



**SWAZILAND NATIONAL LIBRARY
DOCUMENTATION
AND INFORMATION POLICY**

FINAL DRAFT

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Foreword

(by Honourable Minister)

Acknowledgements (by PS)

Glossary Of Terms

Copyright : The legal right granted to an author, composer, playwright, publisher or distributor to exclusive publication, production, sale or distribution of a literary, musical, dramatic or artistic work.

Information corner : A small collection of library materials deposited in an institution or centre for public use.

Intellectual property : A term referring to a number of distinct types of creations of the mind for which a set of exclusive rights are recognized.

Inter library loan : A transaction in which library materials are made available by one library to another for the use of an individual/patron.

Kagogo Centres : Community centres developed in all chiefdoms throughout the country to mitigate the impact of HIV/AIDS.

Legal deposit : A government provision which compels producers of all types of publications to deposit a certain number of copies of each publication in designated libraries or similar institutions.

Librarian : Someone who is an expert/specialist in finding, organizing information and interpreting information needs.

Library : A collection of information resources in print or in other forms that is organized and made accessible for reading or study.

Mobile library : A large shelf-lined vehicle designed to carry books from libraries to remote areas as a way of extending library services to those areas.

National library : A library specifically established by the government of a nation to serve as the pre-eminent repository of information for that country.

Reference book : A book that is not meant to be read through but to be referred to for pieces of information.

School library : A library within a school which is designed to support the school's curriculum.

Special library : A library established to serve a specific institution such as a government department, hospital or a museum.

Tinkhundla Centres : The local government social, political and economic development coordination centres found mostly in rural areas.

Weeding : The removal of materials from a library collection in a systematic and deliberate way to ensure that library materials are current and enticing.

List Of Abbreviations And Acronyms

AMICAALL – Alliance of Mayors Initiative for Community Action on AIDS at the Local Level

CERT – certificate

FODSWA – Federation of the disabled in Swaziland

ICT – Information, Communication Technology

MDGs – Millennium Development Goals

NDS – National Development Strategy

NICIP – National Information and Communication Infrastructure Policy

NGOs – Non Governmental Organizations

PRSAP – Poverty Reduction Strategy and Action Plan

PPCU – Public Policy Coordination Unit

SIMPA – Swaziland National Institute of Management and Public Administration

SNLS – Swaziland National Library Services

UNESCO – United Nations Educational, Scientific and Cultural Organization

1.0 INTRODUCTION

Freedom, prosperity and the development of society and individuals are fundamental human values. They will only be attained through the ability of well informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of a country depend on quality education as well as on free and unlimited access to knowledge, thought, culture and information. Libraries are a gateway to knowledge and provide a basic condition of life-long learning, independent decision making and cultural development of the individual and social groups.

Libraries play a major role in the country's economic and social development. For example, through up to date information, farmers become aware of modern farming techniques; industrialists and scientist are able to keep abreast with the latest trends in their subjects; development planners and decision makers in Government, parastatal, and private organizations become aware of the global trends of economic, political and issues of social significance to Swaziland.

1.1 Contextual background

The Government of Swaziland believes in the importance of libraries for development. It is for this reason that the Swaziland National Library Service (SNLS) was established in 1971 in Manzini through the assistance of the British Government. The United States Embassy and the Ranfurly Library Service provided the book stock. Library Staff including the Director came from the British Council through their international voluntary Service Programme. Before then, there was only one subscription library in Mbabane whose clientele was predominantly colonial staff and their families. The Swaziland National Library Service introduced to the Swazis the concept of reading for study, research and recreational purposes.

By 1974 library outreach activities had spread to include branch libraries in Mhlume, Tshaneni, Big Bend, Siteki, Nhlungano, Bhunya and Piggs Peak. A school library service also started in the same year, again through the assistance of the British Council who donated vehicles, equipment for book storage and professional staff to run the service.

Training of local professionals began in 1974 where three staff members were sent to the University of Zambia for different programmes. Subsequently an effort to train staff locally was made with twelve trainees enrolled at the Swaziland College of Technology for a certificate programme. The training programme has since improved significantly.

Currently the staffing levels are as follows:

Number of Staff	Masters	Degree	Cert/Diploma	Non-professional	Support staff
168	19	13	15	31	90

The figures above reveal that Government has recognized the need to increase staffing levels especially at professional level. A scheme of service for Librarianship Cadre was drawn to establish designations, entry and progression for all levels of the profession. The draft was accepted by Government and the Director of the National Library Service established as the Head of the Librarianship Cadre. However, the need for basic training has not stopped but has slowed down as posts became filled with properly trained incumbents.

For further development, libraries now require a National Library Documentation and Information Policy to provide guidelines for the kind of information collected, created, organized, stored, accessed disseminated, preserved and retained. The policy will also provide guidelines with regard to who can use the information, charges for access and the amounts charged, rules within which private information providers and the media operate.

