



**REPORT TO URBAN MANAGEMENT DIRECTORATE :
AREA CENTRAL: QUARTER 2 (OCTOBER – DECEMBER 2018)**

1. SUBJECT

**LIBRARY AND INFORMATION SERVICES' URBAN MANAGEMENT
INTERNAL SERVICE LEVEL AGREEMENT QUARTERLY REPORT FOR
THE PERIOD 1 OCTOBER 2018 TO 31 DECEMBER 2018**

**BIBLIOTEEK-EN-INLIGTINGSDIENSTE SE GEBIEDSGEBASEERDE
INTERNE DIENSVLAKOOREENKOMS KWARTAALVERSLAG VIR DIE
TYDPERK 1 OKTOBER 2018 TOT 31 DESEMBER 2018**

**INGXELO YARHOQO NGEKOTA ENGESIVUMELWANO SENQANABA
LEENKONZO ZANGAPHAKATHI ESISEKEZELWE KUMMANDLA
KWIINKONZO ZAMATHALA EENCWADI NOLWAZI YESITHUBA
ESISUSELA KOWO-1 KWEYEDWARHA UKUYA KOWAMA-31
KWEYOMNGA 2018**

2. PURPOSE

The purpose of the report is to inform Urban Management Directorate on the service schedules as agreed to in the Internal Service Level Agreement (SLA) Area Central for the period 1 October 2018 to 31 December 2018.

3. FOR DECISION BY

This report is for noting by the Area Based Director.

4. EXECUTIVE SUMMARY

This report provides an overview of Area Central Library and Information Services (LIS) Urban Management Schedules as agreed to in the Internal Service Level Agreement (SLA) for the period 1 October 2018 to 31 December 2018.

The report reflects on service levels, standards, facility-based developmental programmes per facility, transversal and integrated programmes on multi-directorate and departmental level, non-compliance and innovation.

5. RECOMMENDATIONS

It is recommended that the report be noted.

AANBEVELING

Daar word aanbeveel dat daar van hierdie verslag kennis geneem word.

ISINDULULO

Kundululwe ukuba makuqatshelwe le ngxelo.

6. DISCUSSION/CONTENTS

Annexure A lists the programmes offered by the libraries as well as the number of attendees. The annexure also includes a breakdown of SmartCape sessions per gender and age category.

An overview of new membership, circulation, gate readings and SmartCape usage at the libraries, as well as an analysis of the types of programmes and the number of attendees per programme per library is attached as Annexure A.

Annexure B contains the list of Transversal Programmes held in Area Central for the period in question.

6.1. Service levels and standards

During the quarter in question all the libraries were able to meet their planned open hour targets.

Elsies River Library conducted 6 storytelling sessions during this quarter, which was well attended by 3 crèches in the area namely, Norwood, Avonwood and Siddique.

Belhar Library is continuing to foster healthy relations with 10 crèches. This has seen Peninsula Edu-care participating in our 16 days of activism against women and children. This has proven that children should be participants and not spectators in our quest against social challenges.

Bellville Library continues to provide block loans to 9 retirement homes in the community, a total of 1370 books were circulated from October to December 2018. The Books-to-go service delivered 570 books to 7 pre-schools in the area.

During this quarter, Bellville South Library continued its services to two ECD centres, Curious Cuties and Hansel and Gretel.

Parow Library also continued its services to Huis Martina and 190 books circulated successfully during this quarter.

During the period under review 2 reading programmes were conducted at Rylands Library which was attended by a total of 60 learners from 7 schools in the area.

Athlone Library accommodates various groups by providing them with a venue to conduct regular meetings. The organizations include various business forums situated around the library as well as community organizations and groups which meet at the library on a regular basis. The UCT Law Clinic and Diabetic 101 groups are examples of organizations which contribute to addressing community needs using the library as a vehicle to do so.

6.2. Facility-based developmental programmes per facility

The December holiday programme at Elsies River Library, "Safe Summer Holiday Programme December 2018" started off from the 10-14 December. The programme started with Kelly Morkel and her team from City Environmental Health demonstrating skills to kids that can easily save a life, Donovan Williams from City Water and Mzansi reminding attendees that saving water this summer is very important. It ended with electricity safety, arts & crafts sessions as well as chess, fun and games which were facilitated by staff.

Leonsdale Library had a diabetes awareness talk on the 14th November. This awareness talk is an annual event and is well supported.

