Socio-Economic Benefits of Conditional Grants in Public Libraries in the Heidelberg and Sicelo Communities, in Gauteng, South Africa

by

JAMES TSAKANE CHAUKE

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ABSTRACT

Conditional grants have changed the public library space by giving the South African society free access to knowledge and information that assist in improving the socio-economic situation of individuals using public libraries and the communities at large. A public library plays an important role in a community through information access, reading programmes, space for activities, study areas, computer access, and a social space for the community, especially in previously disadvantaged areas. Therefore, it is important for public libraries to receive conditional grants. The Department of Arts and Culture (DAC) (2006) states that the grant's purpose is to transform urban and rural infrastructure, facilities, and services, especially in previously disadvantaged areas.

The purpose of the study is to investigate the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities in Gauteng, South Africa. The study adopted the conceptual framework formed by the Batho Pele principles, the Promotion of Access to Information Act, Maslow's Hierarchy of Needs, and the theory of change framework, as the concepts. The research paradigm adopted in the study is the positivist approach. The research approach followed was a quantitative research approach and the research design was a survey. Systematic random sampling was used to select 254 respondents consisting of officials and library users from the national Department of Arts and Culture, Gauteng Provincial Library Service, Lesedi Local Municipality, Midvaal Local Municipality, Heidelberg public library, Heidelberg community, Sicelo public library, and Sicelo community. Data were collected from respondents using a questionnaire as the data collection tool.

The findings of the study indicated that (a) there is a budget allocation through the Library Conditional Grant for library staff appointment in both Heidelberg and Sicelo libraries; (b) library users are aware of the services offered at libraries but not the community at large due to a lack of marketing; (c) books are procured on an annual basis and libraries have adequate and up to date stock; (d) library programmes are offered and implemented to the Heidelberg and Sicelo communities; (e) library halls

of both the Heidelberg and Sicelo libraries are utilised by the local community structures according to the respondents; (f) challenges include slow infrastructure implementation in terms of construction of new libraries, filling of vacant positions and supply chain management; and (g) on guidance, respondents suggest the permanent appointment of staff at the Heidelberg library, filling vacant positions, and maintenance of libraries, amongst other things.

This study recommends that: (a) vacancies should be filled to ensure efficient library service delivery; (b) procurement of outside furniture to accommodate library users that visit Heidelberg and Sicelo libraries to access Wi-Fi; (c) Library Conditional Grant should continue to allocate budget for implementation of library programmes; (d) library halls of both Heidelberg and Sicelo libraries need to be marketed to ensure maximum utilisation by the community structures; (e) consider using the Library Conditional Grant to erect a gaming room with tablets for children in the Sicelo library; and (f) permanent appointment of staff at the Heidelberg library.

The study further recommends that another study be conducted to investigate the impact of the Library Conditional Grant in public libraries located in rural areas across South Africa. This study will assist in the professional implementation of a workable model for the implementation of the Library Conditional Grant. The study will also assist in determining whether the Library Conditional Grant is impacting rural communities in terms of empowering members socially and economically.

Key Terms: Library Conditional Grant, socio-economic benefits, public libraries, Department of Arts and Culture, library workers, library users, conditional grant framework, and information services.

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DEDICATION

I dedicate this study to the Almighty and my family. To my beautiful wife, Tsakane Olgah Chauke, thank you for being my pillar of strength during this journey; without your support and motivation I would not have completed this study. My kids, Masana and Lwandle, you are the reason for furthering my studies; I love you guys. My beautiful granddaughter Risana, I hope that when you are old, you will follow in my footsteps and conduct research. This is also dedicated to my mom, Sophie Chauke, you planted the seed in my mind that education is the key to success from a very young age. Lastly, I dedicate this study to my late father, Famanda Eckson Chauke, who passed on in August of 2011.

DECLARATION

I James Tsakane Chauke, with student no. 34246991, declare that the thesis titled ***Socio-economic benefits of library conditional grant in public libraries in Heidelberg and Sicelo communities, in Gauteng, South Africa*** is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

_____   <u>04 January 2022</u>

SIGNATURE   DATE

(Mr James Tsakane Chauke)

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LIST OF ABBREVIATIONS AND ACRONYMS

AFL	Annual financial statement
BP	Business plan
CFO	Chief Financial Officer
CGF	Conditional Grant Framework
CLCGP	Community Library Conditional Grant Programme
CM	City manager
COJ	City of Johannesburg
COT	City of Tshwane
DAC	Department of Arts and Culture
DID	Department of Infrastructure Development
GCR	Gauteng City Region
GDF	Gauteng Department of Finance
GDSACR	Gauteng Department of Sport, Arts, Culture and Recreation
GPLIS	Gauteng Provincial Library and Information Services
HOD	Head of department
IGR	Inter-governmental relations
IGRF	Gauteng Department of Finance
LCGM	Library Conditional Grant Model
LIS	Library and Information Service
M&E	Monitoring and Evaluation
MFMA	Municipal Finance Management Act
MM	Municipal manager
MLM	Municipal library managers
MTEF	Medium Term Expenditure Framework
PFMA	Public Finance Management Act
SLA	Service level agreement
TOR	Terms of reference

LIBRARY CONDITIONAL GRANT PROPOSED MODEL

The National Department of Arts and Culture have a conditional grant framework in place that outlines the following: grant schedule, strategic goal, grant purpose, outcome statements, outputs, details contained in the business plan, conditions with budget allocations for provinces, allocation criteria, past performance, project life, Medium Term Expenditure Framework (MTEF), payment schedule, responsibilities of transferring and receiving officers, and the process for approval of business plans.

The Gauteng Department of Sport, Arts, Culture and Recreation has a provincial conditional grant framework in place that outlines the following: grant schedule, strategic goals, grant purpose, outcome statements, outputs, details contained in the provincial business plan submitted to the DAC, conditions with budget allocations for municipalities, allocation criteria, project life, MTEF, and payment schedules.

The Library Conditional Grant proposed model includes national and provincial conditional grant frameworks.

CHAPTER ONE: INTRODUCTION AND BACKGROUND TO THE STUDY

1.1 INTRODUCTION AND BACKGROUND

Rural communities in South Africa are marginalised in terms of their access to public library infrastructure and services prior to 1994 (Satgoor, 2015:99). A public library plays an important role in providing access to relevant information sources and services to local people, irrespective of age, gender, race, or nationality. According to Mojapelo and Dube (2017:1), public libraries are critical facilities for communities to have, because these institutions provide access to information resources that can improve the socio-economic conditions of people. The role of public libraries is to inform, entertain, enlighten, educate, empower, and equip individuals and communities for lifelong learning. Therefore, public libraries play a role in society by creating a population of readers through the provision of information and other services. Davis (2009:131) suggests that a public library should contribute to improving quality of life through education, promotion of moral values, eradication of illiteracy, alleviation of poverty, and the promotion of democracy in the society. 'Socio-economic' is defined as a position of persons in society, based on a combination of literacy, educational level, income, occupation, ownership of place of dwelling, ethnicity, and cultural characteristics (Oxford Reference, 2001). According to Stilwell (2016:48), public libraries offer economic, and social opportunities through access to the internet. By using the internet, "individuals search for employment, access government programmes, learn new skills through online courses, research important health issues, and engage in social interactions" (Stilwell, 2016:48).

According to the Gauteng Department of Sport, Arts, Culture and Recreation (2014:5), "the crucial role that public library could play, if properly harnessed, is to provide access to community information services and materials, support education programmes, inculcate a culture of reading, provide literacy programmes, promote the awareness of indigenous languages, provide ICT services, and promote the participation and involvement of communities in library activities".

Due to the inequalities in accessing library services in South Africa after 1994, the Department of Arts and Culture appointed KPMG to conduct an impact study (KPMG, 2006:1). The essence of the study was to determine the impact of public libraries and the disparities between libraries in both rural and urban areas, as well as assess the access to

the libraries, especially in previously disadvantaged areas in South Africa. The findings of the study indicated that each province in South Africa has its unique challenges, but the needs for effective library operation were common. Some of the challenges included:

- Insufficient libraries to meet rural needs; a lack of information materials, especially in local indigenous language; and the non-existence of information and communication technology (ICT) services in the Eastern Cape.
- Public libraries operate under informal partnerships between municipalities and provincial library services. There is no role clarification in terms of staffing standards and maintenance of public library buildings. There is a high rate of information material loss, lack of control, and low accountability in the Free State.
- A lack of tertiary books for distance learners, transformation, and automation of public libraries to web-based system, loss of information materials due to theft, and a need for computer access training are the main issues in KwaZulu-Natal.
- A shortage of books and information materials, irrelevant and outdated materials, loss of information materials due to theft, and inadequate number of public libraries in the rural communities are the challenges in Limpopo.
- An inadequate number of public libraries in rural communities, public library buildings in poor states, urgent need for maintenance, and public libraries in need of basic equipment such as photocopies are the issues faced in Mpumalanga.
- Loss of books and information materials due to a lack of security system, poor usage of existing public libraries, low profile of information services in rural areas, poor maintenance of public library buildings, and no transport for staff in remote areas to attend training are the issues in the North West province.
- An inadequate number of public libraries in rural areas, public library buildings in a bad state, urgent renovation required on existing buildings, and high rates of information resources loss due to theft are issues faced in Northern Cape.
- A 40 per cent vacancy rate that has a huge impact on service delivery is the main challenge in the Western Cape.
- Different operating systems that are used between municipalities and the provincial library system is a big challenge in Gauteng.

The Department of Arts and Culture (2006:63-65) states that the public library needs in provinces include staffing, books, ICT, security, mobile libraries, library maintenance, office equipment, library reading programmes, extension of library operating hours, infrastructure,

furniture, and transport of library staff in rural remote areas to meetings and training. These needs led to the proposed financial categorisation for South African public libraries as follows: books were allocated R40 million; staffing and capacity building were allocated R40 million; and R26.6 million was allocated to three categories, namely ICT capital expenditure, ICT operating expenditure, and maintenance of buildings. A sum of R13.3 million was allocated to each for indigenous language materials, literacy programmes, and the security of library books and staff. A total budget of R200 million was proposed to address the needs of libraries (Department of Arts and Culture, 2006:9). The proposed R200 million was allocated to provinces as follows: R15.5 million to KZN with 167 libraries, R18.3 million to the Free State with 150 libraries, R18.6 million to the Western Cape with 317 libraries, R20.9 million to Gauteng with 223 libraries, R24 million to North West with 95 libraries, R25.2 million to the Eastern Cape with 152 libraries, R25.4 million to Mpumalanga with 89 libraries, R25.4 million to Limpopo with 97 libraries, and R26.7 million to the Northern Cape with 102 libraries (Department of Arts and Culture, 2006:63-65). Below is a table that clarifies the needs versus the financial implications per province on the Library Conditional Grant for the 2007/08 financial year.

Table 1.1: 2007 Library Conditional Grant provincial allocations per need

Financial implications (R million)	EC	FS	GP	KZN	LP	MP	NW	NC	WC	Total
Books/ Library material	4.6	4.6	4.6	4.6	4.6	4.6	4.6	4.6	3.1	**40.0**
Staff/ Staff training	5.0	5.0	3.3	1.7	5.0	5.0	5.0	5.0	5.0	**40.0**
ICT – Capital expenditure	2.5	1.3	3.8	1.3	3.8	3.8	3.8	3.8	2.5	**26.7**
ICT – Operating expenditure	3.1	1.6	3.1	3.1	3.1	3.1	3.1	3.1	3.1	**26.7**
Maintenance of building	4.4	1.5	1.5	1.5	4.4	4.4	3.0	3.0	1.5	**26.7**
Indigenous language material	2.2	1.1	1.1	1.1	1.1	1.1	2.2	2.2	1.1	**13.3**
Security for library books and staff	2.1	2.1	1.0	1.0	2.1	2.1	1.0	1.0	1.0	**13.3**
Library programmes	1.2	1.2	2.4	1.2	1.2	1.2	1.2	2.4	1.2	**13.3**
Total	**25.2**	**18.3**	**20.9**	**15.5**	**25.4**	**25.4**	**24**	**26.7**	**18.6**	**200**
% of total	12.6	9.2	10.5	7.8	12.7	12.7	12	13.3	9.3	100

The Department of Arts and Culture's Library Conditional Grant increased the financial allocations to provinces since 2007. Table 1.2 below indicates the year-by-year increase in provincial allocations of Library Conditional Grant.

Table 1.2: Library Conditional Grant provincial allocations 2016/17-2019/20

Province	16/17	17/18	18/19	19/20	Total	Services	17/18	18/19
Eastern Cape	149.3	156.1	160.5	169.8	**635.7m**	New libraries built	20	26
Free State	157.7	159.0	159.5	168.6	**644.8m**	Libraries upgraded	43	17
Gauteng	163.3	172.4	168.5	167.7	**671.9m**	Libraries maintained		24
Kwazulu-Natal	163.1	173.0	174.3	184.4	**694.8m**	Staff appointed	259	74
Limpopo	115.2	121.1	125.6	144.3	**506.2m**	Material procured	401067	460615
Mpumalanga	155.2	162.7	162.4	166.3	**646.6m**			
Northwest	152.3	163.0	159.5	168.7	**643.5m**			
Northern Cape	136.4	141.1	136.3	144.2	**558.0m**			
Western Cape	164.1	171.2	176.6	197.0	**708.9m**			
Total	**1 357.1**	**1 419.9**	**1 423.6**	**1 501.1**	**5.710.0b**			

In Gauteng, for instance, out of the 223 existing public libraries in 2006, 75 per cent were in the metropolitan areas (Department of Arts and Culture 2006). The distribution of libraries was an indication that the rural parts of Gauteng have fewer libraries and the people in the rural areas do not have equal access to information services. The findings of the impact assessment study conducted by KPMG resulted in the establishment of the Community Library Conditional Grant Programme (CLCGP) by the Department of Arts and Culture, South Africa in 2007. The scheme was aimed at attacking the inequalities between urban and rural public libraries in South Africa; primarily targeting disadvantaged communities (Department of Arts and Culture, 2006).

The Gauteng Department of Sports, Arts, Culture and Recreation increased Library Conditional Grant allocations to municipalities, as the national Department of Arts and

Culture increased the allocation to provinces. Table 1.3 below indicates the year-by-year increase in Gauteng municipal allocations of Library Conditional Grant.

Table 1.3: Library Conditional Grant Gauteng municipal allocations 2016/17-2019/20

Province	16/17	17/18	18/19	19/20	Total	2019/20 Services	Lesedi	Midvaal
City of Ekurhuleni	8.0	9.8	10.0	10.5	**38.3m**	Staffing	5.3m	7.5m
City of Johannesburg	8.0	13.0	13.0	16.0	**50.0m**	Books	1.0m	2.0m
City of Tshwane	8.0	9.5	10.0	10.5	**38.0m**	Library programmes	100k	-
Emfuleni	12.0	9.3	10.3	3.8	**35.4m**	ICT	500k	500k
Lesedi	6.0	8.4	9.9	7.8	**32.1m**	Capacity building	80k	-
Merafong	12.0	11.1	11.8	13.5	**48.4m**	Asset verification	200k	**-**
Midvaal	6.0	6.8	9.0	11.8	**33.6m**	Upgrade + maintenance	129k	1.8m
Mogale City	10.0	10.9	12.4	12.5	**45.8m**	Vehicle	100k	
Rand West City	12.0	17.1	17.2	20.1	**66.4m**	Security	100k	
West Rand District	1.0	2.8	2.8	2.8	**9.4m**	Media maintenance	200k	
Total	**83.0**	**98.7**	**106.7**	**109.5**	**397.9m**			

Source: Provincial Gazette (2016-2019)

Mnkeni-Saurombe and Zimu (2013:49) state that the Library Conditional Grant project was a commitment from the part of government responsible for public library services to promote access to information so as to enhance lifelong learning. Mojapelo (2020:265) states that socio-economic challenges such as poverty, unemployment, and life-threatening diseases must not deny citizens access to information. On the same note, Bopape, Dikotla, Mahlatji, Ntsala and Makgahlela (2017:2) acknowledge that the importance of public libraries in South Africa is clearly demonstrated through the provision of a Library Conditional Grant, with the initial budget allocation of three years by the government, for community library development. According to Stilwell (2016:140), Library Conditional Grants have funded provincial interventions such as new and upgraded libraries which serve as hubs for public access to ICTs. Stilwell (2016:140) further states that the Library Conditional Grant improved youth skill acquisition initiatives and addressed reading challenges, especially in rural areas. The Library Conditional Grant was established to assist community libraries in South African provinces, mostly with the procurement of books and materials, staffing and staff training (both at provincial and local library levels), provision of ICT infrastructures, maintenance of buildings, and the upgrading of technical services and equipment (KPMG,

2006:8). The CLCGP was established in 2007 to enable the South African society to access information and knowledge through libraries in order to improve the socio-economic status of communities (Kekana, 2018:4). The National Library of South Africa (2017:6) reported that reading programmes, reprints of literature classics in indigenous languages, reading clubs and community publishing projects, and public libraries are making a positive difference in the lives of South Africans. According to the Department of Arts and Culture (2006), the Library Conditional Grant programme's aim was to:

- Improve coordination and collaboration at national, provincial, and local government levels on information services
- Transform equitable library information services delivered to urban and rural communities
- Improve library infrastructure and services that replicate the specific needs of the community,
- Improve staff capacity at urban and rural libraries to respond appropriately to information and knowledge needs, and
- Improve the culture of reading through the implementation of reading programmes in libraries.

It could be implied that the conditional grants were established for the sake of improved and sustainable public library information services. Hart and Nassimbeni (2013:17) highlight that since the inception of the Library Conditional Grant in 2007, 34 public libraries have been built, 1575 library staff appointed, internet access was improved, and reading facilities for the visually impaired rolled out. The Library and Information Services Transformation Charter (2014:53) states that public library service is an exclusive competence of provinces, as stated in Part A of Schedule 5 of the Constitution of South Africa. In view of this, the Gauteng province has built 62 new libraries since 2007, with the focus on rural and township areas (Kekana, 2018). Besides the massive challenges of staffing, information resources, and funding, public libraries, mostly in disadvantaged rural areas, did not receive sufficient funding from the local municipalities (Mojapelo, 2017:1).

