



NATIONAL LIBRARY

(REPUBLIC OF MAURITIUS)

ANNUAL REPORT
1999-2000



NATIONAL LIBRARY

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CORPORATE INFORMATION

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Auditor	: Government Director of Audit
Chairman of Board	: Dr. Raj Sunkur Lutchmeah
Director	: Mr Yves Chan Kam Lon

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This report on the operations of the National Library is submitted to the Minister by the National Library Board in accordance with section 14(i) of the National Library Act, 1996.

The report begins with a foreword by the Chairman of the Board followed with a review of the year by the Director of the National Library. Under the heading of 'The Organization', a brief information is given about the operations of the Board of the National Library and its involvement during the year followed by listing of the core staff of the National Library. A Chronology of Events outlines significant achievements and management developments during the year. The remainder of the report presents details of services offered, some salient features of the first strategic plan and linkages abroad. Further detailed information is supplied in the appendices, together with the 1999-2000 financial statements, which have been prepared in accordance with the historical cost convention.

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**FOREWORD
BY**

**DR. R. S. LUTCHMEAH,
CHAIRMAN OF THE NATIONAL LIBRARY BOARD**

I am delighted to present this Annual Report for 1999-2000. The period under review had been a challenging and exciting one with our efforts devoted to a large extent on operationalising, and providing a vision and strategic direction for the newly-established National Library consistent with its objectives.

As can be seen from the contents of this publication, activities *inter alia* pertained to recruiting core staff, building the holdings, preparation of the 3-year strategic plan and developing infrastructure and facilities generally for the National Library.

None of these achievements would have been possible without the support and collaboration of the Ministry of Arts and Culture, a host of public and private sector organizations and institutions, and several international bodies coupled with the expertise, commitment and enthusiasm of the National Library Board members.

Decisions taken by the Board were ably executed and followed-up by the Director and his dedicated staff. They all showed selfless devotion to duty, often under difficult circumstances, combined with a genuine concern for the National Library.

I believe that a firm foundation for the National Library has been set up. Future strategies will be to build on this foundation in order that the National Library plays its role fully in to-day's knowledge-based society. There will be many challenges ahead. In this context, I am totally committed to maintaining, strengthening and developing close relationships between the National Library and its partners, and look forward to us all working together.

18th October, 2000

Dr. R. S. Lutchmeah

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**REVIEW OF THE YEAR
BY**

Y. CHAN KAM LON, DIRECTOR

This report focuses on the birth of the National Library as a national institution, serving the needs of one and all in the field of information. It traces the initial development of the National Library, through sheer commitment and dynamism and above all, through a sense of professionalism which was the guiding force for the setting up of this important national institution.

As from July 1999, necessary administrative steps had been taken to officially institutionalise the National Library. The President of the Republic of Mauritius thus, approved that the National Library be defined as 'approved service' for the purpose of the Pension Act. It was also urgent that the National Library which was initially given a 'B' status be upgraded to 'A' status. This upgrading was obtained in October 1999, which really qualifies the National Library as a national institution, of which Mauritians should feel proud.

At its initial stage, the National Library recruited through public advertisement, a core staff, the majority of them, coming from the library profession. Thus, one Librarian, two Library Officers and four Library Clerks joined the National Library together with six supporting administrative staff.

It is the policy of the National Library to upgrade the skills of its staff and as such, a two-day training workshop on Registry procedures and a documentation session on a computer software were organised. The Government Fire Services Department gave a lecture on 'Fire Prevention and Safety Measures' for the benefit of the staff.

The transfer of Mauritian materials from the Mauritius Institute Public Library and the Archives Department was carried out, thanks to the unflinching support of the Ministry of Arts and Culture, which provided transport facilities. The National Library increased its stock by acquiring library materials through its legal deposit regulations and through the generous donations of Mauritians.

The National Library currently offers to users reference service, electronic search facilities, reprographic and scanning service, bibliographic service, etc. The National Library welcomed 1,373 readers for the year 1999-2000.