A water saving programme took place at Valhalla Park Library with the following officials, Donovan Williams (Water Conservation), Kelly Gordon (Environmental Health), Natasha Sampson (Recreation and Parks), Mayedwa Perhe (Solid Waste Management) as well as Astrid, Alan, Rene and Jerome (staff) from Valhalla Park Library educated our children on being water wise. The programmes illustrated the significance of saving water on a daily basis. Rene organised the Vonkelvroue Mad Hatters Tea Party. The guest speaker, Theresa Schoeman Van Jaarsveld, a librarian from UCT and a fitness guru educated the ladies about healthy eating and exercise.

During the October and December 2018 school holidays, Bonteheuwel Library created a safe hub for 399 children. Here the children were exposed to Metro Police's Dog Unit, who exhibited the unique skills of their dogs. Metro Police and Safe-line also educated the children about their safety. The grade 6s and 7s of Rosewood Primary were invited to an orientation at the library. The library staff informed the pupils about their privileges as members of the COCT Public Library services. The library partnered with Rainbow of Hope, SAPS, Saartjie Baartman Centre and Peninsula Educare to host a "16 days of activism against women and children" programme. Saartjie Baartman outlined their services and that their service focuses on women and children in abusive relationships. Rainbow of Hope shared information and pamphlets. SAPS gave legal advice to the audience. SAPS also equipped the kids with tools for when they hear gunshots or if a stranger wants to abduct them.

An adult outreach programme was hosted by Bishop Lavis Library in partnership with Afrikaans Taal en Kultuur Vereeniging (ATKV). Over 50 seniors attended this programme. The Valhalla Park Clinic from the Department of Health, was also invited and their message was "be in control of your own health and remain healthy". The clinic did some hypertension, diabetes tests with the seniors, and an inspirational talk with the participants. Ms Elize Fortuin from ATKV addressed the seniors and spoke about women wellness and how to stay healthy and positive about life. The seniors were entertained with spiritual dancing by Ms. Phillider Oortman.

Bellville Library celebrated its centenary birthday during the week of 22 November 2018. A week-long celebration was held at the library and included various events and activities to celebrate this special milestone. The week was kicked off with a library tea and guest speakers entertained the guests with facts about Bellville and the library history. Bellville launched its very first online book club, and a high tea for the little ones was thoroughly enjoyed. An online poetry competition and Facebook promotion was well supported. A VIP breakfast was held for officials and the week ended on a high note with the Zero Waste Fashion Show and a long table was set up to promote literacy amongst the attendees.

In this quarter, Bellville South Library partnered with Young People @ Work and had a Digital Literacy Programme targeting young unemployed female youth in the community. The programme ran over 4 days with 32 attending. They were introduced to e-learning and by the end of the week they had their own e-mail addresses and could search for work online.

An NGO, "The Pink Ladies", held a session at Belhar Library on 24 November 2018 to sign up all the children in the area and have their details on hand in the event that they are reported missing. Local CPF and Belhar SAPS joined forces on this day making it a memorable activity. In collaboration with Metro Police and the local Belhar SAPS, the library hosted a 16 days of activism programme. Guest speakers such as local councillor Cr Johanna Martlow was invited to open the programme and well known author Grizelda Grootboom, kept the children enthralled when she shared her story. Mr Fredericks author of "Noem my Skollie" also shared his testimony as well as Ellen Pakkies. Different NGOs also attended this event such as Leticia Pool from Foundation for Alcohol Related Research Foundation (FARR).

Hanover Park Library conducted a World Aids Day event, which was attended by a total of 28 adults. This was a programme run in partnership with the local clinic; free testing and information was provided to the attendees.

Rylands Library conducted a successful Summer Chess Tournament, which was attended by 160 players of varying skill levels.

6.3. Transversal Programmes

The libraries presented transversal programmes in the youth stream in the area.

Kindly refer to Annexure B for details.

6.4. Directorate programmes

The following integrated programmes were held within Community Services and Health:

- Elsies River Library participated in a transversal programme on water resilience in conjunction with the other libraries in the area, Recreation and Parks and Social Development.
- Bishop Lavis Library hosted an adult outreach programme in partnership with the Department of Health, which focused on being in control of your own health.
- Ravensmead Library hosted holiday programmes in October and December 2018. Some of which were assisted by various other departments namely, Water & Sanitation, Sports & Recreation and Environmental Health.