The socio-economic benefits brought about sustained improvement in the well-being of individuals, groups, families, communities, and society at large in Gauteng. Such benefits involve sustained increase in the economic standard of living of a community/population (IGI-global n.d.:2018). There is minimal documented evidence of socio-economic benefits

of communities through the Library Conditional Grant. Hence, this study assessed the socio-economic benefits of the Library Conditional Grant in the Heidelberg and Sicelo communities. These communities are regarded as rural parts of Gauteng where libraries were built with the Library Conditional Grant to ensure that the communities have unhindered access to relevant information.

1.2   PROBLEM STATEMENT

Public libraries that receive grants thrive in their service provision and support for the communities they serve. The Library Conditional Grants are the lifeblood of many ailing public libraries for their information services to remain operational (LIASA, 2015:39). The Library Conditional Grant was initiated in 2007 with the allocation of R1 billion for a period of three years to address the needs of public libraries in order to render quality library services to communities and tackle the provision of the public library backlog in South Africa (Department of Arts and Culture, 2006; NLSA, 2016). The Library Conditional Grant has provided resources that have improved users and communities around those libraries and allowed them to benefit and improve their living conditions (National Library of South Africa, 2016:4). The findings of KPMG, as presented to the Department of Arts and Culture, clearly showed that there were few libraries in previously disadvantaged areas (KPMG 2006) and most of them were poorly resourced. The Library Conditional Grant has built over 30 libraries and provided modular libraries in Gauteng's rural communities. Conditional grants were continuously implemented to improve the socio-economic situation of South African citizens. However, the minimal document evidence created a gap in how communities, especially in rural areas benefited from Library Conditional Grant.

The acceptance and use of Library Conditional Grants by public libraries highlighted the critical role that libraries are prepared to play in the communities within which they are found, by virtue of them being local information gateways (UNESCO, 1994). It has been over a decade since the Library Conditional Grant was provided to assist community libraries. Some studies (De Jager & Nassimbeni, 2012; Stilwell, 2016) investigated the impact of the funding on libraries and their communities. For instance, De Jager and Nassimbeni (2012:21) did an assessment of public libraries but concentrated on the Western Cape; and Stilwell (2016) examined government conditional grants to public libraries and how they impacted social inclusion and poverty alleviation initiatives; and

Mojapelo (2017) alluded to the issue of conditional grants in his study on the challenges faced by community libraries in the Limpopo province.

In the same vein, in their study, Britz, Ponelis and Lor (2013:137) stated that libraries are important for socio-economic development and all libraries provide educational support to students, including resources, study spaces, and literacy assistance. In addition, unemployed youths search and apply for jobs and bursaries online, which could be done at a library. There were library and reading outreach programmes, reading competitions, pre-schooler pre-literacy skill sessions, spelling bees, science literacy, and family literacy programmes, all of which improved the quality of life and socio-economic status of targets.

According to Mojapelo (2017:7), more than R1 billion has been injected into community libraries, particularly in disadvantaged communities, and more libraries are still being developed. This implies that public libraries benefited immensely socio-economically from library conditional grants. It is expected that the communities in which public libraries were built and maintained through the Library Conditional Grant would receive socio-economic benefits, which are known or not known due to a lack of documentation. Some of the expected benefits include library building, information resources, employment of local people, literacy programmes, and information and communication technologies, including network broadband and hardware. This investment made it important to investigate the impacts on the socio-economic status of the communities where beneficiary libraries of the library conditional grant were situated.

It is evident that very few studies were conducted on the socio-economic impact of the Library Conditional Grant in rural communities and their surroundings where libraries benefitted populations. The researchers who conducted these few studies included Mojapelo (2018 & 2020), Stilwell (2016), Adams (2018), Mnkeni-Saurombe and Zimu (2015), and Satgoor (2015). Mojapelo (2020:279) concludes that citizens in both urban and disadvantaged rural areas have access to information services in public libraries that meet their needs due to the Library Conditional Grant. Stilwell (2016:137-138) states that the Gauteng Province Community Library and Information Service, in partnership with municipalities, renders information services to 233 public libraries where the focus is on social cohesion and socio-economic development. The studies conducted included a thesis by Adams in 2018 titled "Contribution of library programmes at the Emfuleni library and information services in creating a social capital to reduce poverty", a paper by Mnkeni-

Saurombe and Zimu in 2015 titled "Towards tackling inequalities in South Africa: the role of community libraries", a paper by Mojapelo in 2018 titled "Challenges faced by libraries in a democratic South Africa: a case study of three communities in Limpopo Province", and a paper by Satgoor in 2015 titled "Celebrating libraries in 20 years of democracy: an overview of library and information services in South Africa". The paucity of documented evidence on the benefits that communities receive from libraries that received a Library Conditional Grant underscores the need for research into this important stage in public libraries. This study intends to contribute towards closing this gap.

1.3 PURPOSE OF THE STUDY

The purpose of the study was to investigate the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities in Gauteng, South Africa, with a view to assessing the benefits to the community.

1.4 OBJECTIVES OF THE STUDY

To achieve the purpose of the study, the set objectives are to:

1.1.1 Establish the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities.

1.1.2 Determine the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities.

1.1.3 Determine the library programmes offered to the Heidelberg and Sicelo communities.

1.1.4 Establish the different local community structures used in the Heidelberg and Sicelo libraries in the community since 2007.

1.1.5 Establish the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities.

1.1.6 Offer guidelines to improve library and information services in rural communities.

1.5 RESEARCH QUESTIONS

The study seeks to answer the following research questions:

1.1.7 How many staff members were employed through Library Conditional Grants in the Heidelberg and Sicelo communities?

1.1.8 What was the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities?

1.1.9 Which library programmes are offered by the libraries to the Heidelberg and Sicelo communities?

1.1.10 Which community structures used the Heidelberg and Sicelo public library facilities?

1.1.11 What are the challenges faced by the Heidelberg and Sicelo libraries in providing information services to their communities?

1.1.12 Were any guidelines offered to improve library and information services in rural communities?

1.6 JUSTIFICATION FOR THE STUDY

The legislative climate in South Africa has been set to address inequalities among communities through various interventions, which include Library Conditional Grants. It was, therefore, important to determine the extent to which both Heidelberg's and Sicelo's public libraries have responded to the inequality issues. The results of this study helped in the crafting of a model for the implementation of activities that emanate from library conditional grants for the benefit of the communities. To the knowledge of the researcher, there was no study that has produced a model that can guide the provision of information services for the socio-economic advantage of the communities of study. The proposed model could also be adapted for use by libraries in municipalities with similar characteristics. The study is expected to add value to the body of literature within the field of study.

1.7 SCOPE OF THE STUDY

Du Plooy-Cilliers, Davis and Bezuidenhout (2014:275) refer to the scope of a study as what was and what was not relevant to the research. The study's scope focused on socio-economic change and benefits brought about by Library Conditional Grants in the Heidelberg and Sicelo public libraries. The study intended to detail how the Heidelberg and Sicelo public libraries are supported by Library Conditional Grants and the following elements were investigated: infrastructure, staffing, library collection development, library usage by community structures for business and social engagements, ICT, and reading programmes.

1.8   DELIMITATION OF THE STUDY

The study concentrated on the rural parts of Gauteng and excluded communities within the Gauteng metropolitan municipalities because the communities are regarded as developed. The study focused on the two local municipalities in the Sedibeng District Municipality where the Heidelberg and Sicelo communities were identified due to the financial support they received to provide information services through the public libraries.

1.9   ORIGINALITY OF THE STUDY

Phillips and Pugh (1999:61) state that a Doctor of Philosophy is awarded for an original contribution to knowledge. The originality of this study was determined by the tools, techniques, and processes used during the investigation (Dunleavy, 2003). Cobblah (2015:13), Patton (2002:24), and Neuman (2006:149) agree that multiple data collection instruments (questionnaires, interviews, and observation) enable the collection of multiple types of data using different strategies, approaches, and methods in such a way that makes the results original. Originality lies in contributing to a knowledge gap (Dunleavy, 2003; Phillips & Pugh, 1999:61-62) in ways similar to: carrying out empirical work that has not been done before in the Heidelberg and Sicelo communities, using the already known materials, such as previous literature with new interpretation, and considering areas in the discipline that people have not considered before. The exploration of the socio-economic benefits of Library Conditional Grants for public libraries in the Heidelberg and Sicelo communities was confirmation of the study's originality because this was the first research conducted on the topic in the communities. The study's originality is said to lie in: according to the knowledge of the researcher, there was no study that has produced a model that can guide the provision of information services for the socio-economic advantage of the communities of study. The proposed model could also be adapted for use by libraries in municipalities with similar characteristics. The study was expected to add value to the body of literature within the field of study of Library Conditional Grants.

1.10   LITERATURE REVIEW

A literature review is an examination of the work previously conducted by scholars that critically analyses, evaluates, and synthesises research findings, theories, and practices

(Efron & Ravid, 2019:2). The literature review in this study relates to conditional grants in public libraries and the socio-economic benefits in line with the study's objectives. It covers topics on the socio-economic benefits of public library funding locally, continentally, and globally. According to Coldwell and Herbst (2004:30), the literature review is an account of what has been published on a topic by accredited scholars and researchers. The discovery of gaps that were not covered by previous research helps to refine and shape the direction of the investigation (Wilson, 2014:74). Literature reviews assist in crafting research questions based on the gap between previous publications and limited or no publications on the area of focus (Harris, 2020). There are good reasons for spending time and effort on a review of the literature before embarking on a research project, as stated by Grenner (2019:16) These reasons include:

- avoiding reinventing the wheel
- identifying seminal works in the focus area
- identifying opposing views
- carrying on from where others have already reached; reviewing the field allows you to build on the platform of existing knowledge and ideas.

Chapter three covers in detail a wide range of literature by authors and scholars on Library Conditional Grants and the socio-economic benefits derived by public libraries, from infrastructure usage to reading programmes.

1.11 CONCEPTUAL FRAMEWORK

A conceptual framework is a guide for empirical research with specific questions and strategies for exploration (Parris, Dapko, Arnold & Arnold, 2016:51) It is a process that helps to direct and ground research work; "an argument about why the topic of a study matters, and why the methods proposed to study it are appropriate and rigorous" (Ravitch & Riggan, 2016:5). The study was grounded in more than one conceptual framework on public libraries. The frameworks that were deemed appropriate for the study are: Batho Pele principles, Promotion of Access to Information Act, 2 of 2000 (PAIA), Maslow's hierarchy of needs, and the Theory of Change (ToC). The choice of the Batho Pele principles and PAIA was based on community participation and involvement in the delivery of services by the government, as library services rendered to a community are service delivery. The choice

of Maslow's hierarchy of needs was based on the communities' needs for reading. The ToC framework was based on community needs, which change in the socio-economic dynamics through a library service. Chapter three covers conceptual framework in detail.

1.12   RESEARCH METHODOLOGY

One of the reasons to embark on a research project is to systematically find a solution to a problem. As Sarantakos (2013:133) and Du Plooy-Cilliers *et al.* (2017:289) state, research methodology is a guideline that outlines the path that research studies should follow in terms of data collection and analysis. Research methodology provides techniques to find answers to a research question (Kumar, 2019:4). Research methodology is a framework consisting of paradigm, approach, design, population, sampling, data collection procedures, and instruments.

Babbie (2014:31) describes a paradigm as a model or framework for observation and understanding that shapes both what we see and how we understand it. There are three broad known frameworks or paradigms in which research is conducted, which are positivism, interpretivism, and pragmatism (Ngulube, 2015:125). Wagner, Kawulich and Garner (2012:53) define the positivism paradigm as the philosophical assumption that holds that the scientific method is the only way to establish truth and objective reality. Bertram and Christiansen (2014:17) describe interpretivism as the subjective meaning of social action through which strategy is required to respect the differences between people and the objects of natural sciences. The pragmatic paradigm is a philosophy that rises from actions, situations, and consequences rather than antecedent conditions (Creswell, 2014:245). This study adopted the positivism paradigm.

A research approach is a plan and procedure that consists of the steps of broad assumptions to the detailed method of data collection, analysis, and interpretation that was used in a study (Bryman & Bell, 2011:30). There are three main research approaches, namely quantitative, qualitative, and mixed methods research (Creswell & Creswell, 2018:3). Maree (2014:145) defines the quantitative research approach as a process that is systematic and objective in its ways of using numerical data from only a sample of the population to generalise the findings to the overall population that was being studied. Quantitative research approaches are mostly used and associated with the positivist paradigm. Leedy and Ormrod (2013:95) describe qualitative research as a form of enquiry that explores phenomena that and discovers and develops a deeper understanding of why

and how certain things occur. Qualitative research approaches are dominant in interpretivism. According to Creswell and Creswell (2018:15), mixed methods research approaches are a combination of both qualitative and quantitative approaches in a research study. This study adopted the quantitative research approach.

A research design is a plan of action that outlines in detail the line of scientific enquiry (Babbie & Mouton, 2012:72). According to Du Plooy-Cilliers *et al.* (2017:74-78), exploratory research, descriptive research, correlational research, and explanatory research are some types of research designs. McGregor (2018:209) defines a descriptive research design as a study that seeks more information so as to accurately describe something in detail in order to create a fuller picture by mapping the terrain. Creswell and Creswell (2018:12) argue that survey research is a descriptive research design, as it provides a quantitative description of the trends, attitudes, or opinions of a population by studying a sample of that population. Joye, Wolf, Smith and Fu (2016:4) describe a survey as a logical method for gathering data from a sample of objects of a large population. According to Du Plooy-Cilliers *et al.* (2014:149), a survey research design is a data collection tool with a series of questions that are intended to gather data from a population. This study adopted the survey design.

The population is described by Creswell and Creswell (2018:150) as a set of elements that a research study focuses on by identifying individuals and the number of elements participating in the study. The population of the study included a sample of 254 respondents, comprised of 242 library users, 4 managers (1 national, 1 provincial, 1 Lesedi, and 1 Midvaal), and 8 librarians.

Sampling, according to Babbie and Mouton (2012:164), is the process of selecting a percentage of a population to participate in a study as a basis of estimating the prevalence of information given to the researcher. According to Bryman and Bell (2014:168), the two known types of sampling techniques are probability and non-probability sampling. Bryman and Bell (2017:172-174) reaffirm that the four main types of probability sampling designs are simple random sampling, systematic sampling, stratified sampling, and cluster sampling. It was expensive to implement a large sample size which would still be representative of the population in this study, whereas a small sample was more appropriate, but it would be less accurate in terms of representation (Bless, Higson-Smith & Sithole, 2013). In order to draw a representative sample for the study, a sample frame that consisted of a list of library users, library workers appointed by the Library Conditional

Grant, and grant overseers was considered. Bryman and Bell (2017:170) state that a sampling frame is the listing of all units in the population from which the sample is selected. Probability sampling was adopted in this study to ensure that all people in the population had an equal chance to participate. Du Plooy-Cilliers *et al.* (2014:137) define probability sampling as a process in which individual or social artefacts in the population have an equal opportunity to be part of the sample. This study adopted systematic sampling where respondents were randomly numbered, and every odd numbered individual had a chance to participate in the study, counting from one.

Data collection is the process of gathering and assessing information on a topic of interest through research methods, such as surveys (Flick, 2018a). Data collection tools used in this study were questionnaires for gathering primary data from library users, library workers, and library managers. Secondary data were collected from the minutes of IGR meetings, policies, grant frameworks, and grant reports. Questionnaires were adopted as the primary data collection tool.

Data analysis is an approach that interprets an understanding of numerical data derived from methods such as survey research (Allen, 2017). Babbie (2014:237) describes quantitative data analysis as a numerical presentation and use of observations for relating and explaining the phenomena that those observations reflect. The Statistical Package for Social Scientists (SPSS) was adopted as a data analysis tool, in conjunction with Microsoft Excel.

Data were captured in a Microsoft Excel spreadsheet where a tally of averages was recorded. After score completion and verifying that each category's data were included in the sheet, calculations for the averages to each question were made. The bar charts and pie charts were also drawn using SPSS for the analysis at various stages. Descriptive statistics, which included percentages, frequency distribution, pie charts, and histograms were used. Microsoft Excel also aided in the generation of tables, frequencies, and percentages. Chapter four discusses in detail the research methodology followed in this study.

1.13   ETHICAL CONSIDERATIONS

Research ethics means the moral principles that guide research. As stated by Gray (2020:78), ethics in conducting research is not about adopting the most appropriate research methodology but rather about conducting research in a responsible way and to a moral societal standard. The researcher understands that the participant has the right to refuse to participate in a study. It was imperative that this study respected the ethics aspect entirely to accomplish its objectives. There are ethical issues that are important, as stated by Bless *et al.* (2013:143), which are confidentiality, information consent, anonymity, and trustworthiness. According to UNISA's guiding principles, a researcher needs to apply to the ethics committee detailing the data collection tools and the participants involved in the study. The committee needs to approve/not approve by communicating their decision to the researcher through an official letter before the student/researcher can undertake the research.

1.13.1 Confidentiality

According to Esterberg (2011:56), the researcher's main focus is to ensure that participants in the study are duly protected in terms of confidentiality, during the process of data collection, analysis, and publishing of the dissertation, as well as when disseminating the outcomes of the study.

1.13.2 Informed consent

Respondents cannot be forced to participate and have the right to change their minds or excuse themselves from the study without being coerced to remain in the study. Laudon and Laudon (2010:151) refer to informed consent as the values of right and wrong that individuals practice when making choices in a study. Respect for individuals requires research to be voluntary and that the individual understood the informed consent. Informed consent forms were distributed to the respondents before data were collected to ensure that respondents participated willingly in the study.