A survey was conducted on 20th April, 2000, to find out whether users were satisfied with the services the National Library was providing them and how it could be improved through their valuable suggestions. The survey revealed that most of the users were satisfied with the services provided.

A landmark in the development of librarianship in Mauritius was the setting up of the national committee of librarians, which meets on a monthly basis to discuss and come up with national projects.

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The project of compiling a National Union Catalogue of Mauritian is well under way. It would cumulate in a publication, which would be a useful tool for any user.

Equally significant was the official opening of the National Library on 8th December, 1999 by the Prime Minister of the Republic of Mauritius, in the presence of the Minister of Arts and Culture. Prior to the Opening Ceremony, the National Library organised a public essay competition on the importance of a National Library and a logo competition. Winners of the two competitions were called on the day of the official ceremony to receive their prizes. It was also a matter of pride for the National Library to launch a Souvenir Magazine and its Website.

The preparation of the 1st draft Strategic Plan for the National Library started on 9th February, 2000. Stakeholders, namely members of the National Library Board, librarians, National Library staff, were instrumental in the drafting of the plan. The draft plan was then thoroughly discussed at the level of the Board and was approved at its 33rd meeting of 18th July, 2000. Two copies of the Plan were submitted to the Management Audit Bureau on the 19th July, 2000. One copy was laid in the National Assembly.

18th October, 2000

Yves Chan Kam Lon

In pursuance of its statutory objectives and powers, the National Library shall collect and conserve the national heritage/collective memory of the country and support the provision of, and access to, information for all Mauritians and Mauritian libraries.

STATUTORY OBJECTIVES

- to promote and encourage the use of library materials;
- to acquire library materials generally, and, in particular, a comprehensive collection of library materials relating to Mauritius;
- to collect, receive and preserve all library materials required to be deposited in the Library;
- to lend library materials to the public;
- to make library materials available to the public for reference;
- to participate in planning library services in Mauritius, promote research in library fields and provide assistance in information handling techniques;
- to act as the national bibliographic centre and maintain the national bibliography and other bibliographies;
- to act as an organising agency for national and international lending and exchange of library materials; and
- to initiate and promote co-operation between the Library and other libraries, both local and foreign.

1 THE ORGANISATION

THE BOARD OF THE NATIONAL LIBRARY

In accordance with section 5 of the National Library Act 1996, the National Library is a body corporate established by the National Library Act, 1996, within the portfolio of the Minister of Arts and Culture. It is governed by a Board consisting of a Chairman and 11 members. The Board meets at least once a month and nine members constitute a quorum and is responsible for the general policies and directions of the Library. Among the twelve members, six are appointed by the Minister for a period of three years and the six others are representatives of various ministries and departments.

The Board's involvement during the year included, among others, the recruitment of core staff, the recommendations of the Tender Committee for purchase of equipment, furniture and vehicle, support for the upgrading of the status of the National Library from B to A status and the preparation of a strategic plan for the year 2000/2002.

COMPOSITION OF THE BOARD

The composition of the Board for the period under review was

1. *Dr Raj Sunkur Lutchmeah*, Chairman
2. *Mr P. Beekawoo*, Representative of the Ministry of Education and Scientific Research
3. *Mrs J. Lan Hing Po*, Representative of the Ministry of Arts and Culture
4. *Mr S. Rungassamy*, Representative of the Ministry of Economic Development, Productivity and Regional Cooperation
5. Representatives of the Ministry of Finance
Late Miss S. Nowbuthsing, Assistant Secretary
Mr S. Choo Box Sang, Senior Finance Officer
Miss P. Oogarah, Assistant Secretary
Mr M. Maherally, Economic Analyst
6. *Mr H. Sooprayen*, Chief Archivist, Archives Department
7. *Mr S. Augustin*, Head of the Library Cadre, Ministry of Education and Scientific Research
8. Representative of an Academic Library
Mr B. R. Goordyal, Chief Librarian, University of Mauritius
9. Representative of a Public Library
Mrs T. K. Hurrinag-Ramnauth, Senior Librarian, Carnegie Library, Municipality of Curepipe