1.2 Government /Sectoral Vision

In line with the Government development programmes which include amongst others, the National Development Strategy, Poverty Reduction Swaziland 2010, Millennium Development Goals (MDG's), Decentralization Policy, the Poverty Reduction Strategy and Action Plan (PRSAP) and the National Information and Communication Policy, the Swaziland National Library Service strives to align itself with the seven key macro and sectoral strategies fundamental to achieve the vision 2022.

These strategies include:

- Sound Economic Management
- Economic Empowerment
- Human Resource Development
- Agricultural Development
- Industrialization
- Research for Development
- Environmental Management

Libraries can align themselves with these strategies.

The scope of library and information service is deemed to cover the acquisition, organization, management and dissemination of library materials and the information contained therein. Library materials include any form of printed graphic, audio, electronic or other media on or in which information is written, recorded, stored, displayed and is categorized for purposes of the Legal Deposit **instrument** as stipulated in the 2002 National Library Service Act into:

- Printed library material including books, services, maps, charts, posters; and
- Non-printed library materials including cinematograph films, microforms, phonographic records, video and audio recordings and other electronic media.

1.2.1 Vision

To facilitate the provision of an effective library, documentation and information service throughout Swaziland.

1.2.2 Mission Statement

To provide free and equitable access to library services, preserve and promote universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment, and the use of new technologies that extend access to global information beyond library walls.

1.3 Process followed

The Government of the Kingdom of Swaziland has developed public policy development guidelines which have to be used and followed during the process of developing all public policy documents. These guidelines were acquired from the Public Policy Coordination Unit (PPCU) and used to guide the policy formulation stages.

The first activity undertaken was to organize a workshop for key stakeholders in line with the Swaziland Government's policy guidelines which indicate that "at the policy initiation stage, key stakeholders should be consulted in order to define the purpose of the policy and to set preliminary guidelines". One of the key presentations made during the stakeholders' workshop was by representatives from PPCU who took stakeholders through all the processes that have to be followed, covered and addressed during the policy development process. The PPCU presentation was followed by group discussions where the participants identified the problem statement as well as key issues and policy statements.

1.4 Key players consulted in the policy making process

The key players in this task of the policy development are the different stakeholders who were called to a workshop to deliberate on problems and issues involved in Library and Information Service delivery in the country. These were;

- Swaziland National Library Services
- University of Swaziland Library
- Swaziland National Archives
- Gwamile Vocational Training
- Swaziland National Trust commission
- St. Michaels High School
- Sebenta National Institute
- Federation of the Disabled in Swaziland (FODSWA)
- PPCU
- Ministry of Information Communication Technologies
- Swaziland Broadcasting and Information Services
- Macmillan Publishers
- Parliament Library
- Nazarene Nursing College Library (Southern African Nazarene University)
- Ngwane College Library
- School for the Deaf
- Swaziland Library National Board
- Swaziland National Institute of Management and Public Administration (SIMPA)
- UNESCO, Swaziland
- Ministry of Natural Resources – Geology Department
- HIV/AIDS Informatin Centre
- U.S. Embassy (American Cultural Centre)
- CMAC
- Swazi TV
- St. Josephs
- Ministry of Economic Planning and Development
- Royal Swaziland Police Force

2.0 PROBLEM STATEMENT

2.1 Background to the problems

The Government of Swaziland has since independence recognized the importance of information dissemination and the right to access information by individuals and the general public, irrespective of the location. The main challenge is to widen access to library services to meet the demand of both urban and rural dwellers who need information. It was clear therefore, that Libraries are a major stakeholder and vehicle for information provision to the general populace. The first major public Library was built in Manzini being the centre of the country, to serve indeed as a link for Library and Information provision countrywide. Additionally Mobile Library Units were provided to service the country's other urban and importantly, rural locations.

A number of Libraries were later set up in other urban centers such as the Mbabane Public Library. The Mbabane Public Library serves as the headquarters of the National Library Service and houses the Public Library, the Children's Library and the National Library. At present, the National Library Service has Libraries in the following urban centers in addition to the Manzini and Mbabane Libraries; Pigg's Peak, Tshaneni, Mhlume, Lomahasha, Simunye, Bhunya, Mpaka, Siteki, Mankayane, Big Bend, Hlathikulu, Nhlangano and Lavumisa.

National literacy levels were also of concern to the government such that institutions such as Sebenta National Institute were established mainly to boost the populace literacy levels. A concerted effort was exerted by government through the Ministry of Education to expand the education services to allow every Swazi to access education and to develop an integrated system of education that would provide equal opportunities to all irrespective of sex, religion or socio-economic markers.

According to the National Development Strategy (NDS), education shall address the development of knowledge, skills and attitudes necessary for social integration and sustainable human development. As a result, well educated Swazis are more likely to contribute towards poverty alleviation, entrepreneurship, environmental protection and women empowerment both at formal and non-formal levels.