1.13.3 Anonymity

There are basic ethical principles that motivate the acceptable conduct of research involving human subjects. Hacker (2013:109) remarks that these principles include respect for individuals, generosity, and fairness. The concept of generosity translates to protecting

individuals from harm by minimising risks and maximising benefits (Hacker, 2013:109). The concept of fairness requires that the benefits and burdens of research should be distributed in a manner that is just and fair. Respondents were not requested to provide names, surnames, or contact details during the data collection process to ensure that they remained anonymous. The details of the respondents will not be published with the findings of the study.

1.13.4 Trustworthiness

The study employed ethical considerations designed by UNISA's standard operating procedures for research ethics risk assessment and complied with the codes of ethics (UNISA, 2011:67). The study respondents were not harmed in any way but were protected by ensuring that all the information collected remained confidential and was used for the study only. The ethics committee's approval was granted for the students to collect data and was shared with the participants to ensure trustworthiness.

1.14   DEFINITIONS OF TERMS

1.14.1 Gauteng Provincial Library Service

The Gauteng Provincial Library Service is a directorate in the Gauteng Department of Sport, Arts, Culture and Recreation that promotes development of public library information services and ensures that community members access libraries at no cost. It coordinates the standardisation of information services across the province and provides library funding to the municipalities (Department of Arts and Culture, 2018).

1.14.2 Library Conditional Grant

A Library Conditional Grant is the library grant administered by the national Department of Arts and Culture, who allocates funds to provinces for information services, and may not be used for any other projects (National Library of South Africa, 2014).

1.14.3 Public library

A public library is a library that is accessible by the public and is commonly funded by taxes at municipal or local government level (New World Encyclopedia, 2019).

1.14.4 Socio-economic benefit

For the purpose of this study, socio-economic benefit is conceptualised to include the following: benefits relating to the environment, economic factors/income, health, education/academic achievement, and employment/career development, among others.

1.15   ORGANISATION OF THE STUDY

The study consists of seven chapters as follows:

Chapter 1: Introduction and background to the study

Chapter one introduces the study and sets the scene. This chapter provides the background to the Library Conditional Grant and the context of the Heidelberg and Sicelo communities in Gauteng. Chapter one includes the problem statement, purpose of the study, objectives of the study, research questions, scope, significance of the study, ethical considerations, and definition of terms.

Chapter 2: Contextualising public libraries in South Africa

Chapter two provides the history of public libraries in South Africa. It outlines the legislation that governs public libraries. The chapter further provides the history of the Library Conditional Grant and concludes by describing the socio-economic situation in the study.

Chapter 3: Conceptual framework and literature review

Chapter three examines the various theories that guide the study as conceptual framework. It provides a review of the literature on the research topic and explains the gaps and problems, with specific reference to how they relate to this study. It also explains gaps or problems in the research area.

Chapter 4: Research methodology

Chapter four presents the research methodology that was followed in this study. It covers the research paradigm, approach, design, population, sampling method, data analysis

procedures, and data collection instruments comprising a questionnaire, interview schedule, and observation.

Chapter 5: Presentation of findings

Chapter five presents the findings.

Chapter 6: Discussions and interpretation of findings

Chapter six discusses and interprets the findings of the study.

Chapter 7: Summary, conclusions, and recommendations

Chapter seven presents the summary and conclusions from the findings and provides the recommendations of the study.

1.16   CHAPTER SUMMARY

This chapter introduced and provided the background to the study. The background outlined the research that led to the library conditional grant. The problem statement was presented and the purpose of the study provided. The chapter specified the objectives and research questions. The justification of the study, scope of the study, delamination of the study, and the originality of the study were outlined. A literature review and conceptual framework were summarised. The research methodology was presented using paradigms, approaches, design, population, sampling, and data collection. Ethical considerations were presented, and terms were defined. The chapter concluded by presenting the organisation of the thesis.

The next chapter presents the contextualisation of public libraries in South Africa.

CHAPTER TWO: CONTEXUALISING PUBLIC LIBRARIES IN SOUTH AFRICA

2.1   INTRODUCTION

The previous chapter introduced the study and provided the background. This chapter provides the history of public libraries in South Africa and is divided into six sections. The first section introduces the chapter, the second section covers the history of public libraries in South Africa, the third section outlines the legislation that governed public libraries prior to 1994, the fourth section provides the history of Library Conditional Grants, the fifth section provides the situation in the Heidelberg and Sicelo communities and the last section concludes the chapter.

2.2   HISTORY OF PUBLIC LIBRARIES IN SOUTH AFRICA

In 1818, Lord Charles Somerset financed the foundation of the South African Public Library (Dick, 2008:14). The key focus of the public library was youth development and education.

In 1859, the Queenstown subscription library was established. The library opened its non-subscription room containing newspapers and magazines free of charge to non-subscribers.

In 1879, Wellington Public Library was established (Dick, 2008). In 1887, the *Staats-Bibliotheek der Zuid-Afrikaansche Republiek* (the State Library of the South African Republic) was established in the Transvaal with donations of books from the *Maatschappij der Nederlandsche Letterkunde* (Satgoor, 2015:98).

In the 1930s, school libraries were utilised by community members in the Transvaal and the Orange Free State, even during weekends (Dick, 2008:16). The Reginald Cingo High School in Kroonstad in the Orange Free State was heavily used by learners. During the 1930s, the Carnegie Non-European library, where a depot was headed by HIE Dhlomo as the organiser-librarian from 1937, was established (Dick, 2008). In 1938, another depot of the Carnegie Non-European library known as Bantu Men's Social Centre in Johannesburg was established. The Transvaal Carnegie Committee managed the Transvaal Carnegie Non-European Library; it was the most successful library and was later renamed the Non-European Library Service and served eight centres in the Transvaal (Lor, 1996:240). In

1939, a reading room and library was established at Wolhunter hostel for black mineworkers in Johannesburg (Dick, 2008).

Library depots were established in areas such as Heuningvlei, Kakamas, and Riemvasmaak during the 1950s. Most of the depots during this period were developed to be fully operational public libraries (Dick, 2008:18). In 1974, the Johannesburg Public Library and the Natal Society Library officially opened their doors to the entire public instead of for whites only (Satgoor, 2015).

The libraries that burnt down during apartheid riots included the Langa Public Library, which burned down in 1960, and the Gugulethu Library, which burned down in 1976. The Winifred Hiltby Memorial Library in Soweto was destroyed in 1976 while the Rocklands Public Library was damaged in October 1988, and the Randfontein Public Library was damaged on 15 December 1988 (Dick, 2008:20).

According to Jiyane, Fombad and Mugwisi (2016:47), South Africa's past regimes prior to democracy produced public libraries that embodied racial stratifications and inequalities in their laws and policies. The LIS Transformation Charter (2014:1) states that since 1994, new forms of discrimination have emerged, among them were increased fees for using the libraries and the continued deterioration of library services to the poor, particularly those in rural areas and informal settlements. After 1994, public libraries were built mostly in rural and informal settlements.

2.3   PUBLIC LIBRARY LEGISLATION

Public libraries in South Africa operate within a legislative framework. The legislation assists the public libraries to implement information services in a professional manner. Legislation has paved the way for eradicating the salary discrepancies between whites and blacks and males and females within the public library sector. The laws that govern the public library sector include the following:

2.3.1 The Copyright Act, No. 98 of 1978

This legislation covers the copyright of original works, infringements of copyright and remedies, copyright tribunals, and extensions or restrictions of the operation of the act. The

legislation also covers the work that forms part of the collection development of a public library. The legislation has been amended as follows since 1978: Copyright Amendment Act, No. 56 of 1980; Copyright Amendment Act, No. 66 of 1983; Copyright Amendment Act, No. 52 of 1984; Copyright Amendment Act, No. 39 of 1986; Copyright Amendment Act, No. 13 of 1988; Copyright Amendment Act, No. 61 of 1989; Copyright Amendment Act, No. 125 of 1992; Intellectual Property Laws Amendment Act, No. 38 of 1997; and Copyright Amendment Act, No. 9 of 2002.

2.3.2 Constitution of the Republic of South Africa, No. 108 of 1996

This legislation covers the founding provisions, bill of rights, co-operative government, Parliament, president and executives, provinces, local government, courts and administration of justice, state institutions supporting constitutional democracy, public administration, security services, traditional leaders, finance, national flag, oaths and solemn affirmations, election procedures, functional areas of concurrent national and provincial legislative competence, functional areas of exclusive provincial legislative competence, transitional arrangements, and laws repealed. Schedule 5, which covers functional areas of exclusive provincial legislative competence, is more relevant to public libraries as they are administered by the provinces.

2.3.3 The Legal Deposit Act, No. 54 of 1997

This legislation covers the depositing of documents and information, costs, times of deposits, exemptions, places of legal deposits, duties of places of legal deposit, legal deposit committees, offences, actions to remedy non-compliance, delegation of powers, regulations, acts binding on the state, and the repeal of laws. This legislation is relevant to public libraries as it provides for the preservation of the national documentary heritage through legal deposits of published documents (Legal Deposit Act, 1997) to ensure the preservation and cataloguing of published documents originating from South Africa. This prescript was initiated by the National Library of South Africa.

2.3.4 The National Library of South Africa Act, No. 2 of 1998

This Act covers the objectives, functions, powers, and board of the National Library, as well as the functions and allowances of members of the board, meetings of the board,

employees of the National Library, transfers of certain persons to be employed at the National Library, transfer of certain assets to the National Library, powers of ministers, financing of the National Library, audit and annual reports, regulations, transitional provisions, amendments, and repeal of laws. The act mandates the National Library of South Africa (NLSA) to build, maintain, and promote collections of published and unpublished documents. This legislation states that the NLSA acts as the national preservation library.

2.3.5 The South African Library for the Blind Act, No. 91 of 1998

This legislation covers the South African Library for the Blind (SALB), the functions of the SALB, powers and duties of the SALB board, functions and allowances of members of the board, transfers of certain persons to be employed at the SALB, transfers of certain assets to the SALB, powers of the minister, auditing and annual reports, regulations, transitional provisions, and withdrawals of notice. The legislation mandates the SALB to provide free library and information services that are responsive to the needs of the blind and visually impaired in communities. The regulation is applicable at a public library level that provides services in line with it.

2.3.6 The National Council for Library and Information Services Act, No. 6 of 2001

This legislation covers objects, functions, composition, meetings, committees, and annual reports. The prescript is relevant to public libraries as it empowers the council to provide guidelines in terms of library governance. The main aim of the council is to advise the minister on matters related to library and information services in South Africa.

2.3.7 The South African Public Library and Information Services Bill (2012)

This bill covers national norms and standards for public libraries and information services, intergovernmental arrangements for public libraries and information, national public libraries and information committees, and general provisions. The bill is relevant to public libraries as it outlines the norms and standards in terms of national minimum wage, library operating hours, information service principles, regulations, and the assignment of functions.

2.4   HISTORY OF THE LIBRARY CONDITIONAL GRANT

The Library Conditional Grant plays an important role in the development of information services for access by all South Africans, irrespective of race, gender, or social or economic status.

The Library Conditional Grant is not a new concept to South African public libraries. In September 1929, the Carnegie Corporation offered to establish an endowment fund for library development in South Africa. The Carnegie Corporation deposited a total amount of $125,000 to South Africa. The conditions were for the funds to extend public and school library services to all parts of the country (Lor, 1996:238).

Based on the recommendations of the Impact Assessment Study conducted by KMPG (2006), the South African government allocated a budget of R200 million to South African provinces to address the inequalities of the past in the library sector during the 2006/07 financial year. The budget was distributed to provinces according to needs. Books and staffing projects received a total of R40 million each, while ICT capital and ICT operational and building maintenance received a budget of R26.7 million per project. Indigenous language material, security, and library programmes received R13.3 million per project.

In the 2007/08 financial year, a budget of R180 million was allocated to the National Department of Arts and Culture which transferred the money to provinces to address staffing, information resources, buildings, security, and library programmes, among other projects.

Provinces planned three years ahead because a budget for libraries was included in the MTEF and budgets were published in a government gazette. During the 2008/09 financial year, a budget of R338 million was allocated by the National Treasury to the Department of Arts and Culture. The funds were transferred to nine provinces to address their provincial needs. The needs are infrastructure, staffing, books, security, building maintenance, and library programmes.

On an annual basis, budgets increased from the previous financial year's allocations. In the 2009/10 financial year, a budget of R446 million was allocated by the National Treasury to

the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs.

A total budget of R512 million was allocated during the 2010/11 financial year by the National Treasury to the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs.

The National Treasury allocated a budget of R543 million in 2011/12 financial year to the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs detailed in the approved business plans submitted to the Department of Arts and Culture.

In the 2012/13 financial year, a budget of R564 million was allocated by the National Treasury to the Department of Arts and Culture. Provinces submitted their needs to the Department of Arts and Culture, and then prepared business plans that detailed quarterly expenditure plans of the allocated funds. The funds were transferred to the nine provinces to address their provincial needs and the Department of Arts and Culture monitored business plans implementation.

In the 2013/14 financial year, a budget of R597 million was allocated by the National Treasury to the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs.

The national Department of Arts and Culture received a budget allocation of R1 billion from National Treasury during the 2014/15 financial year. This was the first time in the history of the grant that the budged exceeded R1 billion. The funds were transferred to the nine provinces to address their provincial needs where library infrastructure was at the top of the list in the business plans.

During the 2016/17 financial year, a budget of R1.3 billion was allocated by the National Treasury to the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs.

The Library Conditional Grant continued to fund public library activities and the budget increased by R1 million from the previous financial year. During the 2017/18 financial year,

the Department of Arts and Culture received a budget allocation of R1.4 billion from the National Treasury. The funds were transferred to the nine provinces to address their provincial needs.

The budget allocation from the National Treasury to the Department of Arts and Culture remained the same as the previous financial year. In the 2018/19 financial year, a budget of R1.4 billion was allocated by the National Treasury. The funds were transferred to the nine provinces to address their provincial needs.

In the 2019/20 financial year, a budget of R1.5 billion was allocated by the National Treasury to the Department of Arts and Culture. The funds were transferred to the nine provinces to address their provincial needs. These needs were infrastructure, staffing, books, security, building maintenance, and library programmes.

2.5   HEIDELBERG AND SICELO COMMUNITIES

The Gauteng Provincial Library and Information Services (GPLIS) is a service responsible for the coordination of public libraries in the province. Statistics South Africa (2018) estimates that the total population of the Gauteng province is 14.7 million people. The Gauteng province has 285 public libraries, which are spread across nine municipalities and are managed by municipal library managers. Sixty-two libraries were built in Gauteng since the implementation of the Library Conditional Grant, that is, from 223 in 2006 to 285 in 2018 (Meyer 2018). The Heidelberg community is part of the Lesedi local municipality and the Sicelo community is part of the Midvaal local municipality. Both local municipalities are part of the Sedibeng District Municipality, which, according to a Census (2011), has a total population of 916 484 people. Heidelberg has a population of 35 563 people and Sicelo has a population of 7 200 people (Census, 2011). Sicelo is an informal settlement outside Meyerton in the Midvaal Local Municipality. Table 2.1 below shows the community profiles of the Heidelberg and Sicelo communities.

Table 2.1: Community Profile of Heidelberg and Sicelo communities

Characteristics	Heidelberg	Sicelo	Characteristics	Heidelberg	Sicelo
Population	**35,563**	**7,200**	**Education**		N/A
Black	56.8%		No schooling	3.5%	

White	37.3%		Completed primary	2.8%	
Coloureds	1.8%		Matric	36%	
Indian/Asian	3.2%		Higher education	18.4%	
Gender		N/A	**Income**		N/A
Males	51.6%		No income	14.4%	
Female	48.4%		R1 – R4,800	2.7%	
Age		N/A	R4,801 – R9,600	4.4%	
Young (0-14)	23.3%		R9,601 – R19,600	10.4%	
Working (15- 64)	70.2%		R19,601 – R38,200	15.2%	
Elderly (65+)	6.5%			13.7%	
			R38,201 – R76,400	12.1%	
			R76,401 – R153,800		
Households		N/A	**Internet access**		N/A
Formal dwelling	92.1%		Home	15.2%	
Owned/rented	57.3%		No access	58.8%	
Female headed	29%		Cell phones	14.5%	
			Work	9.2%	
Marital status		N/A	**Living Conditions**		N/A
Never married	51.1%		Satellite Television	43.2%	
Married	32.2%		Cell phones	93.7%	
Divorced	1.9%		Refrigerator	82.9%	

Source: Census 2011

Both the Heidelberg and Sicelo public libraries were built after 2007 using the Library Conditional Grant. Heidelberg had a public library prior to 2007 but the community of Heidelberg x23 benefitted from a new library built with the Library Conditional Grant. This implies that the communities, where they operate, have benefitted from the conditional grant in Gauteng. According to the Gauteng Provincial Government, Heidelberg and Sicelo are regarded as rural communities where most of the community members are previously disadvantaged individuals who did not have access to libraries before 1994 (Gauteng Rural Development, 2015).

According to the Gauteng Provincial Library Service's (2019) monitoring report, Heidelberg library was operational as follows:

- Library staff capacity consisted of one librarian, two cataloguers, one IT librarian, three assistant librarians, one administrative clerk, and one general worker appointed.

- Library opening hours from Monday to Friday were 09h00 to 17h00 and on Saturdays from 09h00 to 12h00.

- The library book collection consisted of approximately 13 000 books. Nonfiction books circulated the most.

- Indigenous books formed part of the library collection but hardly circulate. Indigenous books were books that were published in local languages and did not include English and Afrikaans books. These indigenous books are also referred to as classics.

- E-resources were available for public use but were not marketed to the community.

- Computers, copiers, and printers were accessible to the public. Wi-Fi was available throughout the facility.

- Library reading programmes implemented in the library included storytelling, toy library, arts and crafts, library orientation, and holiday programmes.

The Gauteng Provincial Library Service's (2020) monitoring report states that the Sicelo library was operational as follows:

- Library staff capacity consisted of one librarian, one senior assistant librarian, two library assistants, one administrative clerk, one general worker, and two security guards appointed.

