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Measuring Service Quality: A review of the Public Library Recapitalisation Programme in South Africa

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Outline of the presentation

1. Introduction
2. Background
3. Funding for the sector
4. Outcome v/s impact measures
5. Conclusion



1. Introduction

- 1.1 The purpose of this presentation is to provide a brief insight into the design and implementation of the public library recapitalisation programme in South Africa.
- 1.2 To outline the value proposition of the programme and review of its performance.
- 1.3 To highlight pockets of excellence across provinces



2. Background

- 2.1 The purpose of the conditional grant is to ensure that urban and rural library services are transformed through a recapitalised programme at provincial level and to mainstream the policy framework for the public library sector
- 2.2 The focus areas for the conditional grant are the following: improve the policy framework for public libraries, infrastructure development, ICT (information and computer technology), library resources, staff capacity, visually impaired readers' needs.



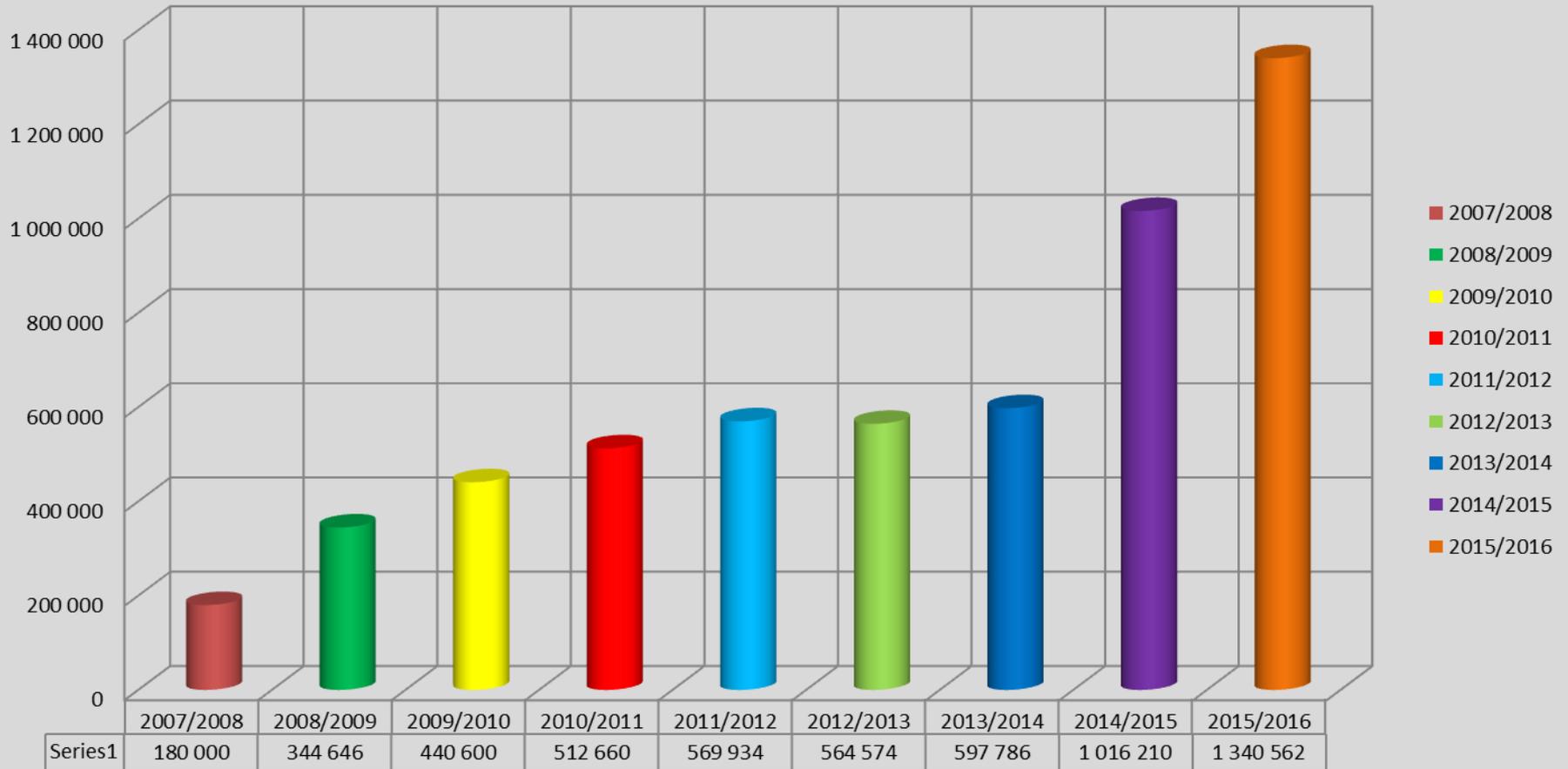
2. Background

- 2.3 Some of the key strategic priorities of the grant are to address issues of skills development, disparities in service provision, and promotion of the sector.
- 2.4 Despite some successes with regard to the implementation of the grant there are still gaps and challenges.
- 2.5 The inconsistent salary structures across the three spheres of government presents a serious challenges to the stability of the sector. Staff retention and turn over is a serious challenge in the sector.