6.5. EPWP

There were 3 EPWP opportunities in Area Central in this quarter.

6.6. Non-compliance

Compliant on all aspects

6.7. Innovation

None for the quarter

6.8. Informal settlements

In Area Central a number of informal settlements can be found, and libraries across this area provide services in the form of reading programmes, storytelling sessions and access to programmes and events, the internet and other resources. The following table indicates the informal settlements in Area Central which libraries provide services to/for.

INFORMAL SETTLEMENT	SUBURB
Appelboord	Ravensmead
Avondale	Elsies River
Freedom Park	Bishop Lavis
Gabba Village	Leonsdale
Malawi Camp	Bishop Lavis
Sweat Lips	Ravensmead
8ste Laan	Valhalla Park
Freedom Farm	Beihar/Bishop Lavis
Blikkiesdorp	Delft South
Kanana, Barcelona and New Rest	Gugulethu
Tsunami	Delft South
Pook se bos	Rylands
Hadjie Ebrahim Crescent	Rylands


7de Laan	Valhalla Park
Flamingo Crescent	Lansdowne

ANNEXURES

Kindly find Annexure A and B attached respectively.

FOR FURTHER DETAILS, CONTACT:

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FILE REF NO	2/2/7/14
SIGNATURE	 22/03/2019

A. GAIBIE
 (ACTING DIRECTOR)

DIRECTOR
Ninnie Steyn

Comment:

DATE 22.03.2019

ANNEXURE A

Subcouncil	Subc 004
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Library	Open hours per week	Total new members joined	New Adult	New Juvenile	New SmartCap only	Circulation	Gale Reading	ILL Loans Supplied
Adriaanse	40	38	16	22	0	15563	23677	10
Elsies River	37.5	55	32	23	0	17226	21153	0
Goodwood	45.5	4	4	0	0	6933	0	0
Leonsdale	37.5	28	18	10	0	12547	22741	0
Valhalla Park	38	25	12	13	0	11515	13787	0
Grand Total	198.5	150	82	68	0	61784	81358	10

Library	SmartCape Total Sessions	Total sessions per gender	Age 0 - 12	Age 13 - 17	Age 18 - 25	Age 26+
Adriaanse	2246	Male 1716 Female 530	493	691	288	774
Elsies River	2330	Male 1721 Female 609	470	391	321	1148
Goodwood	11	Male 4 Female 7	0	0	0	11
Leonsdale	1747	Male 1273 Female 474	516	485	280	465
Valhalla Park	2366	Male 1688 Female 678	900	474	505	487
Grand Total	8700	Male 6482 Female 2218	2379	2042	1354	2885

Library	Reading Programmes	Attendees	Library Initiation	Attendees	Storytelling	Attendees
Adriaanse	0	0	1	32	4	91
Elsies River	0	0	1	34	9	197
Goodwood	0	0	1	38	5	96
Leonsdale	0	0	0	0	10	91
Valhalla Park	0	0	0	0	14	259
Grand Total	0	0	3	104	42	734

Library	Digital Library Session	Attendees	Library Initiation	Attendees	Formal Book Club Sessions	Attendees
Adriaanse	0	0	2	47	3	25
Elsies River	0	0	2	64	3	150
Goodwood	0	0	2	14	2	16
Leonsdale	0	0	2	0	2	25
Valhalla Park	0	0	2	20	3	46
Grand Total	0	0	10	145	13	262

Subcouncil Sube 005

Library	Open hours per week	Total new members joined	New Adult	New Juvenile	New SmartCape only	Circulation	Gate Reading	All books Supplied
Bishop Lavis	42	59	49	10	0	18382	26594	0
Bonteheuvel	38	33	23	10	0	17136	32536	0
Delft	45	71	58	13	0	16782	58128	0
Delft South	40	49	29	20	0	10686	34081	0
Grand Total	165	212	159	53	0	62986	151389	0

Library	Total Sessions	Total sessions per Gender		Total sessions per Age Group			
		Male	Female	Age 0 - 12	Age 13 - 17	Age 18 - 25	Age 26+
Bishop Lavis	1189	898	291	277	143	252	517
Bonteheuvel	2093	1328	765	384	377	287	1045
Delft	3681	2652	1029	624	541	851	1665
Delft South	3220	2369	851	237	584	1035	1364
Grand Total	10183	7247	2936	1522	1845	2425	4591