- Library opening hours from Monday to Friday were 09h00 to 17h30 and on Saturdays from 09h00 to 12h30.

- The library book collection consists of about 14 000 books. Children's books circulated the most, followed by nonfiction books. Indigenous books formed part of the library collection but hardly circulated.

- Computers, copiers, and printers were accessible to the public. Wi-Fi was available throughout the facility.

- There were plans to extend the library to include an e-learning centre. This centre would require a professional ICT librarian for operation. E-resources were available for public use and were well marketed in the library and the municipal website.

- Library reading programmes implemented in the library included storytelling, toy library, arts and crafts, library orientation, and holiday programmes.

The Heidelberg and Sicelo libraries fall under the Sedibeng District Municipality, as indicated on the map in table 2.2.

Table 2.2: Sedibeng District Library and Information Services Municipal breakdown

Name of municipality	No. of Libraries	Municipal Head office library	Name of municipal library manager
Emfuleni	15	Vereeniging library	Marina Van Wyk
Midvaal	7	Meyerton library	Qoshiwe Matcheke
Lesedi	11	Heidelberg library	Marianne Snyman
	Total =33		

Source: Gauteng Provincial library and Information Services Inter Governmental Relations (IGR) Report, 2017/18

Figure 2.1: Sedibeng district map
Source: Municipalities maps 2019

2.6   CHAPTER SUMMARY

In providing the context of the study, the chapter commenced by describing the history of public libraries in South Africa from 1818 until 1994, before the democratic dispensation. The focus was on the effects of the political milieu on public library provision. The chapter proceeded by outlining public library legislation in an effort to demonstrate their role in informing the democratic South African legislative and regulatory frameworks. At a national level, the *Constitution of the Republic of South Africa* was highlighted as the supreme law of the country and, as such, underpins all national frameworks.

The chapter further discussed the history of the Library Conditional Grant from 1929, through the Carnegie Corporation, until the reintroduction of the grant by the Department of Arts and Culture from the 2006/07 financial year to date. Finally, the situational analysis of the Heidelberg and Sicelo communities was provided.

The next chapter presents the conceptual framework and reviews of literature on public library funding.

CHAPTER THREE: CONCEPTUAL FRAMEWORK AND LITERATURE REVIEW

3.1   INTRODUCTION

The previous chapter contextualised public libraries in South Africa and provided the history of the Library Conditional Grant. This chapter provides an overview of the conceptual framework and literature review pertaining to the Library Conditional Grant and the socio-economic benefits in line with the study's objectives, as stated in chapter one. The aim of the literature review was to assist in substantiating the research problem and suggest possible questions that had to be addressed (Creswell & Creswell, 2018:45-46). A literature review provides the researcher with a subject area research background by explaining how scholars have studied the subject in the past (Babbie & Mouton, 2016:566). The chapter is divided into four sections. The first section introduces the chapter and the second section covers conceptual framework where the Batho Pele principles, PAIA, Maslow's hierarchy, and the ToC are discussed. The third section covers literature on job opportunities created, focusing on the level of awareness and usage of library infrastructure and resources, library programmes contributions to literacy level within a community, different community structures that use libraries, challenges of the conditional grant, and guidelines on how the grant may be used to enhance information services. The fourth section summarises the chapter.

3.2   CONCEPTUAL FRAMEWORK

To underpin a theory to this study, some theories were conceptualised to establish their relevance to the study. This section briefly explains the theories and frameworks that assisted in conceptualising the study. A framework is the glue that holds social research components together (Ngulube, 2017:1). Imenda (2014:185) sees theoretical frameworks as the soul of a research project. The choice of concepts in theories is influenced by a study's research questions. According to Ocholla and Le Roux (2011:62), a theory is seen as a conceptual description of a phenomenon and how it relates to other occurrences in space and time, while Vithal and Jansen (2013:17) describe a theoretical framework as a well-developed and coherent explanation of an event. According to KPMG (2006:1), the Library Conditional Grant was initiated by the South African government to address deteriorating service levels and a lack of funding in the country's public and community library sectors. Mojapelo (2017:7) agrees with KPMG and states that more funding is

essential for community libraries to respond to the challenges relating to the socio-economic development of communities. The conceptual framework explains why the research problems under study exist.

Temane (2016:51) regards a conceptual framework as a guide for empirical research with specific questions and strategies for exploring the area of the study. Many studies have been undertaken, resulting in different theories on social change. Although the focus of this study was practical, theoretical approaches to studying the social and economic benefits of the Library Conditional Grant were considered appropriate in the planning of the thesis. The study is based on a conceptual framework, which consists of various theories instead of a singular theory. The theories that were deemed appropriate for this study are: Batho Pele principles, PAIA, Maslow's hierarchy of needs, and the ToC.

3.2.1 Batho Pele principles

Through history, it has been the commitment of the South African government in the democratic dispensation to ensure regular service delivery to all households. What is central to this commitment is the right of all South Africans to have access to a common minimum standard of services. In this way, this credo satisfied the constitutional duty of all spheres of government to ensure that this is fulfilled (Department of Provincial and Local Government, 2002:5). Batho Pele was initiated to reorient public servants to be service orientated, to strive for excellence in service delivery, and to commit to continuous service delivery improvement. This is a transparent mechanism that allows customers to hold public servants accountable for service delivery (Department of Public Service Administration, 2003:8). The Batho Pele (Sotho word for 'people fist') White Paper on "transforming public service delivery" places emphasis on a people-centred public service. The White Paper sought to address two issues, putting people first and viewing the recipients of services as customers. It is a policy framework that consists of eight service delivery principles that are seen as an appropriate approach to addressing service delivery challenges. The principles are regular consultation with customers; the setting of service standards; ensuring high levels of courtesy; providing accurate, up-to-date information about services; increasing openness and transparency about services; remedying failures and mistakes; increasing access to services; and giving the best possible value for money (Department of Public Service and Administration, 1997).

Batho Pele principles mean:

Regular **consultation** with customers – This principle refers to asking customers what they want and finding out how public services can best meet their needs. This may be done by completing questionnaires or by talking to customers. Mpehle (2012:214) claims it is crucial to consult as many customers as the public service can and to use the information received by the public service to help improve service delivery to them. It is important to report back to customers so they know what to expect, and to public servants so they know what is expected from them. Citizens need to be consulted about the quality of the services they receive (Department of Public Service Administration, 2003). Consultation is of the utmost importance before the construction of a new library building in a community. The consultation principle is adapted for the study because Library Conditional Grant projects require wide consultation before implementation. A library building cannot be constructed in a community without proper consultation.

The setting of **service standards** – In trying to continuously improve the service provided, the delivery of quality service is expected to be upheld as promised (Mofolo & Smith, 2009:431). Realistic service standards based on the available resources must be set and communicated to the customers, as they will consume the end product. Standards set should be measurable, as stated in the Batho Pele White Paper of 1997. Communities need to be informed of the expected quality of service that will be received. This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the services or products they receive from departments (City of Joburg, 2017). This also plays a critical role in the development of service delivery improvement plans to ensure a better life for all South Africans. Citizens need to be involved in the development of service standards. In the construction of a new library building, the specifications documented must not be altered for low-quality workmanship before completion and handover of the building. This study adopted the principle of service standards because services to the community such as library furniture or ICT equipment need to be of an approved documented standard.

Ensuring high levels of **courtesy** – Courtesy is not only being polite to customers, but being friendly, helpful, and treating everyone with dignity and respect (Mboweni, 2013). Managers should monitor the relationship between frontline staff and customers, and help staff give warm and friendly service to everyone. All members of the community should be treated with courtesy and consideration. This goes beyond a polite smile, a please, and a thank

you. It requires service providers to empathise with the citizens (city customers and colleagues) and treat them with as much consideration and respect as they would like for themselves. The public service is committed to continuous, honest, and transparent communication with the citizens. This involves communication of services, products, information, and problems which may hamper or delay the efficient delivery of services to promised standards. If applied properly, this principle will help demystify the negative perceptions that the citizens in general have about the attitudes of public servants (City of Joburg, 2017). Library users must always be treated with courtesy by librarians when providing library service.

Providing accurate, up-to-date **information** about services – Information is about reaching all customers to ensure they are well informed about the services a department provides. This can be done through the use of several platforms such as newspaper articles, radio, posters, and leaflets. It is important to remember that different customers have different needs and they do not all speak the same language (Mboweni, 2013). Employees should disseminate a Service Commitment Charter to inform customers about the services offered they are entitled to. The City of Joburg (2017) states in the employee circular that information about services should be available at the point of delivery, but for users who are far from the point of delivery, other arrangements would be needed. In line with the definition of 'customer' in this document, managers and employees should regularly seek to make information about the organisation and all other service delivery-related matters available to fellow staff members. Public libraries must avail information about information services in both electronic and physical format for easy access by the public. The study adopted the principle of information because up-to-date information is a necessity for the community to know about the developments in the community when it comes to services provided.

Increasing **openness and transparency** about services – This principle encourages the departments and municipalities to be open and honest about every aspect of work. Departments are expected to publish annual reports to inform citizens how resources are allocated and used (Mboweni, 2013). Budget allocations for projects in libraries are published as and when the Library Conditional Grant and voted funds are approved, before the start of the financial year or during an adjustment of the budget (Government Gazette, 2018). A key aspect of openness and transparency, as stated by the City of Joburg (2017), is that the public should know more about the way national, provincial, and local government

institutions operate, how well they utilise the resources they consume, and who is in charge. It is anticipated that the public should take advantage of this principle and make suggestions for the improvement of service delivery mechanisms, and even hold government employees accountable and responsible by raising queries with them. Public library staff need to be open and transparent about library policies and other important information to the public. The study adapts the principle of openness and transparency because the community needs the information regarding the value of the service rendered and the resources used to render such a service to the community.

Remedying failures and mistakes (**redress**) – Redress and the handling of complaints state that if community members do not receive the promised services, they should be entitled to a full explanation and to a speedy remedy. The public service should train employees to deal with complaints in a friendly and helpful manner and should apologise and put the problem right as quickly as possible (DPSA, 1997). Public services should tell customers how and where to complain and employees should keep a record of all complaints and how they dealt with them (Mboweni, 2013). Employees should understand that complaints could help to improve service delivery. This principle emphasises a need to quickly and accurately identify when services are falling below the promised standard and to have procedures in place to remedy the situation. This should be done at individual transactional level with the public and at organisational level in relation to the entire service delivery programme. Public servants are encouraged to welcome complaints as an opportunity to improve services and to deal with complaints so that weaknesses can be remedied quickly for the good of the citizen (City of Joburg, 2017). Public libraries are encouraged to have library boxes that assist the public to complain anonymously, and the library staff can handle the complaints professionally.

Increasing **access** to services – Access applies especially to the previously disadvantaged sectors of the community and to people with special needs. These needs may include access to the local municipality by the physically disabled or having services that are too far away for people to visit (DPSA, 1997). Good employee attitudes and addressing customers in their own language make access easier. All citizens should have equal access to the services they are entitled to. The City of Joburg (2017) states that one of the prime aims of Batho Pele is to provide a framework for making decisions about delivering public services to the many South Africans who do not have access to them. Batho Pele also aims to rectify the inequalities in the distribution of existing services. Examples of initiatives by

government to improve access to services include platforms such as the Gateway, Multi-Purpose Community Centres, and Call Centres. Gateway is a portal that provides government streamlined online services. The City of Joburg empowered its citizens through access to information that led to them becoming aware of the services offered within the City. It reduces unnecessary expenditure for the citizens. Public libraries constructed must be accessible by all community members, ramps must be constructed to allow wheelchair-bound users easy access to the building, for example. The study adopted the principle of access because library services need to be reached by all community members, irrespective of age, gender, race, and physical impairment.

Giving the best possible **value for money** – Mboweni (2013) believes that services should be provided economically and efficiently in order to provide citizens with the best value for money. This principle includes giving the customers the best service using all resources. Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may, for example, result in an incorrectly completed application form, which will cost time to rectify (City of Joburg, 2017). It also means eliminating waste, fraud, and corruption and finding new ways of improving services at little or no cost. Services offered at public libraries should be satisfactory to the library users. The study adopted the principle of value for money because services to the community need to be of good quality. The roof of a library constructed within a period of five years is not expected to leak.

The Department of Public Service Administration (2003:27-28) states that the principles of consultation and setting service standards contrive to promote service excellence in that it is only through citizens, who should be treated as customers, receiving public services and consultation with end-users that relevant services and appropriate standards can be determined. Once the standards have been set, they can be measured, and measurement is critical in any attempt to improve service standards.

3.2.1.1 Employment opportunities

For the appointment of library workers, service standards are set in terms of the job description and key performance areas of the employees. Nengwekhulu (2009:344) further states that in order for the public service to perform optimally, there needs to be neutrality

in the employment and placement of public servants in the higher echelons of public institutions. Political affiliation should not be used as the only criterion in such appointments. Providing accurate, up-to-date information about the vacancies in an organisation is key to ensuring that the community knows about the latest employment opportunities. Employment processes need to be open and transparent. The access principle helps people who are interested in employment in public libraries to access vacancies through the Department of Public Service and Administration's (DPSA) employment circulars and other advertisements that are also placed on library notice boards (Department of Public Service Administration, 2003:28). Employment processes need to offer value for money to the organisation where a candidate with the skills and experience matches that of the job advertisement.

3.2.1.2 Library infrastructure

In terms of library infrastructure, before construction, there is regular consultation with the community and the service standards are set for a tender. Service standards are set for the development and use of ICT after consulting the community and library members.

When the performance against standards is published to ensure that customers have full information, service providers are compelled to acknowledge and address any shortcomings in their service provision. The whole process of service delivery becomes open and transparent, subject to scrutiny by the public, who would act as watchdogs, demanding redress for shoddy services and insisting that they receive value for money (Department of Public Service Administration, 2003:28). In terms of providing accurate, up-to-date information about services, the public has a right to access documents while the building is under construction to ensure the services received are worthy and of a good standard. Library collection and ICT services should be open, transparent, and where there are problems, they should be redressed with courtesy to ensure effective service delivery. The principles help the customer to access services holistically and not as fragmented and disjointed bits and pieces. The library infrastructure needs to be easy to access by all community members and libraries must be designed with ramps for people using wheelchairs. Books must be accessible to all, irrespective of the height of an individual, and shelves for the children's section must be the height of children and not adults. Members must be able to access the ICT services with ease, for example, blind or visually impaired individuals need computers installed with a voice reader app.

The theory of Batho Pele outlines that the socioeconomic benefits of a community can be realised where there is effective service delivery by public servants. Citizens should not be perceived as mere consumers or recipients of services, but as an integral part of governance and, therefore, need to be involved in the decision-making processes on services that affect them (Mpehle, 2012:217).

3.2.2 Promotion of Access to Information Act 2 of 2000 (PAIA)

In South Africa, the right of access to information is enshrined in the Constitution of the Republic of South Africa (Republic of South Africa, 1996) and enacted through PAIA (Republic of South Africa, 2000). The right to access information is crucial for the public to ensure transparency and accountability while discouraging mismanagement and corruption. It enforces essential socio-economic rights, as encapsulated in section 32 of the Constitution of the Republic of South Africa, 1996 (Banisar, 2011:5). To ensure that the government complies with the constitutional right of citizens to have access to information, a policy was developed and, in 2001, PAIA was promulgated. PAIA gives the constitutional right to the public and the media to access any information held by the state and any other person that is required for the protection of any rights. Access to information is one of the critical pillars of democracy in South Africa that promotes transparency and empowers South Africans to participate meaningfully in the process of policymaking, implementation, and review (Public Service Commission, 2007:3). The act gives the public the right of access to records of public and private bodies.

3.2.2.1   Employment opportunities

Access to information is a pre-condition to good governance that makes democracy more vibrant and meaningful (Cheriyan, Sudan-Sharma & Simi., 2012:2). The public and the media have the right to access records from job adverts with requirements, interviews, scoring criteria, qualifications of the preferred candidates, and promotion records of an individual. The South African government outlined the following National Development Plan objectives to ensure the elimination of poverty by 2030:

- Expand employment possibilities for young people and people with limited skills by assisting them with job development opportunities.

- Increase job-seeking initiatives to assist 1 million applicants with finding jobs in 2015 to 2 million by the year of 2020.

Public consultation is more than merely a rational process of informational exchange or access, and transparency is only one factor that might be used to evaluate the success or failure of such a process (Marais, Quayle & Burns, 2017:37). Freedom to access information enhances public sector accountability and promotes zero tolerance for corruption (Banisar, 2011:7). According to the Public Service Commission Report (2007:10), citizens require appropriate information to hold government accountable and play an active role in the process of governance.

3.2.2.2 Library infrastructure

The operation of good governance principles, such as transparency and participation, depends largely on the degree of access that citizens have to government information (Marais *et al.*, 2017:37). The media or public might apply for records from tender advertisements with specifications, bidding companies, awarding of tenders, library infrastructure plans, progress reports, occupational certificates, and project handovers where there are suspicions of shoddy or low-quality work. Citizens need the means to engage with governments and to assess, through access to relevant and timely information, the extent to which governments are performing the responsibilities of public office effectively and efficiently. A state that is open, transparent, and accountable relies on the public's freedom to access information (Public Service Commission Report, 2007:10). Communities where infrastructure is delivered need to have access to the scope of the infrastructure and participate in the delivery of good quality work. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision-makers (Marais *et al.*, 2017:41).

3.2.2.3 Library resources

With regard to a library's collection, the public has the right to access the acquisition records in cases where books are bought regularly but the needs of the members are not met. Furthermore, if governments are unable to locate and retrieve records that concern government services and decisions, this will affect citizens' trust in government (Wamukoya, 2012:118). In summary, the usability of information is largely dependent on

the nature of the information (Cloete & Auriacombe, 2007:195), as well as on how governments are able to manage such information and process requests for this information. According to Bansir (2011:3), the solution to corrupt activities in government includes an active and informed society that has access to government information, which promotes transparency.

