

National Library

(Republic of Mauritius)



CUSTOMER

CHARTER

FOREWORD

The aim of the National Library is to be a model of excellence in the provision of information services to all Mauritians and foreigners within the resources available.

Our Customer Service Charter reflects our fundamental commitment to customer service in achieving this vision. We believe we can achieve organizational credibility through consistency, transparency and continuous improvement in service quality.

Our Charter has been developed to let you know the standards of service you can expect from us and how you can help us improve our services.

Y. Chan Kam Lon
Director

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1. OUR VISION

The National Library of the Republic of Mauritius aims to be a top class library in the provision of information services to the nation, thus contributing to its development.

2. OUR MISSION

The National Library would provide equal access to information to all Mauritian nationals, thus leveling educational opportunities and deepening the democratization process.

3. OUR GOAL

Mauritians to have access, through the National Library to a comprehensive collection of materials relating to Mauritius and to international documentary resources whether in print or electronic formats.

4. OUR KEY PRIORITIES

Ensure that a comprehensive record of Mauritian and a selected record of universal human knowledge is collected and catered for

- ❖ Collect Mauritian publications and support cooperative ventures to ensure comprehensive national coverage
- ❖ Take up the challenge of collecting and preserving significant Mauritian electronic information resources
- ❖ Preserve for current and future use all Mauritian and other library materials

Ensure that the National Library provides effective and efficient access to its own collections, and to documentary sources found elsewhere

- ❖ Ensure that the library's collections are classified, catalogued and indexed and are easily identifiable through online catalogues.
- ❖ Tap the vast potential of the Internet with a view to provide a timely and quality reference and information services to users throughout the nation.

Ensure that Mauritians, wherever they reside or work, have access to information resources in Mauritius and overseas.

- ❖ Endeavour to establish formal resource sharing among libraries
- ❖ Devise strategies to harness emerging technological developments

Ensure a better understanding of the importance of libraries in general, and the National Library particularly in the intellectual and cultural life.

- ❖ Promote knowledge and use of the Library's resources
- ❖ Demonstrate the National Library's role supporting scholarship, creative and intellectual initiatives
- ❖ Show that information can be democratized through libraries.
- ❖ Promote the richness and diversity of the National Library's collection and its on-going role of collecting, preserving and disseminating same.
- ❖ Represent Mauritian libraries in international forums.

5. OUR COLLECTION

The collection of the National Library is made up of:

- ❖ The Mauritania section of the Mauritius Institute Library;
- ❖ The Mauritania printed materials of the Archives Department;
- ❖ Donations from various Ministries, institutions and generous individuals;
- ❖ Documents related to Mauritius which are published and printed abroad;
- ❖ The Reference collection of Non-Mauritiana documents.

TYPES OF LIBRARY MATERIALS

Our collection comprises Library materials in various formats relating to any subject and produced in Mauritius or relating to Mauritius and produced overseas, such as:

- ❖ Books
- ❖ Newspapers
- ❖ Periodicals
- ❖ Music Scores

- ❖ Maps
- ❖ Photographs
- ❖ CDs
- ❖ CD-Roms
- ❖ Audio Cassettes
- ❖ Video Cassettes
- ❖ Manuscripts
- ❖ Theses and dissertations

6. OUR SERVICE STANDARD

When you use the Library service, you can expect:

- ❖ that we will, as far as possible, answer information enquiries on the same working- day and that we will inform users of any likely delay;
- ❖ to find study facilities in a spacious and air conditioned Search Room;
- ❖ to be served by knowledgeable, skilled and friendly staff who can deal effectively with enquiries;
- ❖ to find library materials in a variety of formats;
- ❖ that our books, and other materials will be in reasonable physical condition and reflect the widest possible range of opinions;
- ❖ to refer you to other more appropriate sources of information, should the need arise;
- ❖ that we will guide you in your search strategy;
- ❖ to find our library open at least 38 hours per week;
- ❖ to find free Internet access for genuine academic search;
- ❖ to have access to the catalogue;
- ❖ to benefit from confidential treatment of personal information.