10. Representative of a Special Library
Mrs R. Ng Kee Kwong, Head of Library and Scientific Information Service,
Mauritius Sugar Industry Research Institute
11. Representative of the Association of Urban Authorities
Mr B. Silarsah, Head Librarian, City Library, Municipality of Port Louis
12. Representative of the Association of District Councils
Mr P. S. Mahabirsingh, Deputy Secretary, Black River District Council

THE STAFF

Staff of the National Library as at 30th June, 2000:

	Name	Post Held	Date Joined Library
1	Mr Y. Chan Kam Lon	<i>Director</i>	1 st April 1999
2	Miss H. Lam	<i>Library Clerk</i>	9 th August, 1999
3	Mrs C. D. Sahadew	<i>Library Clerk</i>	17 th August, 1999
4	Mrs J.D. Vadivaloo	<i>Clerk/Word Processing Operator</i>	23 rd August, 1999
5	Miss S. D. Sembhoo	<i>Clerk/Word Processing Operator</i>	30 th August, 1999
6	Mrs D. Appadoo	<i>Confidential Secretary</i>	31 st August, 1999
7	Mr J. Ramsamy	<i>Library Officer</i>	1 st September, 1999
8	Mr P. Cunniappen	<i>Office Attendant/Driver</i>	1 st September, 1999
9	Mr I. Ramjaun	<i>Library Officer</i>	1 st September, 1999
10	Mr S. Itteea	<i>Stores Officer</i>	3 rd September, 1999
11	Mrs S. Mungur	<i>Clerk/Word Processing Operator</i>	6 th September, 1999
12	Mr N. Hossen Rahman	<i>Library Clerk</i>	6 th September, 1999
13	Mrs B. N. Meer Hossen	<i>Library Clerk</i>	1 st October, 1999
14	Mr M. Mathoorasing	<i>Accounts Clerk</i>	11 th October, 1999
15	Miss S. W. Dassyne	<i>Librarian</i>	25 th October, 1999
16	Mr S. Manick	<i>Temporary Office Attendant/Driver</i>	06 th January, 2000
17	Mr D. Jodhun	<i>Ag. Secretary, National Library Board</i>	(On secondment)

2 CHRONOLOGY OF EVENTS

JULY 1999

- The President of the Republic, H.E. Mr Cassam Uteem approved that the National Library be defined as “approved service” for the purpose of the Pension Act.
- Mr Sarbajit Sarbajna won the Logo Competition organized by the National Library.
- Site visit made at the land acquired under the compulsory Acquisition Act at Moka for the purpose of constructing a building to house the National Library.
- Proposals for the Launching Ceremony of the National Library sent to the Board for approval.
- Action for enforcement initiated in accordance with the National Library Regulations 1997 (Legal Deposit).
- Publication of 1st Tender Notice in the press to invite suppliers to tender for the supply of equipment to the National Library.
- Tender Committee recommended the purchase of a car for the National Library.
- 1st meeting at national level with professional librarians.
- British Council donated a reception desk, a display board and leaflet boxes.

AUGUST 1999

- Recruitment of 1st batch of staff (core staff).
- Launching of a National Essay Competition entitled ‘*The National Library and its role in the development of Mauritius*’.
- Appeal to private firms for sponsoring the prizes for the Essay Competition.

SEPTEMBER 1999

- Transfer of the Mauritiana Section of the Mauritius Institute Public Library to the National Library neared completion.
- 1st sitting of the Organising Committee for the Opening Ceremony of the National Library.

- Supply and installation of 10 personal computers, 1 photocopier, fax machines, etc. at the National Library.
- Mr Rughoo and Mr Mungur from the SICOM Ltd were invited to give a talk on 'Pension Scheme' and 'Family Protection Scheme'.