3.2.2.4 Library programmes

Adams (2018) listed library programmes in her thesis on Early Childhood Development (ECD) programmes that expose children to books through story time, puppet shows, crafts, rhymes, songs, and poetry; adult literacy programmes that develop the basic reading and writing skills of adults; skills development programmes that improve the social and economic status of the community; and services to people with visual impairments to gain access to information (SALB, 2017). Davis (2009) adds other programmes such as youth clubs, public health, job creation programmes, information services to house-bound patients, information services on farms and rural areas, local history collections, local business and entrepreneurial forums, small business corners, and cultural clubs.

3.2.2.5 Community structures

Jaworski (2012:13) states that business information needs are required for different business sectors to ensure optimal business performance, irrespective of the size of the business. The media and the public have the right to access the licence details of the business where there is a belief that the business operations are outside of what is anticipated. The media's and the public's right to access procurement specifications for the ICT services within a library in cases where the service does not meet the required standards is also imperative.

3.2.3 Maslow's hierarchy of needs

Socio-economic activities in communities are outlined by Maslow's hierarchy of needs. Bergh and Geldenhuys (2014:171) state that Maslow's hierarchy of needs is the most publicised motivational theory created by Abraham Maslow in the 1930s. Bergh and Geldenhuys (2014:171) also state that the theory, or model, is known as a needs hierarchy, as people are motivated by needs from the bottom up to the top to reach fulfilment. Maslow

created a highly structured plan to explain the path of human motivation by defining the steps that humans need to follow towards self-actualisation (Collin, Benson, Ginsburg, Grand, Lazyan & Weeks, 2012:139). Maslow's hierarchy of needs is a motivational theory in psychology comprising a five-tier model of human needs: physiological, safety, love and belonging, esteem, and self-actualisation.
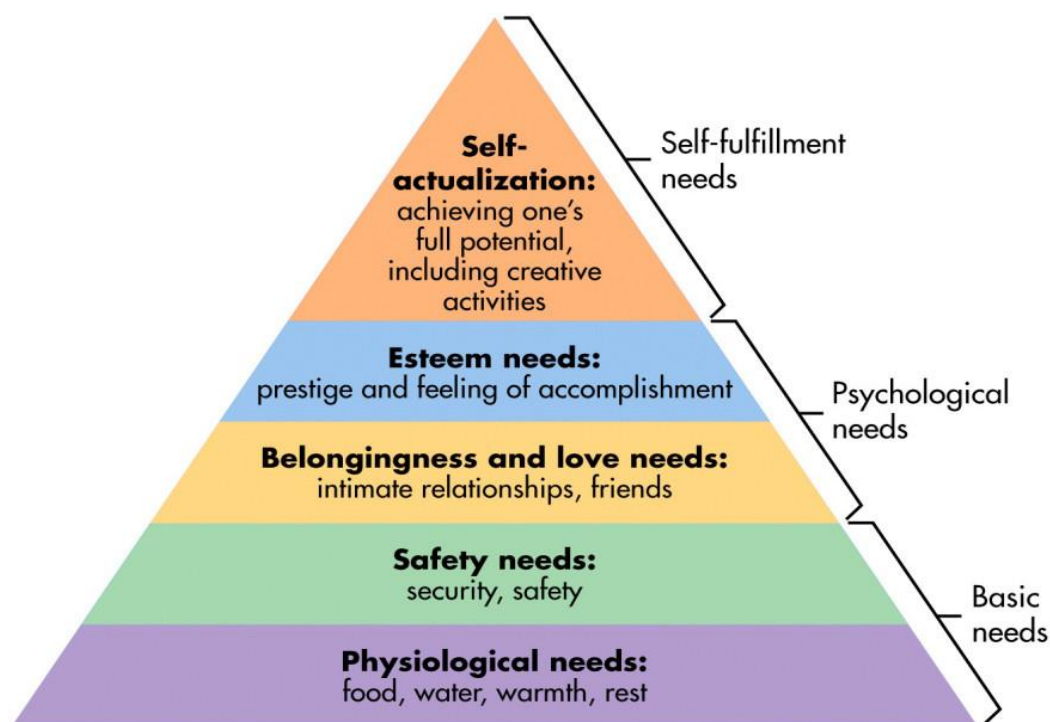
Figure 3.1: Maslow's hierarchy of needs.
Source: Maslow, Frager & Fadiman (1987)

In terms of job opportunities, the theory is applicable to cover the basic and psychological needs, as people work to provide for a family and to belong and to have a feeling of accomplishment. In terms of library infrastructure, people can visit the library for safety and warmth in case of cold weather. In terms of the library collection, people visit the library for esteem and self-actualisation, an example is graduates studying in the library and using the resources within it. Literacy levels of the community are improved through reading programmes offered at the library, which assists with self-esteem in the hierarchy of needs. As for local businesses, most businesspeople start businesses from scratch by using resources from the library, and a successful business leads to self-actualisation. Information technology is becoming more of a basic need in South Africa as it gives people access to information, and with proper guidelines on the use of ICT, members of a

community can achieve self-actualisation faster because of this basic need. The theory has been critically reviewed by some authors. According to Louca, Esmailnia and Thomas (2021:1), the theory suggests that people have a strong desire to realise their full potential through self-actualisation and that the emphasis on "self", might be interpreted as an individualistic perspective of life. King-Hill (2015:55) acknowledges that human beings do have needs to be met, but questions the existence of a rigid order of needs for every individual.

3.2.4 Theory of Change

Grantcraft (2006:2) describes the ToC as a process of social change from assumptions to the goals it achieves, which helps to draw logical conclusions from activities and outcomes. The theory helps to articulate exactly what the propositions and assumptions of work are testing. Through the ToC, planners can accomplish the following:

Establish common principle and vocabulary – If the ToC is hard to understand, rethinking and redrafting are needed so that there is something resembling a ToC with impact pathways (Mayne, 2017:159). Without a clearly articulated ToC, planning will lead the organisation in a different direction from its mission (Grantcraft, 2006:4). A ToC must be well articulated and well understood by every member of the organisation.
Make implicit assumptions explicit – Most organisations have a ToC that drives their work though implicit assumptions that have not been tested (Grantcraft, 2006:4). The ToC results and assumptions need to be well defined.

Identify resources and check them for adequacy – Listing factors that could contribute to changing trends that might identify resources needed and costs thereof (Grantcraft, 2006:4).

Design more realistic plans of action – A ToC establishes habits of minds that let an organisation create a good plan (Grantcraft, 2006:5). The ToC needs to be logically coherent where the results follow a logical sequence that is plausible or at least possible (Mayne, 2017:159).

Clarify the lines of responsibilities by identifying if the assumptions are necessary or likely necessary – All parties involved in a ToC have a clear understanding of their responsibility and accountability due to the implicit nature of the programme in a plan of action.

Create more meaningful evaluations – Ensure that the results and assumptions, or at least the key results and assumptions, are measurable and will likely produce a status of evidence (Mayne, 2017:159). Evaluation needs to be integrated in the daily work, sparking regular moments of organisational learning.

*Maintain healthy scepticis*m – A theory sometimes needs to be tested and, over time, there is a need to evaluate it if elements that are believed to be crucial are not contributed. In addition, the extent to which the assumptions are sustainable within an organisation needs to be reviewed.

Structural changes are needed where the structural criteria for a robust ToC are not met. Structural changes are also needed in the ToC to enhance its robustness, for example, changes in descriptions used, result statements, coherence, assumptions, and/or causal links. After any structural changes, it can be concluded that the ToC is reasonably sound. The status of evidence in summary analysis can indicate the strength of evidence for the result in question, the assumptions associated with the link, and the link being realised (Mayne, 2017:167). Continuous intervention is required to enhance the sustainability of the ToC. Intervention design is questionable due to at-risk assumptions identified and/or sustainability being questioned, then confirmation or corrective actions would likely be needed. Where the ToC is seriously contested, more than one ToC may need to be developed and analysed. Monitoring and evaluation plans of action are needed to monitor how well implementation is going or to verify the ToC in an evaluation. It is important to identify what data need to be collected and the likely strength of the resulting evidence (Mayne, 2017:167).

In terms of employment opportunities, library infrastructure, collection development, library programmes, local businesses, and ICT services for the Heidelberg and Sicelo communities, a ToC following the 15 steps needs to be developed. A ToC describes the practical relationship between inputs and results (Grantcraft, 2006); therefore, it exists to map the social and economic change of the communities of Heidelberg and Sicelo due to the construction of libraries. The ToC has been critically reviewed by some authors. De

Silva, Breuer, Lee, Asher, Chowdhary, Lund and Patel (2014:20) state that a ToC is a pragmatic framework which describes how the intervention affects change, and suggest that the theory can be strengthened by inserting sociological or psychological theories at key points to explain why particular links happen.

Figure 3.2 below depicts how the Batho Pele principles, PAIA, Maslow hierarchy of needs and ToC fit into the study.
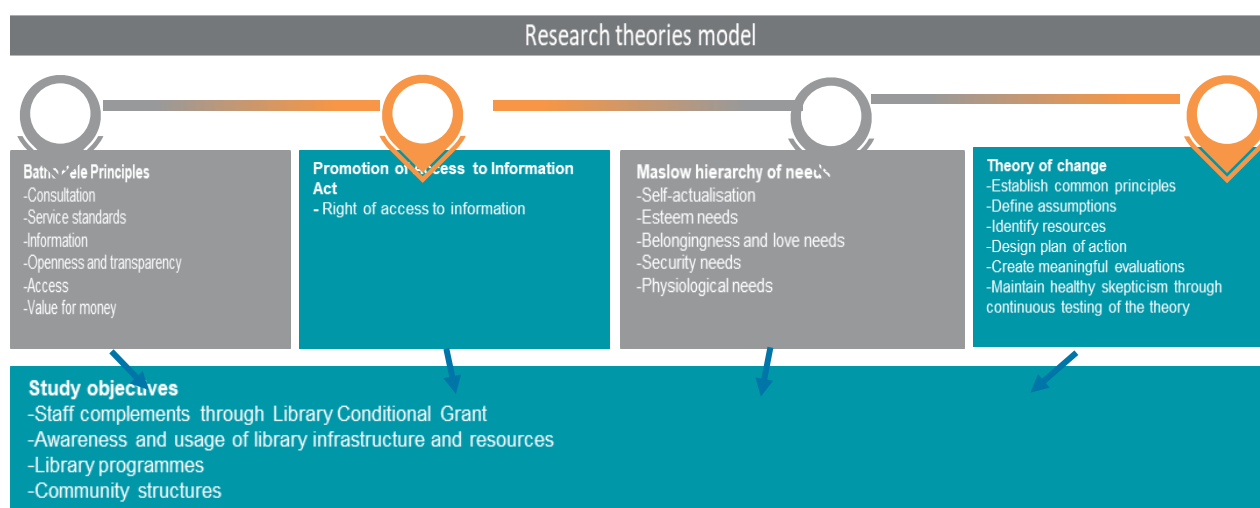
Figure 3.2: Research theories model

3.3   LITERATURE REVIEW

The discovery of gaps that have not yet been covered by previous research helps refine and shape the direction of the investigation (Wilson, 2014:74). The literature acknowledges that conditional grant funding has a positive impact on libraries and communities (Mnkeni-Saurombe & Zimu, 2013:40).

3.3.1 Library Conditional Grant employment opportunities

The KPMG (2006:9) report ranked staffing in libraries as one of the most serious concerns and recommended to the Department of Arts and Culture that staffing must be allocated R40 million during the birth of community the Library Conditional Grant programme. The knowledge and skills that were relevant for librarians to effectively work in the digital environment must include a certain degree of knowledge and skills in information technology (Gbaje, 2012:30). New skills are required in the library information service work

environment, as new technologies are released in the market to ensure that library members receive the best service from the library staff (Katuli-Munyoro & Mutula, 2016:136). The competencies of librarians are very broad and multifaceted. Library work entails the ability uniting apparently incompatible ambitions and interests. On the one hand, library work, the emphasis is on the management, organisation, and control of collections and, on the other hand, on the users and their needs (Pilerot & Lindberg, 2018:2).

In the present era of rapid technological developments, it is seen that market demands for library professionals are changing in terms of qualifications, experience, and professional and technical skills. As Yadav and Bankar (2016) state, most of the library and information science (LIS) positions require additional skills, such as communication, innovative approaches in providing information services, knowledge of IT, library management, and organisation. In public libraries, the knowledge and skills needed include collection development, cataloguing and classification, knowledge of electronic resources, familiarity with library systems, training, report writing, abstracting and indexing, AACR2, LCSH, MARC21, digital asset management system(s), LC rule interpretation, metadata schema, SABINET, OCLC, integrated library systems, USMARC, bibliographic formats, UNICON, SACat, WorldCat, OPAC, RDA, library Web 2.0, millennium system, and INNOPAC (Ocholla & Shongwe, 2013:40).

According to Ocholla and Shongwe (2013:38), the public sector in South Africa is perceived to be the main employer of LIS graduates. The public sector includes public libraries at a national, provincial, and local level of government (Ocholla & Shongwe, 2013:38). The then Minister of Arts and Culture, Mr Nkosinathi "Nathi" Mthethwa (NLSA 2014), reported that the library sector had created 1,274 new jobs since the implementation of the Library Conditional Grant in 2007/08. The State of Libraries in South Africa report (LIASA 2015) confirms that LIS schools universally and nationally are under pressure to keep up with the changing employment landscape that always needs new skills and knowledge. Mthembu and Ocholla (2018) state that common public library jobs include assistant director, senior librarian, librarian, assistant librarian, and library assistant. The assistant librarian, librarian, and assistant director require a university qualification in LIS, whereas a library assistant requires grade 12 (Mthembu & Ocholla, 2018). Some challenges facing LIS degree holders are that they need to meet employer demands and expectations. The challenges include a lack of regional accreditation and minimal contribution of national professional association to the library science curriculum at university level. Kaba (2017:514) believes that regional

accreditation and professional associations are needed to benchmark, support, and help librarians grow and develop in the profession.

Mthembu and Ocholla (2018:18) recommend a public library competency test where, apart from the library curricula taught at university level, the following are regarded as key checklist points in a public library environment:

- knowledge types in relation to the public library workplace
- knowledge of public service legislation and prescripts applicable to government, including systems and procedures
- knowledge of the Public Finance Management Act (PFMA) No. 1 of 1999
- knowledge of integrated electronic library and information systems, references, and other information sources
- knowledge of project management, research, and policy development
- sound knowledge of public library administrative procedures and services.

3.3.4 Awareness and usage of library infrastructure and resources by communities

A lack of investment in funding and resources for public libraries serving the majority of people diminishes the little potential benefits and shows the lack of library development in rural areas, which excludes millions of potential users and denies the country any possible benefits from library use by the excluded citizens (Strand, 2016:5). According to Dawe (2006:133), librarians need to include the purpose of the building when planning for a new library. Dawe (2006:133) further states that there are alternatives to a new library, such as refurbishing existing libraries and converting buildings originally not built for library purposes. According to Stilwell (2016:137-138), the Gauteng Library and Information Service Directorate transfers funds to municipal libraries to strengthen their ICT infrastructure, thereby enabling them to provide free internet and computer access. Stilwell (2016:137-138) continues to state that the libraries focus on social cohesion and socio-economic development through the provision of educational support to students, including resources, study spaces, and literacy assistance.

LIS research is still looking for answers to highlight public library awareness regarding their practical use in the community and their value to the government (Strand 2016:337; Mnkeni-Saurombe & Zimu, 2015:14).

3.3.4.1 Library building infrastructure

A report by Cornerstone Economic Research states that South Africa has less than 50 per cent of the public libraries it needs, and recommends that a further 2,762 libraries be built to meet the needs of the citizens (DAC and NCLIS, 2014:25). The KPMG (2006:9) report ranked library infrastructure maintenance as one of the most serious concerns and recommended to the Department of Arts and Culture that library infrastructure maintenance be allocated R27.6 million during the birth of the community Library Conditional Grant programme.

According to Jiyane *et al.* (2016:51), a school library and laboratory are resources that every school should have if the teaching and better understanding of learners are to be put first. However, most rural schools rely on public libraries for learners to study and do school projects. A public library offers children a children's section with toys and other resources that contribute to the development of children. Joo and Cahill (2017:7) support the children's section by stating that most parents view a public library as important for their children because in a library, children can access information and use resources that are not available in their homes.

Adams (2018) confirms that library buildings have turned into socio-economic spaces for the community. Toy libraries, mini-libraries for people with visual disabilities, and gaming equipment known as Mzansi online were installed in public libraries to cater for the social and economic needs of community members (Adams, 2018).

3.3.4.2 Information and communication technology infrastructure

The economic gap between the rich and poor countries is due to the information inequalities as well as the technology, skills to create and access, and the ability to utilise the resources effectively (Strand, 2016:3). The information gap produces groups of people among and within nations often referred to as information rich or poor (Britz et al., 2013), classified as illiterate or literate. Mojapelo (2017:5) acknowledges that with networked computers, public libraries provide free internet access to users. In poor and developing countries, community libraries are essential to bridge the digital divide. Mojapelo (2017:5) further states that public libraries have a significant role to play in offering technology-enhanced services and,

therefore, improve ICT literacies of the users. Britz (2004:193) states that community members must have access to both physical and digital information. Strand (2016:6) supports the notion by stating that a country must have the ICT and infrastructure needed to offer citizens access to information. For many communities, a public library is the only place that provides access to computers and the internet. Current initiatives in public libraries include the provision of internet connectivity on a very limited scale, depending on the location of the library. Satgoor (2015:100) states that there was an increased demand from users for ICT services but the services rendered were inadequate due to limited ICT skills of staff, library ICT resources, and bandwidth. On the other hand, there is a huge need to create an awareness of ICT and develop the skills of people in the use of ICTs for accessing information in communities. According to Internet World Stats (Minimarts Marketing Group, 2018), in 2000, there were 2.4 million internet users in South Africa. By December 2017, the number has risen to 30.9 million, which is 53.7 per cent of the entire population (Minimarts Marketing Group, 2018). ICT access is closely connected to economic means, as community members can apply for jobs, communicate, do business, and access banking, among other things (Strand, 2016:6). The KPMG (2006:9) report ranked ICT in libraries as one of the most serious concerns and recommended to the Department of Arts and Culture that ICT must be allocated R26.7 million for capital and another R26.7 million for operation during the birth of the community Library Conditional Grant programme.

