at Head Office took place in 2009. Who would have thought that the old building could accommodate all the extra offices? My big joy was the overhaul of the

first floor bathroom that is used by most of our visitors. It's been on top of the priority list for approximately three years, but it was well worth the wait. Thanks, Madoda, for your assistance in that matter.

The diligence and hard work of the section paid off when the department received a clean audit report. The section works closely with officials in finance and general support services at our departmental Head Office as well as the Department of Transport and Public Works. We would like to thank all these sections for their guidance and cooperation.

Technical Services

Compiled by VUSI TAFU

Systems Librarian

▼ The Technical Services section falls under the subdirector Central Organisation headed by deputy director Tessa Caroline, and is managed by assistant director Bradley Meyer (below). This section's main role is to support public libraries and provincial staff with library management



software (which at this moment is CPALS, but from January 2011 will be changing to Brocade), and also to support provincial staff with information and communication technologies (ICT)-related problems

The systems librarian, Vusi Tafu (below), does not only have an understanding of computers, but also an extensive knowledge of the library management software of the service. Vusi assists CPALS public libraries and other users with CPALS/SLIMS (Library Information Management System) SITA queries and helps to maintain the data integrity of the database.

► Vusi Tafu also mans the Helpdesk for CPALS public libraries and provincial staff and is responsible for troubleshooting CPALS/SLIMS problems at public libraries. He assists users with software application programs, for example, MS Office; compiles procedures and manuals for CPALS/SLIMS public libraries, and gives inputs to the public libraries handbook to incorporate CPALS/SLIMS procedures



The training of CPALS/SLIMS public library and provincial library service staff is also part of his portfolio. Liaising with other role players such as the State Information Technology Agency (SITA), Unisys, Provincial Administration of the Western Cape Information Technology (PAWCIT) and attending CPALS User Group meetings (bi-monthly) is also his responsibility. A host of other duties fall on the shoulders of the systems librarian such as regional restructuring, CPALS/SLIMS upgrades and the implementation of projects.



◀ As systems administrator, Mandla Sibanda maintains and operates the computer system and/or network. He is responsible to maintain the data integrity of the CPALS database by providing the Library Service staff with procedures and

training and assists with co-ordination of all computer-related tasks

He manages the CPALS Helpdesk for the Library Service staff and handles hardware queries. Assisting the regional organisation with trouble-shooting of hardware problems, he also supervises the technical assistant responsible for first-line troubleshooting of hardware problems. He also liaises with the provincial administrations IT Help-Desk.

Mandla co-ordinates requests for computer equipment for submission to the Departmental Information Technology Committee (DITCOM) and maintains the inventory control register. The systems administrator coordinates all computer equipment needs; maintains the inventory control register of all information technology equipment; maintains access control to CPALS; loads and maintains patron records and system passwords for library service staff.

He also handles all CPALS and subscription libraries' applications. Other tasks are the managing of requests for printing of barcodes from public libraries and regions; regular CPALS standard reports and CPALS training.



◀ Administrative support and assistance with inventory control in the technical sector is the task of the administrative assistant, Nobulali Mshiywa

She communicates with SITA as well as Head Office and

regional staff regarding PALS reports and sorts and distributes the reports. The inventory control register of all information technology equipment; stocktaking of information technology equipment; and S&T

applications, are all her responsibility.

This is also where the IT log book is kept up to date.

As technical assistant, Conrad Simpson assists all staff with application software problems as well as with troubleshooting of hardware problems.

He is also responsible for the acquisition and allocation of computer equipment and inventory control and maintenance of computer equipment. He does PALS upgrades as well as the daily, weekly and month-end PALS reports.

He assists staff with application software problems, troubleshooting of hardware problems, allocation of computer equipment as well as inventory control.

And finally ... the Movers and Shakers that keep it all together ...

Director, Nomaza Dingayo ...



◀ As manager of the Directorate: Provincial Library and Archive Services of the Department of Cultural Affairs and Sport, Nomaza Dingayo is responsible for 232 staff members, inclusive of 11 staff members responsible

for the management of the Conditional Grant funding. She also has to manage the budget for the service which is approximately R120 million

The Provincial Library Service is an extensive service with 334 library centres throughout the province. Providing a quality service to all clients is essential. Also important is managing the operating environment to ensure relevance and appropriate responses to changing needs and dynamics.

