SERVICE DELIVERY CHARTER

MANDATE OF THE ELITS DIRECTORATE

The ELITS Directorate is mandated by the Organogram of the KwaZulu Natal Department of Education to provide equitable access to school libraries for all learners in the Province of KwaZulu-Natal.

VISION

All learners in KwaZulu-Natal are information literate and have lifelong learning skills enabling them to live as responsible and informed citizens.

MISSION STATEMENT

To foster the sustained development of school libraries and to create a culture of learning and reading in schools by:

✓ Providing all educators and learners in KwaZulu-Natal with quality resources
✓ Developing the skills to manage or utilise these resources
✓ Providing a professional support service for teacher-librarians and educators
✓ Redressing past inequalities
✓ Achieving equitable provisioning of resources
STRATEGIC GOALS

The Directorate strategic goals are:

• Provide learners and teachers with a wide range of quality library resources for curriculum development and enrichment, academic excellence as well as different teaching and learning styles.
• Facilitate teaching of library and information skills that enables learners to be information literate.
• Promote reading for information and pleasure as a fundamental skill for lifelong learning.
• Promote use of Information and Communication Technology [ICT] as a modernised tool for acquiring information.
• Provide a suitable environment for self-directed study, research and independent learning.

OUR VALUES

In our quest to provide quality service we cherish the following values:

• Collaboration
• Excellence
• Honesty
• Professionalism
• Diversity
• Inclusion
• Transparency

UNDERTAKING FROM THE MEC FOR EDUCATION

The Department seeks to ensure the effective management of a comprehensive system of education in order to expand education opportunities for all the citizens of the province. Access to quality education is fundamental to improving the socio-economic position of the majority of the people of KwaZulu-Natal.
LOCATION

Our services are provided at four tiers i.e. Head Office, District Offices, Education Centres and schools.

HEAD OFFICE

Physical Address: 15 Scott Street, PIETERMARITZBURG 3201
Postal Address: Private Bag X 9090 PIETERMARITZBURG 3200
Website: www.kzneducation/ELITS.gov.za

ELITS Processing Centres are at:

1. 15 Scott Street PMBURG
   Contact Person: Miss NV Mtshali
   Ph: 033-341 6519

2. 78-80 Bartle Road, UMBILO – Dokkies
   Contact Person: Miss B Brown
   Ph: 031-205 0232

3. Ulundi Unit A Offices
   Contact Person: Mrs T Magwaza
   035-879 2040

SERVICES PROVIDED AT HEAD OFFICE

The Directorate at Head Office is responsible for the following services:

- Formulate policies and guidelines pertaining school libraries
- Plan for effective implementation of ELITS activities
- Co-ordinate all ELITS programmes and projects
- Secure a budget for school library development – starter collections
- Organise exhibitions and facilitate selection of library material
- Classify, catalogue and distribute shelf-ready library material to schools
- Monitor and evaluate proper utilisation of library resources

The scope of operation covers three main programmes in the directorate, namely:

✓ School Library Development Programme [SLDP]
✓ Information Skills and ICT Programme
✓ Reading Programme

The outcome of these programmes is to provide physical and intellectual access to diverse and up-to-date library resources for effective teaching and learning that are guided by a sound school library programme.

SERVICES PROVIDED AT THE DISTRICT OFFICES

ELITS at the District level is responsible for:

- Conducting workshops for teacher-librarians on library management, reading promotion, integration of information skills and other related areas
- Visiting schools regularly for professional development and support
- Monitoring functionality of school libraries

SERVICES PROVIDED AT THE EDUCATION CENTRE LIBRARIES

Education Centre Libraries:

- Provide a cluster collection of library and information resources ranging from print, graphic, audio-visual to electronic media
- Process library material i.e. classification and cataloguing
- Run a mobile library service in order to deliver resources to schools
- Conduct library-related programmes such as Reading Festivals, Reading Clubs, Story-telling Competitions, Library Orientation programme, Information Skills programme
- Develop toy libraries within the Education Centre
- Train library monitors to assist with basic library administration

BATHO PELE PRINCIPLES AND THE UNDERTAKING THEREOF

The ELITS Directorate is committed to the principles of Batho Pele and we fervently undertake to honour these principles.