Government is keen to create a reading and informed society and nation in order to contribute to national development. Government also strives to provide in particular, effective support for the policy formulation and decision making processes, active participation in planning, research and development activities, the educational processes, the intellectual development of people, as well as their economic activities and the fulfillment of their cultural and recreational needs.

Another development has been through the promotion of school libraries. Being cognizant that the nation is highly dependent on oral tradition to cultivate a reading nation meant establishing Libraries in the school system such that the culture of reading is inculcated at an early age thus creating a life-long reading skill which would enable information flow amongst the school going populace. See Table 1 for a summary of schools with Libraries in the different regions in the country.

Table2: School library summary

Region	Total Libraries	Total Schools
Hhohho Region		
Primary	35	152
Secondary & High	<u>43</u>	<u>56</u>
	78	<u>208</u>
Lubombo Region		
Primary	31	120
Secondary & High	<u>27</u>	<u>51</u>
	58	171
Manzini Region		
Primary	58	164
Secondary & High	<u>32</u>	<u>59</u>
	90	223
Shiselweni Region		
Primary	42	134
Secondary & High	<u>34</u>	<u>50</u>

	76	<u>184</u>
Total	302	786

From table 2 above, there is a clear indication that there are less than 50% schools with established Libraries. Out of a total of seven hundred and eighty six (786) schools in the country, only three hundred and two (302) have Libraries. Fundza has also played a commendable part in the establishment of school Libraries countrywide.

Some educational research findings tend to lay more emphasis on that a Library plays a central role in enhancing the quality of education provided by tertiary educational institutions. However, Swaziland does not boast of a sizeable number of institutions of higher learning, with only one University and a number of training colleges such as teacher training and nursing colleges, a college of technology and some vocational training institutions. All these have established Libraries of various sizes and all enjoy different levels of support from their parent institutions.

There are special Libraries such as the Agricultural Research Station Libraries and some Non Governmental Organisations (NGO) have Libraries focusing on the specific needs of that NGO's clientele. There are additional government Libraries established in some ministries such as Ministry of Economic Planning, Ministry of Natural Resources, Ministry of Agriculture and Ministry of Foreign Affairs. The Archives and the Parliament Libraries form part of the network of Libraries playing a very important role of providing access to library service for legislators who need to make informed decisions and be able to keep abreast with current economic, political and social affairs.

One of the strategic issues and objectives of the National Library Services is to develop information centers at Tinkhundla constituencies as a way of spreading the coverage and taking information to the rural populace. Despite that the process has been set in motion, more effort is required as only eleven (11) out of fifty-five (55) Tinkhundla centers have some form of book collection deposited by the National Library Services.

2.2 Specific Problems / Challenges

The available Library and Information Services system in the country is characterized by the following problems and challenges:

- There is generally lack of due recognition and financial support for Libraries as key stakeholders in the provision of information for national development. Libraries are not afforded or listed as a high priority which in turn affects the budget allocation. This has resulted in the shortage of information resources as some are highly dependent on donor funding.
- Relevance and currency of information is also highly compromised.
- Security of the limited information resources purchased from the meager budget is also at high risk without proper measures to protect them from mutilation and theft.
- The existing legislation is lacking in addressing problems experienced in library service provision such as through prosecution for violating laid out laws.
- The issue of preservation of library materials is also critical.
- Most Library buildings in the country are dilapidated hence there is need for a clear infrastructure maintenance plan which needs to be implemented. The state of library infrastructure affects the information resources, the users of these resources as well as the Library staff. Yet it is very important to maintain the structures first to protect the materials, then secondly, to provide a conducive working environment for the staff and the users.
- There is lack of properly built Library structures in a number of institution and schools, where makeshift classrooms are used as Libraries without proper furniture, equipment and without proper lighting. This in turn affects the general image of the Library and its general usage.
- Most of the available Library structures are inaccessible to the physically challenged and visually impaired members of Swazi society.
- The Library service has not adequately adapted itself to the changing needs of the society. The development and the application of Information and Communication Technologies (ICTs) in the Libraries has not kept pace with such developments in

other sectors. Yet the need for the application of ICTs in Libraries was expressed two decades back. At present, very few Libraries in the country have computerized their operations and offer internet and digital library services to their users.

- The non-availability of highly qualified personnel in Libraries remains a major challenge. The country does not have a training facility for Librarians, thus the present few are sent outside the country for training sometimes at a very high cost to the government.
- The non-availability of posts for qualified Librarians in the different institutions and schools is also a challenge. Some Libraries are managed by non-qualified personnel, thus compromising the service and the image of the Library and the profession.
- The implementation of the Legal Deposit Act remains a challenge for the designated institutions to be recipients of such material. A lot of research done in the country and published outside does not find its way into these designated institutions.
- There is a lack of coverage for a large population of about 70% which has no access to a Library thus starved of information for survival. Most of Libraries are concentrated in urban and sub-urban centers.
- There are presently no mobile Libraries which could be used to service the rural population in spite of the government's effort devoted towards improving the literacy levels in rural and disadvantaged communities through the Sebenta National Institute.

