



National Library

(Republic of Mauritius)

Customer service Charter

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FOREWORD

The primary 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 aim. We believe we can achieve organizational credibility through consistency, transparency and continuous improvement in service quality.

Our Charter has been redeveloped in order to make aware of the standards of service one can expect from the organisation and users can in turn help us improve and upgrade our services.

T. K. Ramnauth(Mrs)
Director

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1. INTRODUCTION

The National Library is committed to providing its customers with:

- ❖ A timely service.
- ❖ A customer centred service.
- ❖ A consistent service.
- ❖ A proactive service.
- ❖ An efficient and effective service tailored to the needs of each and every individual.

2. OUR VISION

To be the nation's leading documentary resource on Mauritius and the apex library serving users.

3. OUR MISSION

To support the provision of, and access to, information. To collect and preserve the collective memory of the country, to best serve the nation and to provide access to the information resources of the world.

4. OUR GOAL

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.

5. 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.

6. OUR COLLECTION

The collection of the National Library is made up of:

- ❖ Documents received through legal deposit;
- ❖ 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;
- ❖ A full-fledged multi-media library.

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:

- ❖ Audio Cassettes
- ❖ Books
- ❖ CDs
- ❖ DVDs
- ❖ Manuscripts
- ❖ Maps
- ❖ Music Scores
- ❖ Newspapers
- ❖ Periodicals
- ❖ Photographs
- ❖ Posters
- ❖ Stamps
- ❖ Theses and dissertations
- ❖ Video Cassettes
- ❖ E-books
- ❖ Braille books for the blind

7. OUR SERVICE STANDARD

When you use the Library service, you can expect:

- ❖ 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 and promptly with enquiries;
- ❖ To find library materials in a variety of formats;
- ❖ To be guided by library staff in your search strategy;
- ❖ To find our library open at least 38 hours per week;
- ❖ To find free Internet access and Wi-Fi facilities for genuine academic search;
- ❖ To have access to the online catalogue;
- ❖ To benefit from confidential treatment of personal information.

8. 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 give you the appropriate feedback.
- ❖ 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 publicize our services and activities adequately.

9. 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 Mauritian documents needed by our customers.
- ❖ Provide a timely and quality reference and information services to our customers.

10. OUR CUSTOMERS

The National Library's clients include:

- ❖ The general public
- ❖ Secondary schools and university students
- ❖ Professionals
- ❖ Researchers
- ❖ Libraries and other information centres
- ❖ The book trade and related industries
- ❖ Foreign researchers and overseas institutions

11. OUR CUSTOMERS' RESPONSIBILITIES

Customers can assist the National Library to provide a 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

12. SERVICES

12.1 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.

12.1.1 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.

12.1.2 REPROGRAPHIC SERVICE

Photocopies of extracts from books, periodicals, newspaper articles can be made on request, subject to the provisions of the Copyright Act 1997. Photocopies and printing services are available in both colour and black and white at a nominal fee.

12.1.3 ELECTRONIC SEARCH

Free Internet access is allowed in accordance with the stipulated rules and regulations. Wi-Fi is available free of charge.

12.1.4 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.

12.2 BIBLIOGRAPHIC SERVICES

12.2.1 NATIONAL BIBLIOGRAPHY

The National Library compiles the *National Bibliography of Mauritius* using international tools, such as the *Dewey Decimal Classification Scheme* (23rd edition), the *Anglo-American Cataloguing Rules* (2nd edition) and the *Library of Congress Subject Headings* (22nd edition).

12.2.2 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.

12.2.3 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.

12.2.4 CONSULTANCY SERVICE

The National Library provides consultancy services in Library and Information Science to selected organizations such as ministries and documentation units upon request.

13. AGENCY FOR THE ISSN

The National Library is 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.

The National Library has been elected as a member of the ISSN Governing Board for a period of two years 2018-2020.