CONSULTATION

We undertake to consult our customers on the level and quality of services provided.
In this regard we;

- Agree to consult organized formations of parents, educators and learners.
- Interact with all stakeholders who have an interest in school library matters
- Solicit your views via surveys and questionnaires.

**ACCESS**

_All citizens, without reservations will have equal access to all services rendered._

In this regard;

- All offices will be accessible to the physically challenged.
- Language barriers will be removed and citizens may use any of the official languages.
- Discrimination on grounds of culture, creed, race, gender and sexual orientation will not be tolerated.

**COURTESY**

_We will endeavour to treat all our customers with courtesy and consideration at all times._

In this regard;

- Citizens will be greeted in a friendly manner.
- All staff will be identified by name-badges at all times.
- Rude, impolite and discourteous attitudes and behaviour will not be tolerated.
- Telephone calls will be answered promptly and politely

**INFORMATION**

_Citizens have a right to full, accurate information of the services we render._

In this regard;

- Information in respect to the directorate will be available at District and Head Offices.

**OPENNESS AND TRANSPARENCY**

_We do recognise that openness and transparency are the cornerstones of our democracy._

In this regard we undertake to keep you informed in respect of the following;

- Details of our location and contact persons.
- Targets we set for each financial year.
**VALUE FOR MONEY**

*We shall endeavour to use public resources efficiently, effectively and economically.*

In this regard we will;

- Simplify systems, processes and procedures to eliminate wastage and inefficiency.
- Rigorously apply performance management systems to enhance productivity at all levels.
- Identify financial risk areas and manage them carefully.
- Use resources to best advantage of all.
- Procure goods and services to the best advantage of the Department.
- Strengthen management and control to prevent fraud, corruption and maladministration.

**SERVICE DELIVERY IMPACT**

*We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.*

In this regard we will;

- Evaluate the performance of staff at all levels.
- Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness.
- Appraise the quality of the services we render from time to time.

**ENCOURAGING INNOVATION AND REWARDING EXCELLENCE**

*Staff commitment, energy and skills will be harnessed to improve service delivery and the quality of services rendered.*

In this regard we will;

- Encourage innovation and new ideas to improve systems, processes and procedures.
- Simplify processes and procedures.
- Simplify forms and documents.

**LEADERSHIP AND STRATEGIC DIRECTION**

Managers will lead by example and will endeavour to ensure that the vision, mission and goals of the Department are articulated and embraced by all.
In this regard;

- Exemplary behaviour is expected from all, especially Managers and Middle Managers.
- Managers will participate actively in the strategic direction of the Directorate and the Chief Directorate.
- Managers will be encouraged to form networks and partnerships to maximize resource utilization;

**SERVICE STANDARDS**

*We undertake to provide service of a high quality.*

In this regard we aim to;

- Attend to all queries promptly.
- Answer the telephone promptly.
- Acknowledge written complaints within 5 days
- Deal with written requests within 21 days.
- Reduce worker absenteeism by 1% per year.
- We are available between 8h00 and 16h30 from Monday to Friday.

**DEALING WITH COMPLAINTS**

*We respect the right of citizens to complain if our services are poor or unsatisfactory.*

In this regard;

- You may write to any one of our offices.
- We undertake to investigate and respond to your complaint within 14 days of receipt.
- We will endeavour to apologise and take corrective measures if it is our fault.
- We will maintain a complaints registration and follow-up mechanism.
- We undertake to treat any information on fraud and corruption seriously.
- You may use the toll-free number to report fraud, corruption and mal-administration.

**TELEPHONIC CONTACT**

When you telephone us, we will;

- Answer calls as promptly as possible
- Identify ourselves by name and section
 Assist you in a polite and helpful manner

 If you cannot be helped, you will be referred to the appropriate person/section within the Department

Contact details:

📞 Telephone number:  (033) 341 6500/8
📞 Fax number:              (033) 342 1901