3.0 RATIONALE

Swaziland attempts to keep abreast of global knowledge-based economy developments, such as through its National Information and Communication Infrastructure Policy (NICIP) Implementation Plan 2010-2014. Such a development is responsive to one of the indicators of a knowledge-based economy, which is the ability for a country to generate, adopt and diffuse knowledge, which can benefit from the formulation of a dedicated information policy framework

The need for the development of a National Library Documentation and Information Policy is paramount as it is aimed at addressing the problems that have been identified above.

Although the country has established a number of Libraries particularly in the urban areas countrywide, without any policy guidelines, there will be a general handicap in the provision of information. The policy therefore, seeks to improve the national Library services delivery to the country's populace.

The development of information and communication technologies and its growing use in the Library information delivery service, dictates that the proposed policy becomes complementary to the already developed Information Communication Technology (ICT) Policy, thus providing a coordinated framework for the expansion of Library services within the country.

4.0 OVERALL GOAL OF THE POLICY

In accordance with government's objectives to create a reading and informed society, the National Library Documentation and Information Policy aims at the provision and progressive improvement of library facilities and services in order to contribute effectively to national development. The following are its specific objectives:

4.1 Objectives

- To promote the standards, regulate, coordinate and monitor Library and Information Services delivery to the general populace within the country.
- To set rules and regulations which will facilitate decision making in Library and Information service delivery.
- To set guidelines on the different Library operations.
- To enhance decision making in the management of Library services.
- To give direction on the development and expansion of Library services within the country.
- To build up a national Library and Information system by integrating the services of all types of Libraries within the country and beyond through inter-library loan to promote resource sharing and Library cooperation.

- To enhance and support the compilation of a National Union Catalogue

5.0 KEY ISSUES AND POLICY STATEMENTS

The following are the main strategic issues and policy statements to be addressed by the policy.

5.1 Information provision

The core mandate of the National Library Service is the provision of the highest level of information services to the entire Swazi nation. As such it shall aim at contributing to the social and cultural development of the Swazi nation by anticipating and responding to their information, education, research and recreational needs. The National Library Service will also use public libraries as vehicles for developing the Swazi nation into modern citizens that are literate, knowledgeable and globally aware. ICT service providers and other strategic partnerships are therefore some of the tools for helping the national library to realize this goal.

5.1.1 Policy statements:

- The National library Service shall endeavor to provide appropriate and organized resources, equitable access, accurate, unbiased and courteous responses to all information requests by library users.
- The National library Service shall at all times uphold the principles of intellectual freedom and shall resist efforts to censor library resources.
- The National Library Service shall recognize and respect intellectual property rights.

5.2. Decentralization of information services.

The wellbeing of any society depends on ensuring that all its members have access to all the available facilities and services. Because information is one of the cornerstones that provides opportunities to improve the citizens wellbeing, decentralization of information services is therefore one of the major policy issues to be addressed in order to ensure that information

provision does not remain centralized but is brought closer to the people irrespective of location, especially in rural areas.

Tinkhundla are the local government social, political and economic development coordination centres found mostly in rural areas with a few located in urban areas. These centres will therefore facilitate the decentralization of information services throughout the country.

5.2.1 Policy statements

- The National Library Service shall establish information corners and centres at all Tinkhundla constituencies, KaGogo centres, youth centres and any other relevant service centres to ensure that all communities have access to all kinds of information to improve their wellbeing.

5.3. Library systems and procedures

The National Library Service and its subsidiary public libraries serve all citizens of the country. It is the library's responsibility to ensure that all citizens access library resources. In the same vein, it is the citizen's responsibility to respect library rules and not become a public nuisance which will result in restriction from the use of library facilities.

5.3.1 Policy statements:

- No person shall be denied access to library services because of religious, racial, social, economic or political status, or because of emotional or physical condition, age or sexual orientation.
- Access to library services shall only be denied for the following cases: failure to return library materials or pay penalties, destruction of library property, disturbance of other library users, or any other illegal, disruptive conduct on library premises.
- A law protecting the rights of library users from disturbance by others shall be promulgated and enforced wherever necessary.

5.4 Issue: Library services access to young children

The National Library Service encourages the use of its facilities by all age groups and shall endeavor to make visits by particularly young children memorable and enjoyable. However, library staff will not assume responsibility for the care of unsupervised young children in the library as the library does not provide after-care services.

5.4.1 Policy statement:

- All children under the age of six years must be accompanied by either a parent or other designated adult person while in the library.

5.5 Issue: Collections development and maintenance

Preservation and Conservation of library materials

The purpose of the National Library Service is to provide all individuals with carefully selected books and other materials to enhance the “individual’s pursuit of education, information, research, cultural expression, pleasure, as well as the creative use of leisure time”. A wide array of such materials is to be made available in order to cater for diverse population needs across all age groups and interests.