7. OUR CUSTOMER PROMISE

- ❖ We will not keep you waiting for service for more than fifteen minutes.

- ❖ We will answer your telephone calls, emails and correspondence promptly and in a friendly way.
- ❖ We will listen to your suggestions and complaints about the service and will tell you what we have done about them.
- ❖ We will carry out a customer satisfaction survey once a year and will use the data collected for improving the service, whenever possible.
- ❖ We will give equitable access to materials in high demand.
- ❖ We will publicise our services and activities adequately.

8. WORKING WITH OTHERS

In maintaining these standards, the National Library will:

- ❖ Preserve the cultural heritage of Mauritius by collecting and making available materials about all aspects of the area.
- ❖ Work in partnership with other agencies, such as libraries, printers, publishers, organisations and individuals to systematically chase and acquire Mauritiana documents needed by our customers.
- ❖ Provide a timely and quality reference and information services to our customers.

9. OUR CUSTOMERS

The National Library's clients include:

- ❖ The general public
- ❖ Secondary school and university students
- ❖ Professionals
- ❖ Researchers
- ❖ Libraries and other institutions
- ❖ The book trade and related industries
- ❖ The Nation
- ❖ Foreign researchers

10. OUR CUSTOMERS' RESPONSIBILITIES

Customers can assist the National Library provide better service by :

- ❖ Providing timely, honest, complete and ,above all, accurate information
- ❖ Treating the Library personnel with courtesy
- ❖ Meeting any reciprocal obligations of the service relationship

11. SERVICES

11.1 REFERENCE/ENQUIRY SERVICE

- ❖ Searching specific documents for customers;
- ❖ Looking for specific information from library materials;
- ❖ Answering enquiries, whether in person or by telephone, facsimile or e-mail.

11.1.1 SEARCH ROOM

The National Library offers sitting accommodation for seventy five readers at a time in a pleasant and air-conditioned environment for the purpose of research and study.

11.1.2 REPROGRAPHIC SERVICE

Photocopies of extracts from books, periodicals, newspaper articles can be made on request, subject to the provisions of the Copyright Act 1997.

11.1.3 ELECTRONIC SEARCH

Free Internet access is allowed in accordance with the stipulated rules and regulations.

11.1.4 RESERVATION

Any customer can make a request for documents before coming to the National Library, either in person, by phone or by mail for future consultation.

11.2 BIBLIOGRAPHIC SERVICES

11.2.1 NATIONAL BIBLIOGRAPHY

The National Library compiles the National Bibliography of Mauritius using international tools, such as the *Dewey Decimal Classification* (21st edition), the *Anglo-American Cataloguing Rules* (2nd edition) and the *Library of Congress Subject Headings* (22nd edition).

11.2.2 PRESS CUTTINGS

The National Library maintains a collection of press cuttings on subjects of interest to the Republic of Mauritius, such as education, health, villages and sites, information technology, environment, Chagos, etc.

11.2.3 CATALOGUING-IN-PUBLICATION DATA

This is a free service involving the preparation of a catalogue entry for a book **before** it is printed or published. This abbreviated catalogue entry is derived from information on forthcoming publications supplied **in advance** to the National Library by printers, publishers or authors.

11.2.4 CONSULTANCY SERVICE

The National Library provides consultancy services in Library and Information Science to selected organizations such as ministries upon request. So far, the National Library has already provided such a service to the Management Audit Bureau, the Mauritius Sports Council, the Ministry of Foreign Affairs, the Ministry of Commerce and Cooperatives and the Ministry of Labour and Industrial Relations.

12. AGENCY FOR THE ISSN

The National Library is now the official agency for the allocation of International Standard Serial Number to any serial publication, such as newspapers, magazines, newsletters, printed and published in Mauritius. Application for ISSN number must be made to the National Library.