OCTOBER 1999

- Confirmation of the upgrading of the status of the National Library from "B" to "A" status.
- Purchase of double sided metal shelvings for the Reference Department.
- Purchase of a heavy duty photocopier and laser printers.
- BIEF donated 5 volumes of the *Library of Congress Subject Headings* (21st edition 1998)
- Recruitment of one Librarian on contractual basis, one Accounts Clerk and one Library Clerk.
- Office space let to the Compensation Committee for Descendants of Slaves on a temporary basis.
- 1811 books relating to Mauritius transferred from the Archives Department to the National Library.

NOVEMBER 1999

- Board approved the Annual Report and the Financial Statement for the period ending June 1999.
- Programme for the Opening Ceremony finalised.
- Winners of the Essay Competition 1999 proclaimed.
- Recruitment of one additional Office Attendant/Driver on a temporary basis.
- An Insurance Policy was taken to cover National Library's holdings against cyclones, riots, strikes and civil commotion.

DECEMBER 1999

- Prime Minister of Mauritius officially opened the National Library on 8th December, 1999.
- Prize of Rs15,000 handed over to Mr S. Sarbajna, winner of Logo Competition.

- Launching of a Souvenir Magazine.
- Award of prizes to winners of Essay Competition.
- Launching of the Website of the National Library.

JANUARY 2000

- 6410 periodicals transferred from the Mauritiana Section of the Archives Department to the National Library.
- Sub-committee of the Board set up to finalise the Strategic Plan 2000-2002.
- Preparation of the Budget Estimates for the Financial Year 2000/2001.

FEBRUARY 2000

- The Accounts of the National Library for the period 23rd October to 30th June, 1999 were examined by the Director of Audit.
- A Donation Ceremony was held on Tuesday 29th February, 2000 and certificates of acknowledgement of donations handed over to donors.
- An exhibition of some important manuscripts, books, photographs, audio cassettes and discs, etc. was also organised, prior to the Donation Ceremony.
- Working session with the Management Audit Bureau with regard to the preparation of the Strategic Plan 2000-2002.

MARCH 2000

- The Annual Report 1999 and the Audited Statement of Accounts were submitted to the Minister of Arts and Culture so as to be laid before the National Assembly.
- Draft Budget Estimates for the year 2000/2001 approved by the Board.
- Rare collections of library materials belonging to eminent local personalities of Mauritius were received at the National Library.

APRIL 2000

- Strategic Plan edited and its final draft sent to the Management Audit Bureau.

- Meeting with the Minister for Rodrigues for setting up of an antenna of the National Library in Rodrigues.
- Acquisition of new racks to accommodate bound volumes of newspapers.
- A *Directory of Libraries, Documentation Centres and Bookshops in Mauritius* was being edited.
- Mrs F. Chapman, Chief Programme Officer at the General Technical Assistance Services Division, visited the Director to discuss about sending an expert in indexing to train library personnel.
- Demonstration of a library management software – SLIM++ by the representatives of Algorhythms, India.

MAY 2000

- Transfer of 6,461 items of library materials from the Mauritian Section of the Archives Department to the National Library.
- Sub-Committee of the Board set up to work out the modalities of a Public Exhibition.
- Transfer of the Sir Virgile Naz collection from the Mauritius Institute Public Library to the National Library.

JUNE 2000

- A list of current Mauritian materials available at the National Library was compiled for circulation to main local libraries and Ministries.
- A training course on Registry Procedures was conducted by resource person, Ms C. Villiers from the Ministry for Civil Service Affairs for staff of Registry and Administration.
- A lecture was held on Fire Prevention and Safety Measures for the benefit of staff of the National Library and the Janitor of Fon Sing Building by the Government Fire Services Department.
- Board approved the schemes of service for the posts of Assistant Stores Officer and of Reprographic Operator respectively.
- Students and teachers of a secondary school were given a lecture, followed by a guided tour of the National Library.
- Transfer of 807 items of library materials from the Archives Department to the National Library.