Library	Reading Programmes	Attendees	Attendees	Story Telling	Attendees
Bishop Lavis	0	0	1	17	464
Bonteheuvel	0	0	1	10	250
Delft	0	0	1	16	391
Delft South	0	0	0	9	130
Grand Total	0	0	3	52	1235

Library	Digital Library Session	Attendees	Library Orientation	Attendees	Formal Book Club Sessions	Attendees
Bishop Lavis	0	0	3	105	2	25
Bonteheuvel	0	0	2	72	2	22
Delft	0	0	12	231	1	7
Delft South	0	0	0	0	1	2
Grand Total	0	0	17	408	6	56

Subcouncil	Subc 006
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Library	Open hours per week	Total new members joined	New adults	New juvenile	New smartCape only	Circulation	Gate Reading	ILL loans supplied
Belhar	35	28	13	15	0	12645	15196	0
Belville	63	91	73	15	3	85096	81676	227
Belville South	38.25	28	20	7	1	20798	15902	13
Huguenot Square	38.5	31	15	16	0	15528	14508	0
Parow	45	55	44	11	0	54343	34412	20
Ravensmead	41	39	21	18	0	17620	19828	2
Grand Total	260.75	272	186	82	4	206030	181522	262

Library	SmartCape Total Sessions	Total sessions per Gender		Total sessions per Age Group			
		Male	Female	Age 0 - 12	Age 13 - 17	Age 18 - 25	Age 26+
Belhar	1631	947	684	435	402	218	576
Belville	9311	6619	2692	915	1246	1602	5548
Belville South	1935	1336	599	400	456	332	747
Huguenot Square	1723	1162	561	538	341	221	623
Parow	4500	3435	1065	348	922	1189	2041
Ravensmead	2492	1886	606	388	773	493	838
Grand Total	21592	15385	6207	3024	4140	4055	10373

Library	Reading Programmes	Attendees	Library Orientation	Attendees	Story telling	Attendees
Belhar	0	0	1	21	8	329
Belville	0	0	1	5	19	428
Belville South	0	0	2	58	9	52
Huguenot Square	0	0	4	51	10	135
Parow	0	0	1	12	20	54
Ravensmead	0	0	1	40	9	156
Grand Total	0	0	10	187	75	1154

Library	Digital Library Session	Attendees	Library Orientation	Attendees	Formal Book Club Sessions	Attendees
Belhar	0	0	1	24	4	61
Belville	0	0	10	79	4	25
Belville South	0	0	2	46	4	16
Huguenot Square	0	0	4	54	4	33
Parow	0	0	0	0	4	33
Ravensmead	0	0	5	208	1	12
Grand Total	0	0	22	411	21	180

Subcouncil Sube 011

Library	Open hours per week	Total new members joined	New Adult	New Juvenile	New SmartCape only	Circulation	Gate Reading	ILL Loans supplied
Hanover Pk	35	76	46	30	0	14421	31544	1
Heideveld	38.5	33	20	11	2	13057	16457	0
Rylands	35	50	37	13	0	27628	24803	0
Grand Total	108.5	159	103	54	2	55106	72806	1

Library	SmartCape Total Sessions	Total sessions per Gender		Total sessions per Age Group		
		Male	Female	Age 0 - 12	Age 13 - 17	Age 18 - 25
Hanover Pk	2028	1080	948	293	286	493
Heideveld	2314	1713	601	384	520	496
Rylands	1978	1346	632	202	454	405
Grand Total	6320	4139	2181	879	1260	1394

Library	Reading Programmes	Attendees	Information Story Telling	Attendees	Story Telling	Attendees
Hanover Pk	0	0	0	0	6	69
Heideveld	0	0	1	24	9	159
Rylands	0	0	0	0	9	205
Grand Total	0	0	1	24	24	433

Library	Digital Literacy Session	Attendees	Library Orientation	Attendees	Formal Book Club Sessions	Attendees
Hanover Pk	0	0	4	47	4	24
Heideveld	0	0	0	0	0	0
Rylands	0	0	0	0	0	0
Grand Total	0	0	4	47	4	24