It is the task of the director to ensure that the strategic objectives of Library and Archive Services are met:

- to support and enhance library services to all citizens of the Western Cape
- to preserve and provide access to archival material
- to ensure proper management and care of public records.

Strategic leadership and management for the implementation of library and archive services for all the people of the Western Cape, is a key responsibility.

This includes ensuring that strategic and business plans are developed and implemented for all library and archive services; ensuring that a quality service is provided to all clients and in particular to areas with the greatest need; as well as lobbying for resources and proper utilisation of these resources.

It is the director's responsibility to promote efficacy within the different units of the directorate through monitoring and evaluation to ensure accountability at all times. Partnership with stakeholders and the strengthening of relationships with strategic stakeholders is thus critical.

The effective utilisation of human resources is essential in fulfilling the strategic objectives of the department and that of the directorate. The development, implementation, monitoring, reviewing and evaluating of business plans to execute strategic initiatives in the component is also an integral function of the manager.

The manager has to function within a multi-disciplinary team, which includes, amongst others, adjudication committees, fraud and risk management, transport advisory, occupational health and safety, accommodation, integrated development plan (IDP) meetings and the different management committee meetings of the department.

Sessions with Standing Committees, both in provincial and national parliament, also have to be attended.

Progress and performance reports of the directorate are done on a monthly, quarterly and annual basis. This encompasses financial reporting with regard to expenditure on budget and non-financial performance activities.



◀ While attending to all these management responsibilities, the operating machine runs and my other pair of hands, Elzet van Wyk (senior secretary) directs all enquiries to the relevant managers and all strive for

responds to some in order to provide the best service we

Deputy Director, Regional Organisation, Stefan Wehmeyer ...



◀ Stefan Wehmeyer is in charge of the Regional Organisation and has been in the post since January 2009. He is responsible for the smooth running and co-ordination of the section and all its activities and

is also responsible for monitoring the performance targets as set out in the Annual Performance Plans

He is part of the senior management team of the Library Service and in this capacity plays a major role in strategic planning as well as the entire budgeting process. The biggest challenge in his section is the ever-increasing demand for new service points, whether it be Wheelie Wagons or fully fledged libraries. He also forms part of the ICT Rural Project that is run by the Conditional Grant's management team. Key role players with whom the regional organisation constantly interacts are 28 municipalities and their municipal officials, which include

the very important library managers. The regional organisation comprises of 84 staff members whose well-being is ultimately Stefan's responsibility.

Deputy Director, Central Organisation, Tessa Caroline ...

Tessa Caroline heads the Central Organisation that comprises three sections, namely Selection and Acquisitions, Technical Services and General Support Services. Resorting under her are three assistant directors, namely Johanna de Beer, Bradley Meyer and Neville Adonis to whom staff report and who make sure that the sections function seamlessly. The administrative support section under the chief administrative officer, Elna Cecil, also reports to her.

This is from her desk: 'The year 2010 started off with a big bang with the distribution of the long-awaited **Britannica junior: ensiklopedie vir Suidelike Afrika**. 381 copies were bought and distributed to every Afrikaans-speaking community in the province.

'This year was the first time ever that overtime was approved for the Library Service. The preparation section was just awesome. They worked on Saturday mornings throughout the World Cup event, come rain or sunshine, and added more than 30 000 items to the library stock. We will definitely look at overtime again next year. Well done to the section.

'Publications and promotion material, especially those items with a football theme made some waves and were in great demand. I look at the *Eat, breathe, read* soccer poster every day and after a year, it is still fantastic. Good job everybody.

'Mid-way during the year we started with the planning of our migration to SLIMS (powered by Brocade). All our planning sessions are completed and our next milestone is the training sessions in January 2011. We will be going live together with the Stellenbosch municipal libraries on 1 February 2011 and start with the rolling out of SLIMS to the rural public libraries in April 2011. It is my vision to have every public library in this province live on SLIMS within the next two to three years and I hope that the public libraries will embrace this system and look forward to joining us in the digital age.

'A big thank you to all the staff members in the different sections who make managing Central Organisation look so easy. To selection



▲ Tessa Caroline (seated at computer) with her assistant Blanche Martin (Senior Administration Clerk) who is also assistant to Stefan Wehmeyer

and selection support, to acquisitions, cataloguing, preparations, library system support, publications and promotions, central reference, finance, HR, administration, my assistant Blanche Martin and all my colleagues in library and archive management - it is my good fortune and a great pleasure to work with you all on a daily basis.'