3. DEVELOPMENTS AND ACHIEVEMENTS

LEGAL DEPOSIT REGULATIONS

The legal deposit mechanism was activated to enable the National Library to meet its legal obligations as per the Regulations made by the Minister of Arts and Culture under section 17 of the National Library Act 1996. As such, the National Library had the legal responsibility to start implementing the Regulations so that every printer deposit, free of charge with the Director, six copies of the whole of any book (and subsequent editions of the book) within thirty days after the day on which the book was first issued from the press.

The rule also applies to all producers of non-print materials including publications of microfilms, sound or visual recordings, multimedia kits, published scripts of plays.

To implement the regulations, a team was set up at the National Library to work out a comprehensive list of , printers and producers of record media and to start an information campaign on the Regulations. As such, some 326 companies were apprised of the provision of the Legal Deposit Regulations 1997. The response was very positive. Many companies requested the National Library to send its representatives to brief them on the legal deposit system. Subsequently, printing and publishing companies started to deposit six copies of their products regularly. They were eager to send retrospective printed materials to the National Library.

Note: A printer or a producer who contravenes the National Library Regulations 1997, shall commit an offence and shall upon conviction be liable to a fine not exceeding Rs1000 in respect of each copy not deposited.

- *A copy of the National Library Regulations 1997 is at Appendix II.*
- *A list of books acquired through legal deposit as at June 2000 is at Appendix VII.*

TRANSFER OF MAURITIANA MATERIALS

As per the provision made at paragraph 3 section (2) of the National Library Act 1996 the National Library shall consist of

- (a) the Mauritiana Section of the Mauritius Institute;
- (b) the Mauritiana Section of the Archives Department.

As stipulated, the library materials comprised in the 2 sections mentioned above had to be transferred to the National Library at the start of its operation.

As at June 2000, a total of **39,551** printed materials have been transferred to the National Library and the transfer was still ongoing.

NATIONAL LIBRARY HOLDINGS

In accordance with the Act, the National Library's core responsibility is to acquire library materials generally, and in particular, a comprehensive collection of library materials relating to Mauritius and the Mauritian people.

The holdings of the National Library consist mainly of Mauritiana materials, which refer to library materials such as books, newspapers, periodicals, theses, photographs, music scores, maps, drawings, pamphlets, tapes and disks relating to Mauritius and collected in the first instance under the legal deposit provision, through purchases from various sources local as well as abroad, and mainly through donations.

A notable acquisition during the year included some private collections of manuscripts, books, theses, photographs, disks, cassettes, etc, received through donations, in a spirit of goodwill from eminent fellow countrymen.

Following a general appeal made, retrospective printed materials kept pouring continuously at the National Library from various public and private institutions and organizations.

Breakdown of materials transferred from the Mauritius Institute and Archives Department respectively is as follows:

Mauritius Institute

Items Transferred	Total Number
Books	7,487
Newspapers bound	320
Newspapers unbound (1991-1999) (in nearest approximation)	10,000
Serials	2,208
Sir Virgile Naz's collection	4,047
Total	24,062

Archives Department

Items Transferred	Total Number
Books	2,346
Newspapers bound	2,260
Newspapers unbound	1,934
Serials and annual reports	8,949
Total	15,489

Total items transferred as at June 2000	39,551
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BOOKS

Source of acquisition	No of books (nearest approximation)
Transfer from Archives Department	2,346
Transfer from Mauritius Institute	7,487
Sir Virgile Naz's collection from Mauritius Institute	4,047
Donations:	
(a) Mrs Buckhory	2,000
(b) MGI	450
(c) Ministry of Rodrigues (Govt. Gazettes)	73
(d) CSO (Statistics)	845
(e) SMF	130
(f) Others	900
Local Purchase	55
Legal deposit	1,128
TOTAL	19,461

PERIODICALS AND REPORTS

Source of acquisition	No of periodicals (nearest approximation)
Transfer from Archives Department	8,949
Transfer from Mauritius Institute	2,208
National Assembly debates	510
Donation : MGI	155
Donation: T- Printers	500
Legal Deposit	5,150
TOTAL	17,472