3.3.4.3 Library collection development

Each community has its own unique information needs that must be met in a way that makes sense to community members. This information must be delivered to the citizens in a way they can understand and utilise (Strand, 2016:7). There is a need to enhance the access of the citizens to accurate, reliable, and timely information in their language of choice through the provision of libraries (Department of Arts and Culture, 2014:23). The KPMG (2006:9) report ranked library materials or books as one of the most serious concerns and recommended to the Department of Arts and Culture that library materials should be allocated R40 million during the birth of the community Library Conditional Grant programme.

One of the key components of the collection development policy is selection, which outlines the criteria and steps to be followed in material selection (Chaputula & Kanyundo,

2014:318). The use of e-book collections in libraries is expected to grow over the next five years, although the growth is dependent on various factors, such as the availability of e-book titles in the market and developments in portable devices (Vasileiou, Rowley & Hartley, 2012:220).

3.3.5 Library programmes offered to the community by public libraries

Community members must understand the value of information in their lives, as information is linked to education in general and information literacy (Britz, 2004). KPMG (2006:9) ranked literacy programmes in libraries as one of the most serious concerns and recommended to the Department of Arts and Culture that literacy programmes must be allocated R13.3 million during the birth of the community Library Conditional Grant programme. Public libraries need to develop library programmes after assessing user needs as a social support initiative to unemployed community members (Stilwell *et al.,* 2016:98). Parents view traditional literacy skills as important for their children and many attribute their own increase in library visits to book borrowing and the enjoyment they derive from taking their children to the library (Joo & Cahill, 2017:7). Besides the gains in reading comprehension, vocabulary growth, spelling ability, grammatical usage, and writing style, people who read well are able to access more texts and knowledge through wide and varied reading (Loh, Ellis & Paculdar, 2017:236). Public libraries provide resources and facilities that are necessary to support literacy programmes in society. A number of South African libraries work in collaboration with the Adult Basic Education and Training (ABET) programmes and other organisations to offer literacy training (Mnkeni-Saurombe & Zimu, 2013:44).

Library programmes address social issues such as unemployment, poverty, social inequality, and illiteracy (Mnkeni-Saurombe 2010:92; Klasen & Woolard, 2008:2). Public libraries are in many cases the only source of information for poor people (LIASA, 2015:41) and public library services can address poverty through library programmes implemented from early childhood until old age.

ECD programmes develop literacy skills and children learn vocabulary. They create an environment for early childhood development by exposing children to books through story time, puppet shows, crafts, rhymes, songs, and poetry (Maclean 2008:3).

Adult programmes assist with the developing of adult learners' basic reading and writing skills and boost their confidence (Nassimbeni & Tandwa, 2008:87), and adult learners may instil a reading culture in their children from an early age (Stilwell, 2011:15).

In skills development programmes, computer classes are offered to community members to improve social and economic status (NetDimensions 2013). English language classes (Vårheim, 2011a:12) are also offered to build a reading community. Internet searching skills (Ferguson, 2012:22) necessitate communities to have the knowledge of how to find relevant information. Job searching skills are developed (Johnson & Griffis, 2014:188; Huysmans & Oomes, 2013:171; EIFL, 2013), as most job adverts are online and candidates are required to apply online.

In servicing people with visual impairments, public libraries create services for people with limited vision or vision loss to benefit from gaining access to information (SALB, 2017; City of Tshwane, 2015; Kaunda, 2019:36; Nassimbeni & De Jager, 2014:250). These services include mini-libraries with computers loaded with braille software and the procurement of audiobooks. Public libraries make information services accessible to people living in rural areas (Mnkeni-Saurombe & Zimu, 2012:3).

In implementing other programmes, Davis (2009) believes that some programmes for cooperation and implementation in public libraries are the following: (i) Childcare and day care programmes, which were introduced by the Masiphumelele Community Library in the Western Cape to assist with reading and vocabulary skills (Adams, 2018:63); (ii) Youth club programmes, which assist the community's youth to read and overcome problems such as family issues, bullying, exposure to drugs, and alcohol abuse. Tuccillo (2020:4) states that a librarian started a makerspace activity in a library and a workshop to assist the youth to engage with materials. The youth club assists the youth to engage in constructive activities; (iii) Public health programmes are a collaboration between private and state library organisations that offer public library health information where health librarians are embedded in public libraries and assist with evaluating health programmes in the Delaware community (Stilwell, 2016:125); (iv) Job-creation programmes initiated by the Emfuleni Local Municipality public libraries through partnerships with the United Kingdom based NetDimensions to start skills training programmes for residents who cannot afford tertiary education (NetDimensions, 2013). The partnership led to the launching of two eLearning centres that equipped the Residencia and Sharpeville libraries with ten computers each.

Adams (2018:64) states that courses in the use of computers and business readiness are available at the eLearning centres and were implemented to fight poverty in the community and to reduce the number of unemployed individuals in these communities by means of computer literacy training; (v) Hospital information services like the library-run programmes in Gauteng hospitals and clinics. According to the annual performance plan of the Gauteng Department of Sport, Arts, Culture and Recreation (2020), a target is that five hospital libraries should be implemented where mobile libraries will be provided in the medical wards to encourage patients to read; (vi) Information services on farms and rural areas are programmes aimed at reaching those deprived of proper information services. Travelling librarians and mobile libraries bring pleasure to poor families and those isolated on farms (Racelis, 2018:5); (vii) Literacy classes where public libraries assist with access to gain employment, to job databases, civil service exam materials, with constructing a curriculum vitae, online applications for jobs, e-government services, use of e-government websites, and filling in government forms online (Stilwell, 2016:126); (viii) Local business corner programmes in 80 public libraries in the Western Cape, South Africa, assist entrepreneurs with the marketing of small businesses and entrepreneurship library materials (Adams, 2018:66); (ix) Book talk groups for moms and toddlers implemented in Gauteng, better known as born to read. This is a programme where a librarian encourages mothers to read to their unborn children and toddlers to inculcate the culture of reading from an early age (Gauteng Department of Sport, Arts, Culture and Recreation, 2020).

3.3.6 Local community structures using public libraries

Arko-cobbah (2005) views public libraries as the most successful cultural facilities with an audience that have a wider social base that cuts across social classes in society. Davis (2009:136) believes that librarians should form partnerships with parents, early care and education providers, and other community-based agencies. These partnerships between libraries, families, community agencies, and other community structures lead to active committed participation from the community. Strand (2016:3) states that information and communications technology infrastructure and support, the economic and political capabilities to exploit information, and the freedom and skills to use information led to community development. Britz (2004:192) mentions information poverty as one of the challenges and claims that if it is not addressed, could have a negative effect on the economic, cultural, and socio-political development of a community. Dent and Yannotta (2005), in the paper "a rural community library in Africa: a study of its use and users",

mention that community structures are important for the running of a library within a community that benefits the community. The community structures consist of schools around the library that use the library, as Dent and Yannotta (2005) further state that other structures are community churches, students at tertiary level, teachers, farmers, and business groups who use the library.

3.3.6.1 Early Childhood Development groups

Over the years, public libraries have increased the quality of life and democratic possibilities for citizens of information societies by providing free and equal access to high-quality information. Arko-cobbah (2005:352) concurs by stating that public libraries are the espousal and encouragement of early childhood literacy and the enjoyment of reading, seen as a welcoming entry for the youth into civil society and "the great book of life". It is a public library's role to support lifelong learning and underpin the move towards increased social inclusion and economic regeneration. Davis (2009:133) suggests that public libraries are often seen as havens, places that offer a sense of wellbeing, community centres, safe places and exhibition centres, and places to read, think, discover, learn, and explore different ideas. Public libraries support the growth of communities through the provision of information services to the ECDs designed to meet local needs and are important tools for reducing disparities between the citizens with rich and poor information.

3.3.6.2 Schools group

Meyer (2017:4) suggests that modular libraries should be built next to schools in informal settlements to serve the schools as well as the immediate communities, due to a lack of well-resourced school libraries in rural Gauteng. In her article "Public libraries in South Africa – agents or victims of educational change?", Hart (2004) uncovers that there were complaints from librarians that teachers do not come to the library, they do not inform the library of school projects in good time, and learners are not being taught how to use the library effectively. The above shows that a collaboration between libraries and schools develops the community and ensures effective use of public libraries by the school learners. Maepa and Mhinga (2003:270) concur with Hart in their research project of a community library in the Limpopo province, where they stated that library staff struggle to meet the needs of school learners due to a lack of insight among principals and educators into the educational roles of a library.

3.3.6.2 Youth group

Youth group is an important part of the community population. Fourie (2007:62) argues that a public library needs to facilitate access to educational and career information in a usable format and language to the community youth to serve the purpose for which it is required. Fourie (2007:62) further states that librarians should compile a separate local information file on careers, education, and job opportunities. Information skill instruction programmes must be developed for learners who must be assisted in interpreting and evaluating paper-based and web-based textual information. In-depth interviews are required where the young person experiences indecision about careers. However, librarians do not have the qualifications to counsel learners on personal problems since expert training is required for this. In cases where a librarian detects a problem, the learner must be referred to a qualified counsellor. Drodge (1984:177) states that librarians need to develop the skill of information or educational counsellor in order to assist in cases where personal problems are detected during programmes with the youth group.

3.3.6.3 Tertiary (student) group

Library programmes that aimed at tertiary students are key to an inclusive community development. Public libraries are visited at least four times a week and the students visit the library to access study materials and to upload assignments, including Saturdays (Mugwisi, Jiyane & Fombad, 2018:36-40). According to Jager and Nassimbeni (2002:171), one of the values of the South African LIS system is to contribute to socioeconomic development of all South African people through information literacy. The role of information literacy is to promote the ability by students to access, use and evaluate information from different sources, to enhance learning, to solve problems and to generate new knowledge. Programmes such as Funda Mzantsi organised by the National Library of South Africa where communities form book clubs to compete at an annual competition in September include tertiary students because there is no age requirement for participation.

3.3.6.4 Religious group

Religious groups are usually formed in direct response to the needs of ordinary people living within a community. Frahm-arp (2019:1) states that the information is accessed, and the

start of new groups is advertised using public libraries and technology. The groups facilitate hope and a sense of agency to those who feel dispossessed, alienated, and oppressed. According to Murzyn-Kupisz and Dziazek (2013:42), public libraries need to create networks with other local organisations and institutions such as local religious institutions and groups, which would enable them to better recognise community needs. Public libraries need to design programmes that are attractive especially to young people from the religious groups, and the groups should make use of libraries as their potential meeting venues. The diversity of library audiences in terms of age, professional, and social backgrounds they represent surely provides many opportunities for such enhanced, socio-economic role by the groups to the communities that libraries serve (Murzyn-Kupisz *et al.*, 2013:42).

3.3.6.5 Government and political organisations

Arko-cobbah (2005) believes that a public library is seen as a primary tool to help force political openings and expand political participation. Arko-cobbah (2005) further states that the Independent Electoral Commission (IEC) uses public libraries for electoral campaigns, which tends to foster political liberalisation such as freedom of speech, freedom of association, and freedom of assembly. The Independent Electoral Commission tends to encourage political debates, which are increasingly seen as a conflict resolution device (Arko-cobbah, 2005). Government has implemented coding (programming) programmes in the City of Ekurhuleni libraries where learners as early as Grade 1 learn coding language. Public libraries have created corners with government information, such as gazettes, for access by the community members. According to Bertot, Jaeger and Grimes (2010:267), government ICT initiatives in public libraries provide information on government rules and citizen rights, government decisions, monitoring of government actions and expenditures, identifying elected officials and civil servants under investigation for corruption and fraudulent activities. This is a programme that ensures that library users become active citizens that hold the government accountable.

3.3.6.6 Business group

Different parts of the business sector require different business information needs according to the nature of business, business activities, the size of businesses, and the stage of growth of the business (Jaworski, 2012:13). These business information needs are both financial and non-financial needs, which, according to Feldmann (2014:109), are

required by the business community. Businesses benefit from public libraries because libraries attract young people by developing better programmes. Libraries are becoming a popular place for illiterate adults or adults with poor literacy, offering ready, quick, and acquirable information, documents, and forms for government services, providing easy access to formal procedures, and offering better access to opportunities via computers for everyone (Yilmaz & Cevher, 2015:338). Business growth around a public library arena is used to establish how much libraries and information services are valued by people who use them (De Jager, 2017:285). According to Gichohi, Nkedianye, Ogutu and Kshatriya (2016:14), public libraries need to be repositioned as business community development resource centres by providing business information solutions that are not only value based, but also sector specific and easy to use and understand.

3.3.7 Challenges faced by public libraries in providing information services to communities

According to Strand (2016:3), ICT infrastructures support the economic and political capabilities to exploit information and the freedom and skills to use information, which leads to community development, but a lack of consistency in ICT connectivity affects information services negatively. Britz (2004:192) mentions information poverty as one of the challenges and claims that if it is not addressed, it will have a negative effect on the economic, cultural, and socio-political development of a community. Libraries attract young people by developing better programmes. Libraries are becoming a popular place for illiterate adults or adults with poor literacy, offering ready, quick, and acquirable information, documents, and forms for government services, providing easy access to formal procedures, and offering better access to opportunities via computers for everyone (Yilmaz & Cevher, 2015:338). A lack of consultation with community members lead to the provision of irrelevant services. Community socio-economic growth around a public library arena is used to establish how much libraries and information services are valued by people who use them (De Jager, 2017:285).

The Business Plan (2020:19) outlines the following challenges: (a) a number of potential users are not making use of the service; (b) a number of communities are not aware of the contribution that libraries can make to their socio-economic and educational development; (c) a number of underutilised community library services are underutilised; (d) a percentage implementation and expenditure of funds within a limited timeframe and budget; (e) there

is slow and inefficient implementation of programmes, projects, and services; and (f) a number of infrastructure projects are not completed in time or within budget.

The Midvaal Municipality Business Plan (2020) outlines the following challenges: (a) the late transfer of the Library Conditional Grant by the provincial government results in late budget project allocations at municipal level; and (b) vacancies are not filled within the required timeframe, leading to redirection of Library Conditional Grant funding to other projects.

The Lesedi Municipality Business Plan (2020) outlines the following challenges: (a) under-expenditure of the conditional grant, leading to returning the funds to the treasury; (b) vacancies are not filled within the required timeframe, leading to redirection of conditional grant funding to other projects; (c) library maintenance is a challenge due to supply chain management processes; (d) annual rollover requests to the provincial government are made due to late project commitments; and (e) there is high turnover of qualified librarians due to the contractual nature of the position.

3.3.8 Guidelines to improve library and information services

The conditional grant framework policy was developed as a guideline to manage the Library Conditional Grant by the National Treasury (Department of Arts and Culture, 2017), as the key underlying principle is that they are at liberty to spend on locally determined purposes that meet local social, economic, environmental, or other justifiable needs. The framework outlines, among other things, the conditions, allocation criteria, reasons why the fund does not include an equitable share budget, past performance of the grant, grant projected life, payment schedule, and process for approving the business plans. These guidelines exist as a watchdog to ensure that funds are used for the sole purpose of the Library Conditional Grant and are not diverted to service commitments other than those in the approved business plan. The conditions of the framework include approved business plans, infrastructure thresholds may not exceed 20 per cent of the allocation, provinces need to provide reports, category B municipalities must receive 20 per cent of the allocation, and signed Service Level Agreements (SLA) need to include financial commitments for the Medium-Term Expenditure Framework (MTEF) period. Category B municipalities are the six local municipalities in Gauteng. Allocation criteria are dependent on the evaluation report

of the past financial year (Government Gazette, 2021:778). The past performance shows the provinces' expenditures and projects implemented during the past financial year.

According to the Department of Arts and Culture (2017), staff need to exercise their powers relating to the Library Conditional Grant in compliance with:

a) The rules of procedure are set out in Part A of schedule 5, Vote 37 of Arts and Culture set out in the Community Library Services Grant Framework. The rules state that the grant needs to enable South Africans to gain access to knowledge and information that will improve the socio-economic status of communities. This will be realised through funding library infrastructure projects, facilities, and services, with the primary target on previously disadvantaged areas. This applies to the study because the focus areas are Heidelberg and Sicelo, which are regarded as rural parts of the Gauteng province. The Library Conditional Grant's contribution to the communities includes free access to knowledge and information in the form of resource collections, economic development through the appointment of local people, promotion of a culture of reading, and provision of free Wi-Fi to the community.

b) There are corporate policies and strategies of the institutions benefiting from Library Conditional Grant. Municipalities submit business plans for approval to the Gauteng Provincial Library Service, but implementation is in line with municipal policies. In terms of the supply chain processes, municipalities procure services according to approved SCM policies and the Gauteng Provincial Library Service only intervene when there is no expenditure, and they cannot dictate how the municipality must procure services. ICT protocol at a municipal level needs to be in place, especially when provinces install fibre and Wi-Fi for connectivity and use by the public.

c) The Equalities Policy needs to apply when allocating funding to the municipalities. The Gauteng Provincial Library Service needs to allocate funding according to the needs submitted by municipalities and the past performances in terms of the projects and expenditures of previous allocations. Category B allocation of 20 per cent of the total allocation is to be equally distributed among the six local municipalities in Gauteng. This is applicable to this study because the Heidelberg and Sicelo libraries are Category B municipalities.

d) The Anti-Fraud and Corruption Strategy is a part of the implementation of the Library Conditional Grant. Risks and mitigating factors must be included in the SLAs between the municipalities and the Gauteng province, where the province has the right not to transfer funding to the municipalities where fraud and corruption are

proven and the Library Conditional Grant is misappropriated. According to the grant framework, the funding is ringfenced to fund library projects identified in the business plan.

e) Health and safety procedures need to be considered whenever library projects, especially infrastructure projects, are implemented. Cables must not lie around during fibre project implementation, as they pose a danger to the community. During construction, the public is not allowed to access the site without supervision.

f) The Climate Change Impact Assessment is key in new public library projects. The new buildings need to accommodate heat conditions, safe water through the installation of automated flushing systems, safe electricity through the use of censors, and the use of energy-saving bulbs. Both the Heidelberg and Sicelo libraries were constructed after the conceptualisation of the Library Conditional Grant and the building structures are in line with addressing climate change.