However, because of increasing numbers of different materials published every year, budget limitations and constraints as well as space, the selection has to be in line with user needs and interests because the library cannot acquire everything that has been published at any given time. There is need therefore to have a collections development policy to guide the best use of the limited resources.

The need for collections development guidelines including the criteria to be used is essential in order to assist the library in defining the scope of its collection in line with its mandate, the materials to select in line with user needs, steps for weeding of materials as well as defining a plan for the future development of resources among other attributes. Collections development can therefore be equated to a road map which outlines the steps to be taken to accomplish the goals of the National Library Service.

Preservation and the conservation of library materials for posterity is an integral part of library operations to ensure that future generations can continue to enjoy all available information despite its age.

In addition to a collections development policy, there is need therefore to have in place different policies in line with the different operations of the library.

5.5.1 Policy statements:

- Developing and maintaining (preservation and conservation) the library collection shall be undertaken with specific guidance of an existing and up-to-date collection development (CD) policy that respects the inputs and expectations of library users solicited from time to time. **(Each library should have a CD policy).**

5.6 Issue: Circulation, loan periods and overdue notices

The bulk of library materials are circulated through loans for certain periods to the public. There are materials that generally do not circulate such as references books and periodicals and these are only used within the library. Loan periods will vary depending on the type of material being borrowed.

5.6.1 Policy statements:

- Public libraries shall develop all necessary policies.

5.7 Issue: Internet use

Technological developments making information accessible on the internet have resulted in global access to information without any geographical borders. The national library shall provide access to the internet as a means of enhancing information and educational opportunities for its users. However, appropriate, responsible and effective use of the internet shall be expected from

library users at all times especially because the library has no control over the contents found on the internet.

5.7.1 Policy statements:

- Access to the internet shall be available at a fee to all library users for research and the acquisition of appropriate materials to support their educational, vocational, cultural and recreational needs.
- Use of the internet shall be regulated.
- Pornographic materials viewing shall not be permitted on library facilities.
- The library reserves the right to restrict and revoke usage of the internet if they discover unacceptable uses of the service such as pornographic material viewing.
- An internet-use agreement shall be designed stipulating the regulations and penalties for violation.
- Parents of minor children (under 18 years) shall assume responsibility for their children's use of the internet and shall sign an internet use agreement form undertaking to take full responsibility for their children's use of the internet service.
- All users shall sign a log-in chart before beginning any internet session and will be allowed 30 minute sessions per day.
- The library shall not be held responsible for any damage to user's equipment as a result of data downloaded from the library's internet service.
- Users shall not create or distribute computer viruses on the internet and shall not deliberately or willfully cause damage to computer equipment etc.
- The use of the internet and e-mails is not guaranteed to be private and as such messages that relate to or support illegal activities shall be reported to the appropriate authorities.

5.8 Issue: Ethical issues and Protection of children from cyberspace pornography

The most common internet connectivity for young people currently is accessed through face book, as a social networking website. Whilst this is a positive development, it has also resulted in negative implications where some people use the internet for criminal activities.

The numerous negative implications particularly for children compel libraries to ensure that whilst children use the internet, their safety and protection from cyberspace crime such as pornography is upheld at all times particularly in this day and age of human trafficking. Librarians and adults in general therefore have a responsibility to protect children from harmful effects of exposure to pornography and other related cyberspace criminal activities.

5.8.1 Policy statements:

- The development of ethics and legislation that protects children from cyberspace pornography shall be initiated.
- Links that prevents access to certain areas of the internet to ensure that access is safe for children shall be put in place.
- Rules and regulations for internet use in libraries shall be developed
- The education and empowerment of children on the dangers of cyberspace pornography shall be instituted in conjunction with parents and schools.
- Hotlines and complaints reporting systems shall be initiated

5.9 Issue: Infrastructure development

5.9.1 Library buildings, furniture and other equipment:

A basic and necessary requirement for the smooth operation of a library is the provision of appropriate and accessible infrastructure. This will include accessible and suitable buildings where there is minimum noise intrusion, adequate physical conditions as well as appropriate equipment and technology for all categories of users. Furthermore, the National Library should aim at the provision of information facilities to all citizens within a short radius. This initiative

will be realized through the rolling out of the pilot project that currently provides library facilities in a number of Tinkhundla Centres.

The restoration of the buildings at the Swaziland National Library Services headquarters and the Manzini Public Library has resulted in major improvements in the provision of much needed library services. However, most of the existing buildings are not properly maintained and sometimes pose as a health hazard to staff, users and the information materials.

5.9.1.1 Policy statements:

- Full coverage of library services facilities throughout the country by the end of 2022.
- An assessment of all public library facilities shall be undertaken to determine the state of repairs necessary.
- The construction and maintenance of public library facilities shall be the responsibility of government and the relevant authority in the case of specialized libraries.
- The design of library buildings shall at all times involve library professionals to ensure that libraries are purpose built to meet the requirements of library operations.
- International and other donor organizations such as UNESCO shall be requested to support public libraries in order to supplement government efforts.
- The National Library as well as other public library buildings shall be periodically maintained, so as to avoid leakages, address damaged floors and unhygienic conditions.
- Painting maintenance shall be undertaken every five years.