NEWSPAPERS

Source of acquisition	No of newspapers (nearest approximation)
Transfer from Archives Department (bound volumes)	2,260
Transfer from Mauritius Archives (unbound)	1,934
Transfer from Mauritius Institute (bound volumes)	320
Transfer from Mauritius Institute (unbound)	10,000
Legal deposit (newspapers)	17,280
TOTAL	31,794

AUDIO-VISUAL MATERIALS:

AV materials	No. of AV materials
Audio-cassettes	339
CD, discs	100
Video	-
TOTAL	439

THESIS: 6

MAPS: 1309

PHOTOGRAPHS: 109

MANUSCRIPTS: 192

**GRAND TOTAL OF MAURITIANA MATERIALS ACQUIRED
AS AT 30TH JUNE, 2000**

70,782

NOTABLE ACQUISITIONS

Following public announcements to acquire private collections of Mauritian materials, the National Library received various donations of private collections of documents, manuscripts, photographs, discs and audio cassettes belonging to eminent personalities of Mauritius. Those personalities, as witnessed by their collection, have in their specific field, marked the political, social and historical development of the country. As such, the National Library has become the custodian of those rare collections.

A sympathetic Donation Ceremony was organized on Tuesday 29th February, 2000, in the presence of eminent local personalities in the Search Room of the National Library to remit a certificate of acknowledgement to the donors or their representatives.

The National Library conveyed its appreciation to and placed on record the contribution of the following donors: Mr R. Quenette (for late Sir Harilall Vaghjee's documents), Lady Harold Walter, Sir Satcam Boolell, Dr James Burty David, Mrs Somduth Bhuckory, Mr Abhimanyu Unnuth, Mrs Raymond Chasle, Mr Chit Dukhira, Mr Foo Fat (Neptune), Mrs S. Ramyeard, Mr Serge Lebrasse, Mr J. Kenneth Nelson, etc.

STAFF TRAINING AND DEVELOPMENT

Workshop on Public Procurement Procedures

Mr S. Itteea and Mr D. Jodhun attended a one-day workshop on Public Procurement Procedures (PPP) on Friday 8th October, 1999 at the Mauritius Institute of Public Administration and Management. The workshop was an information and training session aimed at offering participants an opportunity to increase knowledge and to improve skills for the public procurement of goods, works and services to be undertaken as per the procedures and standard forms laid down in PPP made under the Public Procurement Transparency & Equity Act of 1999.

The workshop was organized by the Ministry of Finance and conducted by Sir Gaëtan Gobeil and Lady Ginette Jobidon.

Seminar organized by the British Council

Four representatives from the National Library attended a seminar led by Keith Yeomans, a UK specialist in Information Society Policy and Strategy Information on 3rd November, 1999, at the British Council.

Information technology and networking in libraries and the key role of librarians in today's society were discussed at that seminar. Mr Yeomans also talked about how poor countries were progressing in the global information society. Also discussed was the accessibility to information through the Internet which was a growing feature of our society.

NATIONAL LIBRARIAN COMMITTEE

In line with the objective of the National Library Act, regular monthly meetings of professional librarians of the country were held to enhance the spirit of cooperation among members of the profession and to ensure that the nation is better served in terms of information.

As such, as from the 7th July, 1999, the National Library held 12 monthly meetings with librarians.

The Director of the National Library was the Chairman of the Committee and the Librarian acted as the Secretary. 18 members formed part of that committee.

The first major strategy for cooperation was the project for the publication of a National Union Catalogue which would comprise of all Mauritiana materials scattered among the various libraries participating in the project. Moreover, a public exhibition on '*national libraries and the libraries of Mauritius*' was organised in the current year to give an opportunity for librarians in Mauritius to present the services they provide in their respective libraries and documentation centres.

MEETINGS AND COMMITTEES

Official Meetings and Committees attended by the Director from 1st July, 1999 to 30th June, 2000.