13. OUTREACH PROGRAMME

13.1 PUBLICATIONS

In addition to the rules and regulations delineating customers' rights and obligations, the National Library has also published the following:

- ❖ Souvenir Magazine

- ❖ Directory of Libraries, Documentation Centers and Bookshops in Mauritius & Rodrigues
- ❖ Strategic Plan 2000-2002
- ❖ Annual Reports
- ❖ Brochures on Legal Deposit, Cataloguing-in-Publication, Disaster Plan and Copyright
- ❖ National Bibliography of Mauritius (1996-2000)
- ❖ *'Preserving the past to inform the future'* brochure

13.2 VISITS TO THE NATIONAL LIBRARY

The National Library organises visits for primary and secondary school students on a regular basis. These consist of a presentation followed by a questions-answer session and a guided tour of the various sections of the Library.

13.3 ESSAY WRITING COMPETITIONS

Organising essay writing competitions on issues related to the National Library has also become a regular feature. The aim is to create an awareness of the important role of a National Library in society.

14. PRESERVATION & CONSERVATION

In pursuance of one of its statutory objectives, namely *'to collect, receive and preserve all library materials required to be deposited in the Library'*, the National Library has embarked on an ambitious programme of microfilming, laminating and binding current newspapers for present and future use.

15. WHAT THE CUSTOMER SHOULD KNOW

15.1 CONDITIONS FOR MEMBERSHIP

Mauritian Nationals

- ❖ The National Library is open to all users aged 18 and above.
- ❖ Students from tertiary educational institutions are entitled to use the National Library.
- ❖ Secondary school students of the upper forms may be admitted upon presentation of an official recommendation from their rectors each time they visit the library.

Foreign Visitors

- ❖ Foreigners may be admitted at the discretion of the Director.

15.2 REGISTRATION

- ❖ Any person who desires to inspect library materials will have to register himself/herself at the reception counter, Administration Section located on the 2nd floor of Fon Sing Building, Edith Cavell street, Port Louis.
- ❖ *Identity card* will have to be shown at the time of registration.
- ❖ Signing the request for consultation shall imply an agreement to comply with the rules and regulations of the National Library and their infringement may render the user liable to exclusion.

15.3 ACCESS TO THE SEARCH ROOM

- ❖ Satisfactory completion of registration by a user will entitle him/her to receive an **Access Card** in order to proceed to the Search Room located on the 1st floor.

15.4 DISCIPLINE IN THE SEARCH ROOM

- ❖ Complete silence should be observed in the Search Room. No group discussion is allowed.
- ❖ Users will **not** be allowed to eat, drink, smoke, use cellular phones and bring in any pet animal inside the Search Room.
- ❖ Documents shall not be taken out of the Search Room. Users must hand them back to the library staff before leaving.

15.5 CARE OF DOCUMENTS

- ❖ Where documents are too fragile for consultation, the National Library reserves the right to withhold them.
- ❖ The greatest care must be exercised in handling library materials.

15.6 USE OF WRITING MATERIALS

- ❖ Users shall not use any writing material which, in the opinion of the library staff might damage the documents being consulted.
- ❖ Only **pencils** may be used.
- ❖ No mark shall be made on any document.
- ❖ No person shall lean upon a document or place on it the paper on which he/she is writing.

15.7 ACCIDENT

- ❖ Any defect in or accident to a document must be reported immediately to the library staff.

15.8 USE OF THE INTERNET

- ❖ Internet facilities are available to users:-
 - From 9.00 a.m to 3.30 p.m on weekdays,
 - From 9.00 a.m to 11.30 a.m. on Saturdays.
- ❖ Application for permission to use the Internet shall be made to the library staff at the Reception Counter.
- ❖ Surfing the net for the first *sixty* minutes is free, after which, a nominal fee will be charged per minute.
- ❖ Downloading may be allowed. Only formatted disks purchased from the National Library may be used to guard against viruses.
- ❖ Surfing of obscene sites is prohibited.
- ❖ The National Library will **not** be responsible for the speed and quality of the response line.
- ❖ Theft of any of the computer peripherals is liable to prosecution.
- ❖ It is illegal to make or distribute copyright materials without the authorisation of the owner.
- ❖ E-Mail facilities will not be provided.