5.9.2 Accessibility of library buildings

SNLS shall endeavor to provide equal opportunities through accessibility into the Library buildings for physically challenged members of the public, which is presently difficult since library buildings were not built to allow wheelchairs and other forms of disabilities.

5.9.2.1 Policy statement:

- All Library buildings shall be renovated to include ramps, which will allow wheelchairs as well as tactile and sign language information to facilitate access for other physically challenged users.

5.9.3 Appropriate materials

The tendency by most libraries is to provide information only in print form without taking into consideration diverse information needs of people with different types of disabilities in Swazi society.

5.9.3.1 Policy statement:

- The Swaziland National Library Services shall provide library resources (materials / information) in various formats to all citizens including people with different disabilities to access any information they may require and in whatever format necessary.

5.9.4 Appropriate equipment

SNLS does not have appropriate equipment to facilitate access to information sources by for example, visually impaired members of society which therefore excludes them from satisfying their information needs in line with the fundamental objective that all Swazi citizens are entitled to have access to library resources.

5.9.4.1 Policy statement:

- The library shall procure appropriate equipment to support the accessibility of information by people with different disabilities in the country.

5.10 Issue: Availability of libraries in schools

Schools exist to provide a range of learning opportunities as well as places for students to do independent work. The availability of school libraries therefore ensures that all members of the

school community have access to books and other types of reading and learning materials in different formats thereby supporting the school curriculum.

Some educational research findings indicate that children with additional reading materials tend to perform better in their educational endeavors. Therefore, the absence of libraries in the most primary and high schools in the country hinders the children's development to their fullest potential.

5.10.1 Policy statement:

- All schools shall have properly built Libraries especially at both primary and high school levels so as to provide pupils, starting at an early age, with information and lifelong skills in seeking information and cultivate reading habit.
- The National Library shall partner with Fundza and other organizations and interested parties to provide quality libraries in schools that meet the educational and recreational needs of students.

5.11 Issues: Human Resource Development

The human factor constitutes one of the most important conditions for the success of library service delivery. As such, the recruitment, training and retention of competent staff/personnel is therefore an important component for the efficient operations of any library service.

A number of Libraries are not manned by properly trained personnel thus compromising the services which are to be provided to the public. Yet librarians now require advanced ICT skills due to the introduction of new technologies which has changed the traditional role of Librarians from handling printed information to electronic information.

5.11.1 Policy statements:

- All public Libraries (which fall under the National Library) shall be manned by trained personnel in the Library and Information Science field.

- A staff development policy that is strategically focused with a strong focus on linking training programmes to organizational goals shall be developed. Such a policy shall allow in particular, young professionals to be groomed and trained.

5.12 Issue: Continuing education

Continuing education is an essential need to empower those already trained in the field to be up to date with new development in the library profession. The dynamism of knowledge and the introduction of new technologies calls for re-training of staff.

5.12.1 Policy statements:

- Continuing education shall be part and parcel of all staff conditions of service.
- Extensive training programmes in the form of seminars and workshops specifically oriented towards new developments in electronic information resources handling shall be organized on a regular basis for all cadres of library personnel.

5.13 Issue: Recognition of the profession

Information is a basic resource for national development. As such, the prosperity and well-being of a country depends on this vital commodity which facilitates informed decision-making. Librarians and other Information professionals are the engines that drive the accessibility of information to all sectors of society and are expected to demonstrate the delivery of professional services at all times.

However, despite the important role that the profession plays in national development, due recognition and remuneration of the professionals has not matched the important role they play. Proper recognition of personnel in the Library and information profession has remained a challenge in the country. Remuneration for staff in the profession remains one of the lowest in government.

5.13.1 Policy statement:

- Librarians and Information Scientists should be given due and proper recognition as professionals and be remunerated accordingly, for the country to maintain a pool of motivated professionals in the information provision services.

5.14 Issue: Information Service Coverage

The rural population accounts for 70% of the country's population and yet the majority of libraries are established in urban areas resulting in the majority of the Swazi population not having access to information.

There are also populations which for one reason or another are isolated from society such as prisoners and those in hospitals.

5.14.1 Policy statements:

- Each Inkhundla Center shall have a library serving the information needs of the constituency in line with the decentralization policy.
- Mobile libraries shall be revived to provide services to remote rural communities which are isolated and in dire need of information for the betterment of their standard of living.
- Furthermore, mobile library services shall be made available to those members of society who are isolated or incarcerated such as prisoners and those in hospitals to promote social inclusion.
- Children in prison shall have to access library materials to facilitate the continued upgrading of their education.

5.15 Issue: ICTs in Libraries

Libraries the world over have been involved in the transition from traditional libraries where all operations were undertaken manually to the incorporation of ICT. The internet has added a new dimension to information technology and knowledge sharing platforms. With the change in

increased information technology in libraries, libraries have to be in a position to put linkages to international online resources.