3.3.8.1 Division of Revenue Act

The Division of Revenue Act (DORA) guides the National Treasury in providing for the equitable division of revenue raised nationally among the national, provincial, and local spheres of government for a financial year. DORA is revised on an annual basis to ensure that the final allocation is presented and then gazetted. Vote 37 on the community library services grant allocates the budget for the financial year before provinces gazette the budget. The allocated budget is ringfenced and used to service the Library Conditional Grant. DORA states that the aim of the fund is to transform urban and rural community library infrastructure, facilities, and services (primarily targeting previously disadvantaged communities) through a recapitalised programme at provincial level in support of local government and national initiatives. DORA states that budgeting, monitoring, monthly reporting, and annual impact evaluation are the compliance measures for grant allocation (DORA, 2017). DORA plays a key role in ensuring that public libraries are funded through the Library Conditional Grant. Through the conditions in DORA, provinces are forced to implement library infrastructure in previously disadvantaged communities. Public libraries in Gauteng, including Heidelberg and Sicelo, benefit from the Library Conditional Grant because of DORA that ensures that libraries receive an equal part of the budget from the division of revenue.

According to Meyer (2017:7), Gauteng province's library grant allocation is only transferred to municipalities once the SLA is signed and in place, with a business plan as an annexure. The SLA is one of the conditions of the Conditional Grant Framework and guides provinces in terms of services expected from municipalities and libraries once they receive the Library Conditional Grant budget. Compliance includes provincial financial monitoring, monthly expenditure reports, quarterly reporting, intergovernmental meetings, and annual financial statements as evidence of expenditure. Compliance methods assist in ensuring that the budget is used for the items included on the business plans of the Library Condition Grant after the Gauteng province transferred money to municipalities.

3.4   CHAPTER SUMMARY

The chapter presented the conceptual framework that underpins the study and helped to conceptualise the study to gain an understanding of the existing situation. The theories that advocate for the public libraries and the conditional grant were the concepts of Batho Pele principles, PAIA, Maslow's hierarchy of needs, and ToC, which were discussed. Embedded in these concepts were community socio-economic analysis, with emphasis on employment opportunities, awareness and usage of library infrastructure and resources, as well as library programmes offered by public libraries to communities. Literature was reviewed, with a focus on the jobs created by grant funding, library infrastructure and resources, improving literacy levels through library programmes, community structures using information services, challenges faced by libraries, and guidelines on enhancing Library Conditional Grant services. The key findings from the literature review regarding staffing show that the competency of the staff is key in running a library and that there is a need for the curriculum in library schools to cover the current technological changes amongst traditional content management, cataloguing, and classification. The literature again shows that there is a need to market library services to the communities the libraries serve. The communities need to be involved in the building of infrastructure projects, IT infrastructure, and on developing the collection for the public library. In terms of library programmes, literature shows that public libraries play a key role in promoting the culture of reading within the community. Literature shows the importance of forming partnerships with community structures for the usage of public library facilities by the communities. Finally, the chapter described the Division of Revenue Act as the guideline for funding public libraries in South Africa and highlighted its aspects. Among other things, DORA touches on how revenue is

raised in South Africa and how the Library Conditional Grant budget is expected to service previously disadvantaged communities.

The next chapter reviews the research methods and procedures used in conducting this study and justifies the research approach and design appropriate for the study.

CHAPTER FOUR: RESEARCH METHODOLOGY

4.1 INTRODUCTION

The previous chapter presented the conceptual framework and literature review. This chapter consists of ten sections and discusses the research methods and procedures that were used to conduct the study. This chapter also justifies the research approach and design appropriate for this study. Research methodology is a guideline that clearly outlines the path that research studies follow (Sarantakos, 2013:133). The chapter describes the various procedures and processes that were employed to collect and analyse the data. It also describes the population and the sampling procedures used for the study. In addition, it discusses the instruments that were used to collect data and quantifies why the instruments were deemed appropriate for the study. Data analysis procedures are also explained in this chapter. According to Du Plooy-Cilliers *et al.* (2014:289), research methodology is the set of procedures used to collect and analyse data in order to find a solution to a problem. A survey approach was employed as the methodology for this study. The chapter covers the research paradigm, research approaches and design, population, sampling procedures and methods, data gathering instruments, data analysis procedures, validity, reliability, and trustworthiness.

According to Ngulube (2005:129), consumers of the research products have a right to know how the study was conducted.

4.2 RESEARCH PARADIGMS

According to Bryman and Bell (2011:24), a research paradigm is a cluster of beliefs that dictates to scientists in a discipline the influences that should be studied, how research should be conducted, and how results should be interpreted. Wagner *et al.* (2012:51) agree with Bryman and Bell (2011:24) by stating that a research paradigm represents a way of thinking shared by a community of scientists in solving a problem and it represents the commitments, beliefs, values, methods, and outlooks shared across disciplines. Babbie (2014:31) describes a paradigm as a model or framework for observation and understanding that shapes both what we see and how we understand it. Du Plooy-Cilliers *et al.* (2017:19) state that it is important for a researcher to know the paradigm or tradition because that will determine the questions worthy of being investigated and the process of

answering them. Paradigms are informed by philosophical assumptions about reality known as ontology, ways of knowing what is known as epistemology, and ethics plus value systems known as axiology (Patton, 2002:266). Table 4.1 provides the types of paradigms along with the approaches, sampling, and the instruments used for data collection.

Table 4.1: Research paradigms

Paradigm/ philosophical underpinning/ worldview	Definition and attributes	Approach informed	Sampling	Designs	Instruments
Positivism	The social world can be objectively observed and tested. The world around us is real; therefore, human beings can find out about the realities of it. Only objective and observable facts can be the basis for science.	Quantitative	Probability sampling (systematic, cluster, panel, stratified and simple random sampling)	Surveys	Questionnaires, content analysis
Interpretivism/ constructivism/ social constructivist relativism/ idealism/ constructionism	The view of the world human beings see around them is because of their mind creation. People seek	Qualitative	Non-probability (accidental, purposive, quota, snowball,	Unstructured interviews, participant observation	Interviews, content analysis, observations, self-study, ethnography

	understanding of the world in which they live and work.				
Pragmatism	Arises because of actions, situations, and consequences instead of original conditions.	Mixed methods	Probability and non-probability sampling	Surveys, content analysis	Interviews, questionnaires, observations

(Source: Du Plooy-Cilliers *et al.*, 2017)

The list of the highlighted worldviews from Table 4.1 is not exhaustive but reflects the most-used paradigms in most research projects. Pickard, as cited by Mphidi and Fourie (2016:96), indicates that positivism, post-positivism, and interpretivism are popular and commonly used research paradigms in the information- and communication-related fields.

4.2.1 Types of research paradigms

There are three broad, well-known frameworks or paradigms in which research is conducted. These are positivism, interpretivism, and pragmatism (Ngulube, 2015:1).

4.2.1.1 Positivist paradigm

Wagner *et al.* (2012:53) define the positivist paradigm as the philosophical assumption that holds that the scientific method is the only way to establish truth and objective reality. Kuhn (1996), in Su (2018:17), defines a paradigm as a "universally recognised scientific achievements that, for a time, provide model problems and solutions for a community of practitioners". Babbie (2014:34) states that positivism is a scientific approach believing that scientific truths can be verified through empirical observations and the analysis of what was observed. The focus of positivism is on establishing the truth through scientific methods that will quantify the reality of the study that is conducted. Du Plooy-Cilliers *et al.* (2017:25) state that reality can be observed and measured, and the researcher's role is to discover the laws that govern reality. When using a positivist paradigm, the researcher believes in

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the existence of universal truths. Howell (2013:4) states that positivism considers that an external reality exists which can be discovered and totally understood. Positivism emphasises the importance of using the methods of natural sciences where knowledge is arrived at through the gathering of facts (Bryman & Bell, 2017:12).

The positivist approach was adopted for this study. This approach is an epistemological position that advocates that valid knowledge can only be gained from objective evidence. Positivists hold the view that research can be observed and measured, and it is the duty of the researcher to discover the laws that govern reality (Du-Plooy *et al.*, 2017:25). Du-Plooy *et al.*, (2017:25) further states that for positivists, reality holds order and regularity. The application of the scientific method to the study of social reality and beyond is imperative in positivist research. Positivists trust that the findings of a research study are an accurate representation of an objective reality.

4.2.1.2 Interpretivist paradigm

Interpretivism, also known as constructivism, is the philosophy that addresses the understanding of the word as others experience it (Wagner *et al.*, 2013:55). Interpretivist researchers maintain that there are no universal truths. Bertram and Christiansen (2014:17) describe interpretivism as the subjective meaning of social action through which strategy is required to respect the differences between people and the objects of natural sciences. Du Plooy-Cilliers *et al.* (2017:25) argue that interpretivists believe the social world is what people perceive it to be and changes as the perception of people changes. Mathison (2005:210) states that interpretivism is based on a philosophical framework that promotes multiple perspectives instead of one in evaluations relying on qualitative approaches and natural settings. Given (2008:465) states that interpretivist researchers' analysis and emphasis is on the need to acknowledge that the research outcomes exist through interpretation rather than an exact understanding, and that is what their conclusions are based on. Creswell and Creswell (2018:8) also believe that human beings construct meaning as they engage with the world they are interpreting and that interpretivist researchers interpret the information found, and this interpretation is shaped by the experiences and backgrounds of the researchers. Bryman and Bell (2017:14-15) state that in the interpretivism approach, researchers need to grasp the subject meaning of social action when conducting research.

4.2.1.3 Pragmatic paradigm

The pragmatic paradigm is a philosophy that rises from actions, situations, and consequences rather than antecedent conditions (Creswell, 2014:245). Du Plooy-Cilliers *et al.* (2017:31) state that the pragmatic paradigm holds that real structures exist independently from human consciousness and that reality is a result of social conditioning. Morgan (2007), in Creswell and Creswell (2018:10), states that pragmatism is not committed to one system of philosophy; researchers have the freedom to choose methods and do not see the world in absolute unity. Creswell (2014:6-11) indicates that the pragmatists are interested in what works. Greene and Hall (2010:121) acknowledge that pragmatists use both positivism and interpretivism to conduct research; they concentrate on the philosophies that work and make sense through the application of mixed methods to solve research problems.

4.2.2   Choosing the paradigm for the study

From the broad paradigms discussed above in 4.2.1, the positivist philosophy was adopted for the current study. This philosophy serves as the study principle because it holds an honest representation of facts and values through rigorous logic.

4.3   RESEARCH APPROACHES

The research approach is a plan and procedure that consist of the steps of broad assumptions to the detailed method of data collection, analysis, and interpretation that is used in a study (Bryman & Bell, 2011:30). Creswell (2014:3) explains that the research approach guides the researcher in producing an appropriate research design, data collection method, data analysis, and the presentation thereof. The two most frequently used research approaches are quantitative and qualitative research, and the differences are underpinned in the manner in which data are collected, such as interviews, observations, case studies, oral history in qualitative research and questionnaires, surveys, and documents and records in quantitative research (Polit & Beck 2014:8).There are three known research approaches, namely the quantitative, qualitative, and mixed methods research approaches (Du Plooy-Cilliers *et al.*, 2014:14).

4.3.1 Quantitative research approach

Maree (2007:145) defines the quantitative research approach as a process that is systematic and objective in its ways of using numerical data from only a sample of the population to generalise the findings to the universe that is being studied. Cohen, Mariol, Wallace, Weyers, Kamberov, Pradel and Wilder (2002) suggest that quantitative research is essentially about collecting numerical data to explain a phenomenon. The quantitative research approach uses a range of methods that use measurement to record and investigate aspects of social reality (Bless *et al.*, 2013). Creswell and Clark (2012:12) indicate that the advantage of the quantitative research approach is that data are collected from a sample of the population, but the findings will cover the entire population. Another advantage is that it allows for meaningful comparison of responses across participants (Regoshora, 2016). According to Creswell and Clark (2012:13), the weakness is that researchers are unable to understand the context or setting in which people talk, as their voices are not directly heard using a questionnaire. The quantitative research approach works with quantifiable data such as questionnaires, surveys, documents, and records. The data for the quantitative research approach are mostly used for empirical testing (Harwell, 2011:5). Bryman and Bell (2017:31) summarise the quantitative research approach as an approach that emphasises the quantification in data collection and analysis, the testing of theories, views social reality as external, and is adopted by positivists.

4.3.2 Qualitative research approach

Leedy and Ormrod (2013:95) describe qualitative research as a form of enquiry that explores phenomena and that discovers and develops a deeper understanding of why and how certain things occur. According to Babbie and Mouton (2012:270), a qualitative research approach is an approach that allows the researcher to examine people's experiences in detail through description and understanding, rather than explaining human behaviour. Hennik, Hutter and Bailey (2011:10) further state that the qualitative approach could be used to provide an in-depth understanding of the research issues that embrace the perspectives of the study population and the context in which they live. Qualitative data assists the researcher to gain a deeper understanding of things that happened, the behaviour of people, and the meaning that people attach to it. Rahman (2017:103) defines the qualitative research approach as a process in which the results of research findings are not obtained through quantifiable measurement such as counting. Rahman (2017:103)

further states that qualitative research is the study of everyday realities, such as daily life, life experiences, social behaviour, social interactions, and feelings and emotions (Rahman 2017:103).

Babbie and Mouton (2012:271) state that the purpose of a qualitative research approach is to gain a detailed understanding of social actions in terms of their specific context rather than attempting to generalise some theoretical population. The advantage of the qualitative research approach is that it allows the participants to give their own views, stories, and understanding during data collection. Leedy and Ormrod (2005:134) state that the weakness of the approach is the conclusions, which could lead to unreliable results, as the results were drawn from the researcher's interpretations. Bryman and Bell (2017:31) summarise the qualitative research approach as an approach that emphasises words rather than quantification, generating data rather than providing theories, and individuals' interpretation of their own social world. It is also of the view that social reality is shifting and emergent.

4.3.3 Mixed research approach

The mixed method research approach is a combination of both qualitative and quantitative approaches. Creswell (2014:2) states that the mixed methods research approach is an approach to research in social, behavioural, and health sciences in which investigators gather both qualitative and quantitative data, integrate the two and draw interpretations based on the combined strength of both types of data to understand research problems. According to Ngulube (2015:5), the mixed method research approach combines the strengths of the qualitative and quantitative methodologies to produce a comprehensive research study. Creswell and Creswell (2018:14-15) acknowledge that a mixed methods approach is an integration of quantitative and qualitative research and data in a study. Creswell and Creswell (2018:14-15) describe the three primary designs of mixed methods as convergent, explanatory sequential, and exploratory sequential. In convergent mixed methods research, the researcher merges quantitative and qualitative data to provide a comprehensive analysis. In explanatory sequential mixed methods research, the researcher first conducts quantitative research and then builds on the results to explain them in detail with qualitative research. The explanatory sequential mixed methods research encourages the researcher to start by conducting qualitative research and then building into quantitative research using the analysed data.

This study employed the quantitative research approach.

4.4   RESEARCH DESIGN

A research design is a plan of action that outlines the scientific enquiry in detail (Babbie & Mouton, 2012:72). The research design directs the researcher to the necessary information needed for a chosen study, thereby making the research as efficient as possible (Ngulube, 2005:132). Sarantakos (2013:121) states that the research design outlines in detail of how the researcher intends to conduct work, using which resources at what cost. According to Hernon and Schwartz (2007:74), the research design is an action plan that covers the population and sample, design considerations, the time frame for data collection, threats to reliability, and validity. The research design is a working plan that indicates how the collected data can answer the research question (Salkind, 2017:2). Salkind (2017) argues that the research design takes on a prominent place in research methodology as it is not only concerned with the research design, but also includes data collection, sampling, and data analysis (Salkind 2017: 2). According to Du Plooy-Cilliers *et al.* (2017:74-78), exploratory research, descriptive research, correlational research, and explanatory research are some types of research designs. McGregor (2018:209) defines the descriptive research design as a study that seeks more information to accurately describe something in detail in order to create a fuller picture by mapping the terrain. Creswell and Creswell (2018:12) argue that survey research is a descriptive research design as it provides a quantitative description of trends, attitudes, or opinions of a population by studying the sample of that population.

According to Du Plooy-Cilliers *et al.* (2014:149), a survey research design is a data collection tool with a series of questions that are intended to gather data from a population. A survey gathers data through structured interviews and self-completion questionnaires (Bryman & Bell, 2017:171). McMillan and Schumacher (2001:602) reaffirm that survey research is the assessment of the current status, opinions, beliefs, and attitudes of participants through the use of questionnaires or interviews from a known population. Babbie and Mouton (2016:2030-233) state that the main purpose of a survey is to collect original data for describing or measuring the attitudes and orientations in a large population. McMillan and Schumacher (2001) state that, in survey research, researchers select samples of respondents before administering questionnaires or conducting interviews to

collect information about their attitudes, values, habits, ideas, demographics, feelings, opinions, perceptions, plans, and beliefs. Flower (2008), in Creswell and Creswell (2018:12), acknowledges that survey research provides a quantitative description of trends, opinions, or attitudes of a population by studying a sample of that population. Leedy and Ormrod (2010:187) state that a survey entails acquiring information about people in terms of attitudes, opinions, characteristics, and experiences by asking questions and tabulating the responses.