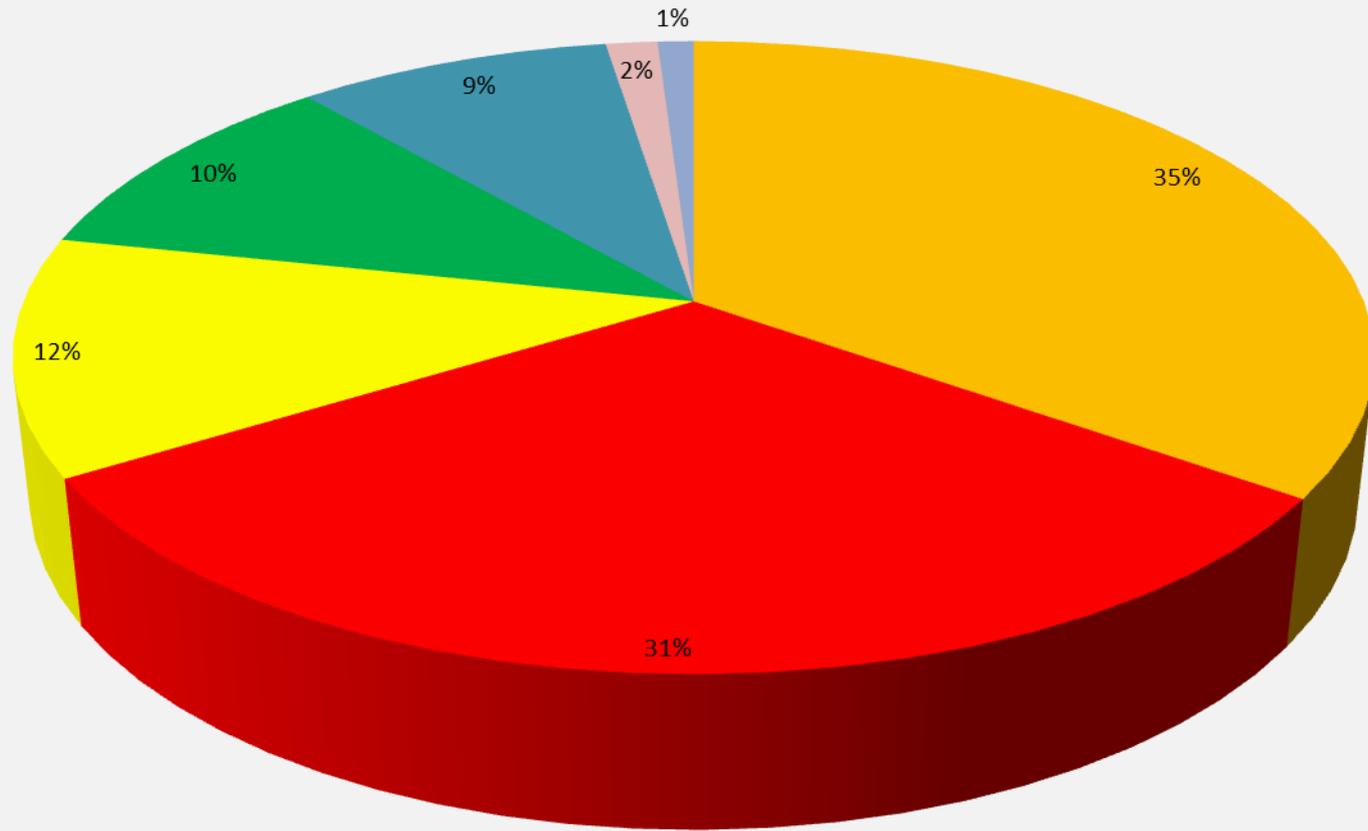


3. Funding for the sector

Community Library Services Grant: Increase in Annual Allocations



2012/13 Allocation of Funds per Output



■ New libraries ■ Staff Appointments ■ Library Material ■ Upgrades ■ ICT ■ Training ■ Literacy programme



4. Outcome v/s Impact measures

- ICT
- Infrastructure
- Community Engagement
- Reading programmes
- Print disabled services





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5. Conclusion

- There is no doubt that quality standards have been driven up, in terms of the configuration of spaces, the décor, self service functions and the general feel of libraries that have benefited from the programme.
- Need to develop new evaluation and assessment tools for measuring the outcomes and impact of public libraries.



THANK YOU