The National Library should not be left behind in these developments particularly because the availability of ICT in the National Library will facilitate the move by the nation towards realizing the vision of “anytime access to the best and the latest of human thought and culture, overcoming all geographical barriers, so that no individual is isolated from knowledge resources”.

Despite this significant role played by ICT, the development of Information and Communication Technologies in Libraries in the country has remained far behind. The need therefore for such information technology for the delivery of timely information cannot be overemphasized.

5.15.1 Policy statements:

- All libraries in the country shall therefore use computerized systems in order to facilitate the extensive use of resources available on the internet.
- Libraries shall digitize information for proper storage and dissemination with collections that are relevant to library users or patrons.

5.16 Issue: Legal Deposit

The National Library Act, 2002, provides for three legal deposit institutions which are, the Swaziland National Library, the Swaziland National Archives and the University of Swaziland Library. Compliance to the Legal Deposit instrument is a serious challenge, as publishing institutions do not deposit their material as per their statutory obligations and requirements.

5.16.1 Policy statements:

- Compliance to the legal deposit as stipulated in the National Library Act of 2002 shall be widely publicized.

5.17 Issue: Resource sharing and partnerships

The underlying principle of resource sharing is maximum service at minimum cost. In this age of dwindling resources, the National Library Service cannot operate in isolation because there are facilities and services that can be shared with other information providing institutions resulting in shared costs among the partners.

In this regard, the National Library Service has to develop new as well as strengthen existing partnerships and collaboration with various sectors as well and libraries and information centers nationally, regionally and internationally in order to facilitate resource sharing.

5.17.1 Policy statements:

- Libraries, information and documentation centers within the country, regionally and otherwise shall share resources whenever possible particularly through interlibrary loans.
- The National Library Service shall form partnerships with local companies for the provision of specific projects and their sponsorship.
- The union catalogue shall be developed to enhance the process of information sharing.

5.18 Issue: Library advocacy

Library Advocacy aims at raising awareness of the vital role that libraries play in the development of any country. Advocacy is about convincing decision-makers, potential partners, funding agencies, and stakeholders that their "...agenda will be greatly assisted by what the library offers". More often than not, resources to support library work are scarce and whenever there is need to cut down on government expenditure, libraries are always the first to be affected.

5.18.1 Policy statements:

- The National Library shall develop a public awareness campaign strategy to highlight the role of public libraries in all aspects of development.

- A wide range of marketing, advertising and advocacy techniques to reach different audiences shall be identified to enhance efforts to increase possible library support.
- Other funding agencies and fundraising initiatives shall be identified and utilized so that complete reliance on government revenue is minimized.

5.19 Issue: Repackaging of information

The National Library exists to serve the whole nation. As such, there is need to try and meet the information requirements of as many of their users as possible. This calls for the need for information professionals to shift from being just information providers to considerations of the needs of information consumers. Client or consumer needs must therefore guide information provision.

Research indicates that many people do not use the library services because the information provided does not respond to their needs.

5.19.1 Policy statements:

- The library shall reprocess some of the information in a form that can be easily understood and shall repackage it in a way that is appropriate to the needs of the user.
- The capacity of library staff to analyze the content of information and create new packages tailored towards consumer needs shall be developed.

5.20 Issue: Funding

Libraries of all kinds need money and the amount of funding that libraries receive influence the quality of its services. The National Library is fully funded by the Government of the Kingdom of Swaziland. There are also very few institutions that give some support to the National Library mainly through donations of books and computers for certain projects.

The National Library budget is minimal and whenever cuts in government expenditure are effected, the library suffers severe cuts without due recognition that libraries are the knowledge banks of the country. The allocation of funds for the National Library has to take into

consideration that the library supports all Ministries. Libraries are therefore just one part of a bigger picture that includes education, economic development and all other ministries with their important social functions.

5.20.1 Policy statements:

- Funding shall be sourced from individuals, public, private and international organizations.
- Politicians and all decision makers shall be lobbied about the importance of sufficient funding for the national and other public libraries.

5.21 Issue: Frequent market research to determine user needs

The effectiveness of library services depends on customer or user satisfaction. Most libraries play a marginal and limited role in national development because they fail to provide relevant services and resources in line with user needs. Marketing research is a tool that is now widely used in libraries for finding out user needs and demands.

The National Library and all its subsidiaries need to adopt this concept in order to achieve user satisfaction. User satisfaction will also result in the enhancement of the library's image in the country resulting in more support for library services and resources.

5.21.1 Policy statements:

- Mechanisms shall be designed to facilitate continuous monitoring of changing user behaviour and needs in order to reduce the gap between library services and user needs or expectations to be able to provide resources and services that are user driven.
- The library shall be re-positioned as a proactive partner in national development
- The enhancement of the capacity of library personnel to undertake market related research in line with user needs and the delivery of appropriate services.