Subcouncil Subc 014

Library	Open hours per week	Total new members joined	New Adult	New Juvenile	New Smartcap only	Circulation	Gate Reading	ILL Loans Supplied
Guguletu	45	54	37	17	0	8522	22738	0
Manenberg	35	34	18	16	0	13082	26682	0
Nyanga	35	30	22	8	0	7048	21002	0
Grand Total	115	118	77	41	0	28652	70422	0

Library	Smartcap	Total sessions per Gender	Age 0 -12	Age 13 -17	Age 18 -25	Age 26+
	Total Sessions	Male	Female			
Guguletu	4382	3051	1331	1011	762	781
Manenberg	1959	1424	535	392	384	443
Nyanga	2620	1916	704	805	479	683
Grand Total	8961	6391	2570	2208	1625	1907
						3271

Library	Reading Programmes	Attendees	Story telling	Attendees
Guguletu	0	0	9	261
Manenberg	0	0	21	288
Nyanga	0	0	10	160
Grand Total	0	0	40	709

Library	Digital Literacy Sessions	Attendees	Library Orientation	All Attendees	Format Book Club Sessions	Attendees
Guguletu	0	0	5	35	2	21
Manenberg	0	0	0	0	0	0
Nyanga	0	0	6	170	5	50
Grand Total	0	0	11	205	7	71

Subcouncil	Subc 017
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Library	Open hours per week	Total new members joined	New Adult	New Juvenile	New SmartCape only	Circulation	Gate Reading	All Loans Supplied
Athlone	45	37	22	15	0	22602	37023	0
Bridgetown	38.5	36	25	11	0	13089	12943	6
Lansdowne	35	62	23	39	0	20230	12287	17
Grand Total	118.5	135	70	65	0	55921	62253	23

Library	SmartCape Total Sessions	Total sessions per Gender		Total sessions per Age Group			
		Male	Female	Age 0 - 12	Age 13 - 17	Age 18 - 25	Age 26+
Athlone	2441	1883	558	460	511	487	983
Bridgetown	546	381	165	121	164	121	140
Lansdowne	1021	696	325	123	134	77	687
Grand Total	4008	2960	1048	704	809	685	1810

Library	Reading Programmes	Attendees	Library Orientation	Attendees	Story telling	Attendees
Athlone	0	0	1	12	12	212
Bridgetown	0	0	1	15	8	131
Lansdowne	0	0	1	6	28	208
Grand Total	0	0	3	33	48	551

Library	Digital Literacy Session	Attendees	Library Orientation	Attendees	Formal Book Club Sessions	Attendees
Athlone	0	0	6	133	1	10
Bridgetown	0	0	1	18	0	0
Lansdowne	0	0	1	5	2	21
Grand Total	0	0	8	156	3	31

ANNEXURE B

Area	Date from	Date to	Type of Event	Participating Directorate and Libraries	Internal/External Venue	Service Provider	Project	Frequency	Target Groups	No Attendees
Central	2018/10/31	2018/10/31	Storytelling Session	Riylands Library, Bontnewen Library, Addington Library and Athlone Library	External	Integrated prog with another COCT Dept.	John Esterhuysen Book Week, The Hide and Scare Book by Ivan Brakes		1 Children	20
Central	2018/10/25	2018/10/25	Storytelling Session	Adriaanse and Elies River Libraries.	Internal	Integrated prog with another COCT Dept.	Staff from Adriaanse and Elies River Libraries planned and executed a successful integrated storytelling session at Elies River Library. The Elies River Library also celebrated the 55th anniversary along with the children from schools in the community. The staff presented the children with lovely cupcakes which they baked and decorated		1 Children	30
Central	2018/10/17	2018/10/17	Storytelling Session	Belville South Library, Pennu Library & Ravensmead Library	Internal	Other	60 Grade 4 learners from Fredeene Primary School were treated to a morning of song, dance and storytelling when the above libraries hosted an integrated storytelling session at Ravensmead Library. The focus theme was get to know more about ourselves. The storytelling session was followed by an interactive learning session with environmental wealth, educating the learners on the		1 Children	60
Central	2018/10/01	2018/10/31	Storytelling Session	Riylands, Mamelberg and Bridgetown Libraries participated in the programme.	External	Other	Staff members from the Riylands, Mamelberg and Bridgetown libraries visited the Silvertree Education Centre in Midgortsen Road, Silvertown, to present and integrated storytelling session to children between the ages of 3 and 6 years.		1 Children	52