15.9 USE OF LAPTOP & SCANNER

- ❖ Users may be allowed to use their personal laptop and scanner in the Search Room provided other users are not disturbed and that prior authorisation has been obtained from the library staff.

15.10 LENDING SERVICE

- ❖ The National Library shall **not** lend books and non-book materials to the public. It may lend to other libraries in case the latter do not possess the required materials.

15.11 REQUESTS IN ADVANCE

- ❖ Any customer is entitled to make a request for a document before coming to the library, either in person or by phone for future consultation during the library opening hours.

15.12 BAGS & SATCHELS

- ❖ Customers shall leave their bags and satchels in lockers specifically set aside at the entrance of the Search Room. The National Library will not be responsible for the loss of their belongings.

15.13 VALUABLES

- ❖ Specific valuables such as important documents, money, ID/Credit Cards may be allowed inside the Search Room.
- ❖ Library customers who choose to leave their valuables in their bags do so at their own risks.

15.14 NON-PERMISSIBLE OBJECTS

- ❖ A customer must **not** bring into, or possess inside the library building:
 - (i) a projectile,
 - (ii) a weapon, including firearm,
 - (iii) an inflammable or explosive article or substance,
 - (iv) any pet animal.

15.15 MISUSE OF LIBRARY FACILITIES

A customer must not, on library property:

- (i) intentionally damage or interfere with an exhibit, plant, structure or object, or
- (ii) intentionally obstruct, disturb or annoy another person from properly using the premises; or
- (iii) intentionally and without authority or lawful excuse, destroy, alter, or erase a computer program on a computer, computer system or part of a computer system; or
- (iv) without reasonable excuse, affix any article to, write on, or otherwise deface, any structure; or
- (v) Without the written consent of the Director, expose or cause to be exposed for show, sale or hire any article for use or consumption by a member of the public; or
- (vi) Contravene a reasonable directive of an authorised library staff.

15.16 REMOVAL FROM THE LIBRARY PREMISES

- ❖ If a user refuses to obey any of the above-mentioned regulations, the library staff may, using such force as is reasonable and necessary, remove the person from library premises.
- ❖ A person will not be granted access to the National Library premises if he or she is under the influence of liquor and drugs.

15.17 PUBLIC TELEPHONE

- ❖ A public telephone facility is available outside the Search Room.

15.18 YOUR RESPONSIBILITY AS A CUSTOMER

The National Library considers the safety and security of its collection to be of paramount importance. Most of our collection are irreplaceable. We therefore, kindly request you to take great care of the library materials put at your disposal. The library staff will react promptly to any misuse of the collection. You are asked not to behave in any way likely to disturb other users. We expect you to treat the staff with the same courtesy and respect you like to be shown to yourself.

15.19 FINDING HELP

The staff at the Reception Counter on the second floor will assist you regarding registration and for making a request for information. You will then be directed to the Search Room on the first floor, where you can consult the appropriate library materials. The staff in the Search Room is here to help you in your information search. Please do not hesitate to contact him/her.

15.20 YOUR VIEWS ON OUR SERVICE

The National Library would like to know what its customers think of the services, in order that we can develop them to meet your needs. We therefore welcome your views, comments and suggestions, whether verbal or written.

15.21 OPENING HOURS

Mondays to Fridays : 9.00 a.m – 16.00 hours
Saturdays : 9.00 a.m – 12.00 hours
Public Holidays : Closed

15.22 HOW TO CONTACT US

Postal Address: 1st & 2nd Floors, Fon Sing Building, 12 Edith Cavell Street, Port-Louis.



211 9891, 211 9896, 210 7121.

Facsimile: (230) 210 7173

E-Mail: natlib@intnet.mu

For more information visit our website: <http://ncb.intnet.mu/nlibrary/index.htm>