5.22 Issue: Library Meeting rooms

The National Library provides space for meetings for individuals and different groups.

5.22.1 Policy statements:

- Library programmes shall have first priority for using meeting rooms.
- The use of the library meeting rooms is provided on the understanding that the library does not necessarily endorse the group's mandates or beliefs.
- The Library shall use its discretion in charging for the use of its meeting rooms.
- The people using the room shall be expected to leave it in a clean and orderly condition, otherwise further usage shall be denied.
- The Library shall not be held responsible for any equipment, supplies or other items brought by those attending the meeting including liability for any injuries etc.
- No materials, items etc shall be left with the library for storage.

5.23 Issue: Displays and exhibits

As an educational and cultural institution, the national library welcomes exhibits and displays of interest, information and enlightenment to the nation. Displays of any form such as handiwork, historical or cultural materials deemed of general interest will be allowed.

5.23.1 Policy statements:

- The Director reserves the right to accept or reject materials to be displayed based on its suitability and space availability.
- The library shall not be held responsible for the preservation or protection, nor any liability for possible damage or theft of any displays and exhibits. All materials are therefore displayed or exhibited in the library at the owner's risk.
- A non-liability instrument shall be developed and signed by exhibitor before any material is allowed in the library.

5.24 Issue: Public notice bulletin board

The National Library may allow bulletin board material for posting by organizations or individuals for civic, educational or cultural purposes and literature publicizing certain events.

5.24.1 Policy statements:

- The Director, shall approve all postings and may also prohibit postings that do not adhere to library regulations.
- Items shall be removed the day following the date of the publicized event
- The library shall not be held responsible for returning materials to owners.
- If owners want their materials, they shall collect them on the day of the publicized event.

6.0 GUIDELINES FOR IMPLEMENTATION

The progressive improvement of library and information services will necessitate effective mechanism to initiate, coordinate and monitor the implementation of the policy.

Sound implementation planning is the key to ensuring the successful delivery of government policies. The purpose of this implementation plan is to chart the strategic direction and describe the activities that are planned in pursuit of the operationalizing the policy. It also outlines the specific initiatives that the national library will undertake over the next five years.

Consequently, the implementation of the National library and documentation policy requires support and commitment at different levels which include the political, financial and administrative willpower on the part of government, development partners as well as other stakeholders.

6.1 Translation of strategic plan to action plan

The strategic direction for the policy will be guided mainly by the relevant action plans that have been developed by the National Library within its strategic plan as well as within the Ministry of Information, Communication and Technology strategic framework and action plan which is time bound.

What needs to be acknowledged, however, is that it may not be possible to implement all the planned activities within the set timeframe because of the financial challenges that government is currently facing. Prioritization of planned programmes and activities will therefore have to be in line with available budgets.

6.2 Institutional arrangements

Information requirements transcend institutional boundaries and as such the implementation of the National Library Documentation & library policy will draw upon the experiences and skills of existing structures within government, the private sector, NGOs as well as other partners. Different government ministries and departments as well as other institutions within the country have developed policies, strategic plans as well as action plans which in turn will be drawn upon to inform the implementation process of the national library documentation and information policy.

Information is a cross cutting issue and as such will require the collaboration of all ministries, departments, sectors as well as development partners. It would be a worthwhile strategy for all institutions to also highlight within their strategic plans how they plan to collaborate with the National library on issues of access to information (particularly various reports generated by same) for posterity.

Some of the institutional structures in place for spearheading the development of the national library and documentation policy include the National Library Service Board which was set up in 2008 with the main responsibility of facilitating the formulating a national library documentation and information policy as well as to monitor its implementation. The Board has led the formulation of the policy and will continue to play a pivotal role in its implementation.

The National Library is under the Ministry of Information, Communication and Technology. The implementation of the National library policy will therefore require the necessary support both at ministerial as well as at the national level for the realization of the programmes within the specified timeframes.

6.3 Budgeting

The government, together with other partners shall endeavor to promote library services by providing the necessary resources, financial, human and otherwise so as to facilitate the implementation of the action plans.

The action plan has been fully costed in order to facilitate sourcing of the financial resources required to implement the planned activities.

6.4 Monitoring and evaluation

As part of the strategic plan, a monitoring and evaluation system has been developed with performance indicators to assess achievement of activities as well as time frames within which activities have to be completed.

Baseline information on deliverables and milestones will be collected for ongoing monitoring and evaluation of the implementation of the policy and for informing government and stakeholders about progress achieved at specified intervals through various reports.

A monitoring and evaluation team shall be put in place comprising some Board members as well as a few of the national library management team. The capacity of the team shall be strengthened in order to interpret the monitoring and evaluation indicators to facilitate the implementation, monitoring and evaluation of the policy as well as its impact and effectiveness.

6.5 Policy review

The Board will continue to lead the process of reviewing the policy through the same processes of stakeholder consultations. This will be done every five years to allow for implementation and the identification of challenges that need to be reconsidered in terms of change.