14. OUTREACH PROGRAMMES

14.1 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 Plans.
- ❖ Annual Reports.
- ❖ Brochures on Legal Deposit, Cataloguing-in-Publication and ISSN.
- ❖ National Bibliographies of Mauritius.
- ❖ *'Preserving the past to inform the future'* brochure.
- ❖ Information Brochure.
- ❖ Customer Charter.
- ❖ *'Une brève histoire du livre'* by Issa Asgarally.
- ❖ *'La VOC Teylandt Mauritius et Rodrigues'* by Jocelyn Chan Low.

14.2 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.

14.3 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.

14.4 WORLD BOOK DAY CELEBRATION

The National Library celebrates the World Book and Copyright Day around the island with various stakeholders such as cultural centres, booksellers and distributors. This is a symbolic event for world literature and pays tribute to books and authors. The National Library also aims at encouraging the inculcation of a reading habit amongst the population.

15. PRESERVATION & CONSERVATION

The National Library aims at preserving its materials through the use of acid-free paper and acid-free boxes in order to delay the chemical damage process. Binding is being used as a preventive measure to combat wear and tear. Temperature, humidity and light levels are being constantly monitored.

Furthermore, in order to carry out its pest control, the National Library has acquired a low temperature freezer. Library materials are placed in the freezer at a temperature of -40°C for a period of 72 hours.

16. DIGITIZATION PROJECT

The National Library aims to digitize its deteriorating newspaper collections dating back to the 18th and 19th centuries in view of increasing access to these materials. The latter will begin very shortly. In parallel with the digitization of the old newspaper collections, the National Library has started the scanning of the Mauritius Almanacs of the colonial era.

17. WHAT THE CUSTOMER SHOULD KNOW

17.1 CONDITIONS FOR MEMBERSHIP

Mauritian Nationals

- ❖ The National Library is open to all users aged 16 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 Nationals

- ❖ Foreign Nationals may be admitted upon request from the Director.

17.2 REGISTRATION

- ❖ Any person who desires to consult library materials will have to register himself/herself in the Search Room of the National Library on the 1st floor.
- ❖ The *National 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.

17.3 ACCESS TO THE SEARCH ROOM

- ❖ Satisfactory completion of registration by a user will entitle him/her to receive an Access Card.

17.4 DISCIPLINE IN THE SEARCH ROOM

- ❖ Complete silence should be observed in the Search Room. No group discussion is allowed.
- ❖ Users are **not** 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.

17.5 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.

17.6 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 after having obtained prior permission.
- ❖ No person shall lean upon a document or place on it the paper on which he/she is writing.

17.7 ACCIDENT

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

17.8 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.
- ❖ Wi Fi is available free of charge. Password must be requested at the Counter.
- ❖ 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.
- ❖ 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.

17.9 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.

17.10 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.

17.11 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.

17.12 VALUABLES

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

17.13 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,
 - (v) radio and any other sound systems,
 - (vi) liquor,
 - (vii) any suspicious substance/liquid.

17.14 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.
- (vii) dress improperly or
- (viii) use improper language.

17.15 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.

17.16 YOUR RESPONSIBILITY AS A CUSTOMER

The National Library considers the safety and security of its collection to be of paramount importance. Many of our collections 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 would like to be shown to yourself.

17.17 FINDING HELP

The staff at the Information Desk in the Search Room will assist you regarding registration and for making a request for information. You will then be directed to your seat 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.

17.18 YOUR VIEWS ON OUR SERVICE

The National Library would like to know what its customers think of its services so that we can bring better improvements. We therefore welcome your views, comments and suggestions, whether verbal or written.

17.19 OPENING HOURS

Monday to Friday	: 9.00 a.m – 16.00 p.m
Saturday	: 9.00 a.m – 12.00 p.m
Public Holiday	: Closed

17.20 HOW TO CONTACT US

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



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For more information visit our website: <http://national-library.govmu.org>