1. Arts and Cultural Advisory Committee
2. Technical Committee set up on Concession Project – Ministry of Arts and Culture
3. Meeting in connection with the publication of unique/rare documents in Mauritian Histories
4. Meeting at the Mauritius Institute in connection with the disposal of books of the Public Library
5. Meeting of the Permanent Committee for Culture Millenium Monument Inaugural Function
6. Representative of the Public Records Appraisal Committee – National Archives
7. Working group on Genealogy – Ministry of Arts and Culture
8. Meeting to look into the feasibility of continuing running a Public Library – Ministry of Arts and Culture
9. Meeting of the National Monuments Board
10. Meeting of the Advisory Committee on Sports Documentation and information Centre-Ministry of Youth & Sports
11. Meeting of the Association of Professional Librarians

4. READER SERVICES

THE SEARCH ROOM

During the period under report, a Readers' Regulations was prepared so as to provide everyone aged between 18 and above to have access to the services of the National Library. School students below 18 were admitted upon presentation of an official recommendation from the Head of their respective schools. Each user was called upon to register himself/herself at the reception counter of the Administration Section of the National Library. He/she was then given an Access Card for the Search Room to consult the material(s) requested, under the guidance of an officer of the Library Cadre.

The Search Room accommodates 75 sitting readers and offers a pleasant and air-conditioned environment, conducive to research and study.

The National Library is opened from 09.00 hrs to 16.00 hrs on weekdays and 09.00 hrs to 12.00 hrs on Saturdays.

Use of the Search Room as at 30th June, 2000

	Services provided	No. of readers
1.	Books	646
2.	Newspaper/serials	434
3.	Internet access	346
	Total	1,426

FACILITIES AVAILABLE

Currently, the National Library offers a range of services to users as follows:

1. *Reference Service*: provide ready and long-range reference service to any user in person or by correspondence according to the rules and regulations of the library.
2. *Electronic search facilities*: provide free Internet access to all users.
3. *Reprographic Service*: provide photocopy service of books, periodicals and other documents under conditions specified on the Copyright Act 1997.
4. *Reservation*: enables any user to make request for document(s) before coming to the National Library, either in person, by phone or by mail for future consultation.
5. *Press cuttings*: maintain collection of press cuttings on subjects of interest to the Republic of Mauritius available to the reader.

6. *Lending Service*: lend library materials to other libraries.

7. *Bibliographic services*.

INTERNET ACCESS

Since its official opening in December 1999, the National Library has made available an Internet service partially free to users. From 09.00 a.m to 12.00 p.m, users could benefit from 30 minutes free access to the Internet and for each additional minute a nominal fee of one rupee was claimed. In the afternoon, a normal fee of one rupee per minute was paid. However, due to increase in demand, users were allowed 15 minutes free Internet access from 09.00 a.m to 12.00 p.m. 3 personal computers were available with Internet connection at the Search Room.

From 13th December, 1999 to 29th June, 2000, some 356 persons made use of the Internet facilities. 48 diskettes were sold to users for the same period for downloading purposes.

PHOTOCOPY SERVICE

Photocopy and scanning services were available at the Search Room as from January 2000. A fee of one rupee was charged for an A4 size paper and one rupee fifty cents for that of an A3 size paper for photocopy.

663 readers and staff combined used the photocopy service from January 2000 to June 2000.

REQUESTS FOR INFORMATION (OVERSEAS)

S/N	Overseas requests	Information requested
1.	Charles Armand Klein, France	Information on 'Bailli de Suffren', Le Vicomte de Souillac et le Port Louis du 18eme siècle'
2.	M.J. de Mallac de Vessac, France	Information on Mauritian writers of French Culture.
3.	L. Arroyo of Spain	Information about Mauritian culture
4.	Alan Moore, Bramley Leeds	History of Mauritius
5.	Director, Thüringian State Archives, Gotha	Picture of Duke of Edinburgh's visit in Mauritius.
6.	Carol Payne, South Africa	Information on Dodo.

7.	M. J. de Mallac de Vessac, France	Information on EOI.
8.	Christine Gouriellec, France	Information on "Les Salines de Tamarin et les ouvrières du sel".
9.	Linda Kettler	Robert Edward Hart's Poems about Mauritius.
10.	Prof. Nettie Cloete, South Africa	English Literature in Mauritius.

READERS' SURVEY

In the month of April, 2000, a questionnaire was designed for users of the Search Room of the National Library. The aim was to find out:

- (a) whether the public was satisfied with the service provided to them, and;
- (b) how the service could be improved by the valuable suggestions of the users.

From the 9th May, 2000 up to 28th July, 2000, 65 survey questionnaires were given to users. The result was that most of the users were satisfied with the services provided to them as well as the time taken by officers of the National Library to supply materials requested.

It was also found that the users who visited the Search Room range from 18 years to 74 years old. They were journalists, lecturers, historians, students, retired persons, professionals and the general public.

Some of the suggestions arising from the survey were implemented. As such, a list of newspapers available in the library and a bound volume catalogue of the National Library's holdings have been made available to the public. Scanning facility was also offered to users.

5. PUBLICATIONS

SOUVENIR MAGAZINE

A special Souvenir Magazine was published on the occasion of the Opening Ceremony of the National Library. Among others, messages from different local eminent personalities, personalities of the library world and international institutions were included. A few sponsors reserved publicity space in the Magazine thus, making it self financed. The Magazine was distributed to ministries, educational institutions, documentation centres and libraries of Mauritius.

DIRECTORY OF LIBRARIES, DOCUMENTATION CENTRES AND BOOKSHOPS IN MAURITIUS AND RODRIGUES

The National Library was in the process of editing a Directory, the first of its kind, which is meant to be a useful tool of reference whilst, providing a wealth of information to enable researchers, scholars, policy makers and the public at large to make optimum use of library and information resources of the country.

In the same context, a survey was carried out at the beginning of this year to cover the four main types of libraries in Mauritius namely, national, public, academic and special. More than 200 questionnaires had been sent to public and private organisations in Mauritius and Rodrigues to enable the compilation of this Directory.

6. STRATEGIC PLAN 2000/2002

In line with the proposal included in the 1998-99 Budget speech , the National Library was required to prepare a 3-year strategic plan. The Management Audit Bureau was entrusted with the task of overseeing the project. With the help of the '*Guidelines on Strategic Planning*', the National Library started the formulation of its plan. A workshop was further organized with the help of the Director of the Management Audit Bureau to assist Management in the finalisation of a first draft around March 2000.

The Strategic Plan of the National Library contained *interalia* the vision, strategic management principles, goals and objectives, and plan of action that would govern the National Library for the years 2000 to 2002.

All stakeholders were involved in the preparation of the Plan: the Board, management and representatives of Library Associations.

The Mahatma Gandhi Institute was solicited to print 200 copies of the Plan. The National Library bore the cost of the printing materials.

7. INTERNATIONAL LINKAGES

The National Library was affiliated to the International Federation of Library Associations (IFLA) in April 1999 with a view to establish linkages for cooperative arrangements. The Library also houses the "Centre Serveur de la Banque Internationale d'Informations sur les Etats Francophones (BIEF)" and its Director was appointed Director of the "Centre Serveur/BIEF-Maurice" in May 1999. BIEF has agreed to finance the publication of the National Library Bibliography of Mauritius. The National Library has also already initiated preliminary contacts with foreign national libraries of direct interest to Mauritius regarding exchange of publications, recuperation of Mauritian materials in the form of microfiche and microfilm, library cooperation and staff training.

8. WEBSITE

The National Library's website (<http://ncb.intnet.mu/nlibrary/index.htm>) was launched on Thursday 8th December, 1999. The aim of the website was to create an awareness of the role and the importance of the National Library of the Republic of Mauritius, both locally and internationally and to communicate the latest developments and activities of the institution.