A survey research design includes asking a set of pre-prepared questions to a population sample for the purpose of gathering data for a study. The survey method was relevant to this study because the implementation of the Library Conditional Grant is an independent variable that influences the selection of library resources, which is the dependent variable. Advantages of a survey include the standardisation of data collection (Babbie, 2007) and collection of large amounts of data using a sample from a large population. Another advantage is that a survey is less demanding in its design requirements and it is cost-effective (Leedy & Ormrod, 2010). Mouton (2019:153) emphasises that the strength of a survey is its potential to generalise large populations through the implementation of an appropriate sampling design. The use of surveys permits a researcher to study more variables at one time while data can be collected about real-world environments. Babbie (2007) acknowledges that the weakness of a survey is the validation of information. Mouton (2001) agrees with Babbie that the survey design's lack of depth and insider observation might lead to the criticism that it leads to surface level analysis.

This study adopted the survey design as an appropriate design to assess the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities in Gauteng, South Africa. Additionally, a survey was adopted for this study because it allows the use of quantitative data collection (Bertram & Christiansen, 2014). Dooley (2002:338) indicates that a survey can employ various data collection processes, such as questionnaires. The selected design provided the researcher with a holistic understanding of factual events experienced by users of the libraries, librarians, and managers. Through triangulation, survey instruments in existing studies can be examined, compared, and scrutinised for their usefulness in a study (Andres 2012:21).

4.5   TARGET POPULATION

Bless *et al.* (2013:352) describe a population as a set of elements that a research study focuses on. Polit and Beck (2014:277) define the population as the overall number of people included in a location or the total number of subjects under study. The nature of research questions, published literature, and previous research studies creates a perceived study population required, which is outlined during the conceptual design (Hennik *et al.,* 2011:85). Creswell and Creswell (2018:150) describe a population as a set of elements that a research study focuses on by identifying individuals and the size of the group participating in the study. This study's population consisted of the following two groups:

Group 1: Heidelberg and Sicelo public library users

- *Library users* – the library user population consisted of members of the community who utilised the Heidelberg and Sicelo public libraries daily and were aware of the changes or challenges that the libraries have experienced. The population assisted the researcher to discover the user experiences of the Heidelberg and Sicelo public libraries. The average daily population of users in the Heidelberg library was 180, whereas in the Sicelo library, it was 140 (Gauteng Department of Sport, Arts, Culture and Recreation, 2019).

Group 2: Library Conditional Grant overseers – managers responsible for the Library Conditional Grant at the DAC, the GDSACR, Lesedi, and Midvaal municipalities

- *DAC manager* – This is the department responsible for the grant's allocation to public libraries nationally. It was important to establish how Gauteng has benefited from the Library Conditional Grant.
- *GDSACR manager* – The provincial department responsible for the coordination of libraries. The department received a grant allocation from the national department and transferred it to municipalities for information services. The department administered the Library Conditional Grant provincially and monitored the spending patterns of municipalities. It was important to establish the processes of grant funding allocations to municipalities.
- *Library managers* – The library managers from the Lesedi and Midvaal municipalities are responsible for library budget allocations and management. The managers

allocated the annual budget for services in the Heidelberg and Sicelo public libraries. It was important to determine what informs budget allocations in the Heidelberg and Sicelo public libraries.

- *Library workers* – Library workers implement information services at the Heidelberg and Sicelo public libraries. It was vital to establish the services rendered as well as the programmes implemented at the Heidelberg and Sicelo public libraries.

4.6   SAMPLING METHODS AND PROCEDURES

Babbie and Mouton (2012:164) state that sampling is a process of selecting a percentage of a population to participate in the study as a basis of estimating the prevalence of information given to the researcher. Sampling is a process of selecting persons or items from the population in order to generalise the characteristics of the entire population (Sekaran & Bougie, 2009:445). According to Ngulube (2005:132), a very important issue in sampling is to determine the most adequate size of the sample and by studying the sample, it is hoped that valid conclusions can be drawn about the larger group. On that note, a large sample size is more representative but costly, and a small sample is less accurate but convenient (Bless *et al.*, 2013). According to Bryman and Bell (2017:168-180), there are two main types of sampling, and these are probability sampling methods and non-probability sampling methods. Probability sampling was adopted in this study.

4.6.1   Sampling methods

Probability sampling was employed in this study. The probability sampling method is a process where each unit in the population has an equal opportunity to be a part of the study's sample (Du Plooy-Cilliers *et al.*, 2017:137). According to Bryman and Bell (2017:170), the aim of probability sampling is to keep sampling errors to a minimum. The study population consists of library users from the Heidelberg and Sicelo communities and librarians, including library managers responsible for the Library Conditional Grant. Probability sampling enhances the likelihood of accomplishing the objective of selecting elements that accurately represent the total population from which the elements were drawn (Connaway & Powell 2010:199). Bryman and Bell (2017:172-174) further reaffirm that the four main types of probability sample designs are simple random sampling, systematic sampling, stratified sampling, and cluster sampling. According to Du Plooy-Cilliers *et al.* (2017:138), the simple random sampling method is the most basic form of probability

sampling where each unit of the population has an equal probability of being included. Du Plooy-Cilliers *et al.* (2017:138) further describe systematic sampling as a method where each element of the population needs to be numbered in the sampling frame. Stratified sampling is the splitting of the population into sub-units (Bryman & Bell, 2017:173). Cluster sampling is the splitting of the population into different clusters according to category. In order to draw a representative sample for the study, a sample frame that consisted of a list of library users, library workers appointed by the Library Conditional Grant, and grant overseers was considered. According to Bryman and Bell (2017:170), a sampling frame is the listing of all units in the population from which the sample is selected. Probability sampling was adopted in this study to ensure that all people in the population had an equal chance to participate. The Heidelberg and Sicelo library users were selected to participate in the study following the simple random sampling method. The librarians and library managers were selected using the simple random sampling method because the process provided everyone with an equal chance to participate on the study (Bryman & Bell, 2017:172).

4.6.2 Sample procedures and size

A sample is a portion that represents a larger group from whom a researcher intends to obtain information (Kumar, 2011:194). By studying the sample, it is anticipated that valid conclusions will be drawn from the representatives of a population (Gerring, 2012:86). A large sample size is expensive to implement but is representative of the population, whereas a small sample is more appropriate but less accurate in terms of representation (Bless *et al.*, 2013).

The average daily population of users in the Heidelberg library is 180, whereas in the Sicelo library it is 140 (Gauteng Department of Sport, Arts, Culture and Recreation, 2019). A total of 242 respondents were selected (121 in Heidelberg and 121 in Sicelo). The uniformity in the number of 121 was to simplify reporting in terms of comparisons of the numbers between the two communities. This study adopted simple random sampling as no appointments were scheduled with library users, but all users received equal opportunity to participate in the study. The study determined the sample size for the library users by using Krejcie and Morgan's (1970) sample size technique model, shown in Table 4.2.

Table 4.2: Krejcie and Morgan Sample Size for a Given Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	246
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	351
35	32	150	108	360	186	1100	285	5000	357
40	36	160	118	380	181	1200	291	6000	361
45	40	180	123	400	196	1300	297	7000	364
50	44	190	127	420	201	1400	302	8000	367
55	48	200	132	440	205	1500	306	9000	368
60	52	210	136	460	210	1600	310	10000	373
65	56	220	140	480	214	1700	313	15000	375
70	59	230	144	500	217	1800	317	20000	377
75	63	240	148	550	225	1900	320	30000	379
80	66	250	152	600	234	2000	322	40000	380
85	70	260	155	650	242	2200	327	50000	381
90	73	270	159	700	248	2400	331	75000	382
95	76	270	159	750	256	2600	335	100000	384

(Source: Krejcie and Morgan, 1970)

Where S = required sample size and N = the population size.

As can be seen in Table 4.2, the required sample size for this study for Heidelberg was 123 but due to covid-19 restrictions, 121 was the number of respondents that participated in the study. The required number for Sicelo was 103, but more respondents participated in the study and the researcher capped the number at 121 for standardised reporting in terms of the total number of respondents of both communities. Table 4.3 illustrates the final sample of the study.

Table 4.3: Study's sample size for library users

Library users	Population	Sample size
Heidelberg library	180	121

Sicelo library	140	121
Total	**320**	**242**

This implies that 242 library users were selected using the simple random sampling method to be respondents for the quantitative study in the Heidelberg and Sicelo libraries, respectively. In addition, a total of four Library Conditional Grant overseers were randomly selected to respond to questionnaires (that is, one official from the Department of Arts and Culture, one official from the Gauteng library service, one manager from the Midvaal municipality, and one manager from the Lesedi municipality). A total of eight library workers were also randomly selected (four from Heidelberg library and four from Sicelo library). Therefore, the total sample size for this study was 254 (Table 4.4).

Table 4.4: Study sample size

	DAC	**GDSACR**	**Lesedi**	**Midvaal**	**Heidelberg library users**	**Sicelo library users**	
Grant overseers	1	1	1	1	0	0	
Library workers	0	0	0	0	4	4	
Library users	0	0	0	0	121	121	
	1	1	1	1	125	125	**254**

4.7   DATA COLLECTION METHODS AND PROCEDURES

The collection of data is the process of gathering and assessing information on a topic of interest through methods such as interviews and surveys (Flick, 2018b). The data collection method refers to the systematic approach, techniques, and tools used in the data collection process (Du Plooy *et al.*, 2014:149). Saunders, Lewis and Thornhill. (2016:49; 214) refer to data collection as a means by which measurement is realised.

4.7.1 Data collection methods

Guided by Creswell (2009:176), the study implemented questionnaires as collection tools to collect primary data. The data collection tools used were questionnaires for gathering

primary data from library users, library workers, and library managers. Secondary data were collected from the minutes of IGR meetings, policies, and the grant framework.

4.7.1.1 Questionnaires

A questionnaire was used to collect data from a total of 254 respondents comprising 242 library users, 8 library workers and 4 library managers/grant overseers. Bless *et al.* (2013:394) describe a questionnaire as an instrument of data collection that consists of a standardised series of questions focusing on the research objectives to be answered by participants. A questionnaire is a self-report data collection instrument where study respondents complete the questionnaires themselves without the assistance of a researcher (Bryman & Bell, 2014:191). For this study, a structured self-administered questionnaire was designed and distributed to collect data among community members using the facilities of the Heidelberg and Sicelo libraries. Questionnaires were used because of the assumption that most respondents were literate. A mixture of closed and open-ended questions was used in compiling the questionnaire, as they were easy to answer and did not take up much of the respondents' time while answering. The questionnaire consisted of five sections, where section A was on library usage, section B was on library infrastructure and resources, section C was on library programmes and community structures, section D was on the challenges faced by the communities, and section E was on the guidelines on improving the Library Conditional Grant services. Participants were afforded four weeks to answer the questionnaires. Annexure A is attached for reference.

In addition to a library users' questionnaire, an open-ended questionnaire was designed to collect data from Library Conditional Grant overseers, who were DAC officials, GDSACR officials, municipal library managers, and library workers. Bless *et al.* (2013:394) describe a questionnaire as an instrument of data collection that consists of a standardised series of questions focusing on the research objectives to be answered by participants. For this study, a structured self-administered questionnaire was designed and distributed to collect data from librarians of the Heidelberg and Sicelo libraries as well as library managers at national, provincial, and local government levels.

4.7.1.2 Pilot study

A pilot study is a smaller scale, preliminary study that serves the purpose of ruling out any ambiguity and/or weaknesses that may arise from the methodology and/or sample (Arain, Campbell, Cooper & Lancaster, 2010:1; Crookes & Davies 2004:232). Pilot studies serve two purposes. Firstly, they prepare the study before the larger study is conducted, and, secondly, as a preliminary test to determine the effectiveness of the data collection tools (Simkhada *et al.,* 2006:295).

For the purpose of this study, a pilot study was conducted with six library users and five library workers of the Rand West City Municipality libraries to evaluate the feasibility, time, and cost of collecting data through questionnaires. Bryman and Bell (2014:91) state that a small pilot study is necessary to determine how well the study's research methods work.

A pilot study was conducted with two library managers, consisting of one from the City of Johannesburg Metropolitan Municipality and one from the Rand West City Municipality to evaluate the feasibility, time, and cost for the actual completion of the questionnaires. According to Weman *et al.* (2008:148), a pilot study is necessary to detect flaws in the measurement procedures, to identify unclear or ambiguously formulated questions, and is an opportunity for the researcher to notice the non-verbal behaviour of respondents. Annexures B and C, which were used for the pilot study's data collection, are attached.

4.7.1.3 Observations

In addition to questionnaires, data were collected from the Heidelberg and Sicelo community libraries by observing the activities. As Krishnaswamy, Bawa, Ganeshaiah and Kiran (2009:859) state, this method of data collection is the most accurate. The observation method was used to provide the researcher with an insider perception of the dynamics and behaviours of the population. The purpose of observation in this study was to observe how respondents answered questions, which were combined to form an overall score. Observation was necessary to determine the possibility that all indicators related or did not relate to the same concept. The researcher observed the activities of DAC officials, GDSACR officials, library managers, and librarians to observe how they shared knowledge. A checklist was developed to be used during observation where an unstructured method was used to monitor all behaviours. Different behaviours were observed from the respondents' completed questionnaires. Annexure D is an observation checklist which is attached for easy reference.

4.7.1.4 Content analysis

In addition to questionnaires and observation, data were collected from policies, guiding papers, gazettes, minutes of the IGR meetings, and other documents such as articles, conference papers, and books. Babbie and Mouton (2016:491) state that content analysis is a research method that scrutinises words or phrases in an extensive range of texts, including books, speeches, essays, and headlines. Content analysis was used to ensure that information published on the topic formed part of this study.

4.7.2 Data collection procedures

Data were collected in Pretoria (DAC offices), Johannesburg (GDSACR offices), Heidelberg, and Sicelo, where questionnaires were completed and documents, including policies, minutes of meetings, articles, and reports, were collected as part of the evidence. Data were also collected in both the Heidelberg and Sicelo communities through questionnaires distributed to library users and members.

4.8   ENSURING INTEGRITY

The critical criterion of this research was validity, as Bryman and Bell (2014:25) emphasise that validity outlines the integrity of the conclusions generated from a piece of research. Babbie (2014:154) states that validity is a method that accurately reflects the concept it is intended to quantify. Validity is a property of a research tool that measures significance, correctness, and accuracy (Sarantakos, 2013:99). The objectives of the study assisted in measuring the validity of the data collection instruments. Babbie (2014:152) describes reliability as the method that proposes that the same data are collected each time in recurring observations of the same topic. Matthews and Rose (2010:479) agree with Babbie (214) by stating that reliability is the measure of research quality in which another researcher is expected to conclude with similar findings as previous research conducted. To confirm the reliability, the researcher ensured consistency and logic in the administration of questionnaires to avoid contradictions.

Babbie and Mouton (2016:276) define trustworthiness as the way in which a researcher can persuade the audience that the conclusions in the study are worth paying attention to or worth taking account of. To ensure trustworthiness, this study collected data using the

quantitative research method. The study adopted data triangulation to warrant the validity, reliability, and trustworthiness of the data collected through the survey research design as data were collected using questionnaires, observation, and content analysis.

4.9   DOCUMENT ANALYSIS

The researcher went through documents that supported the Library Conditional Grant programme's implementation in the Lesedi and Midvaal municipalities in Gauteng. In terms of the inception of the grant, the researcher consulted the DAC report, "impact assessment study", compiled by KPMG in 2006. There were copies of grant frameworks from the DAC and the GDSACR from 2007/08 to 2019/20 that were consulted in terms of the purpose and outputs of the grant. Allocation letters from 2007/08 to 2019/20 confirmed the amounts allocated to the Gauteng province and the two municipalities (Lesedi and Midvaal). Provincial business plans that had been sent to the DAC were consulted to verify the projects that the Gauteng province has implemented over the years using the Library Conditional Grant. The Lesedi and Midvaal business plans were consulted, which detailed how the municipalities implemented projects at library level, including procurement of books, staffing, maintenance, and reading programmes at the Heidelberg and Sicelo libraries. Gazettes published were further consulted to verify the amounts in the allocation letters for the Gauteng province and municipalities. The Lesedi municipality expenditure reports were consulted to cross check if the projects reported were in the signed business plans. The budgets of the Gauteng Department of Sport, Arts, Culture and Recreation for the past five years were analysed to verify the electronic resource subscriptions of Overdrive, Britannica Online, Press Reader, and SABICAT.

4.10   OVERALL ANALYSIS – TRIANGULATION

The study applied triangulation to enhance the credibility of the study and used primary data from the questionnaires collected as the main source. The study further relied on the applicable documents on Library Conditional Grant and funding of libraries by the GDSACR. Lastly, the study relied on the observations made by the researcher during the data collection stage. According to Cope (2014:545), triangulation is the use of multiple methods or data sources in qualitative research to develop a comprehensive understanding of phenomena.

4.11   CHAPTER SUMMARY

In providing the methodology applied in the study, the chapter first outlined the different paradigms, where positivism was adopted as the philosophy. Different research approaches were discussed, and it was indicated that the study employed the quantitative research approach. A plan of action, known as a research design, was discussed and a survey was deemed to be an appropriate research design for the study. The chapter further described the population of the study and the sampling method, using the probability sampling method which was employed to reach a manageable number of participants. The chapter also described the data collection tools that gathered the data for the study. A pilot study established the feasibility of how data would be collected and the distribution of questionnaires. The data collection tools were concluded through the content analysis where different documents were used for the purpose of the study.

The next chapter presents the findings of the study.

CHAPTER FIVE: PRESENTATION OF FINDINGS

5.1   INTRODUCTION

The previous chapter discussed the research methodology that was used in this study. This chapter presents the results of the pilot study in accordance with the objectives of the study. This chapter further presents the results of the main study's investigation into the socio-economic benefits of the Library Conditional Grant in public libraries by library managers, library workers, and library users in the Heidelberg and Sicelo communities, in Gauteng, South Africa. The research objectives were aimed at establishing staff complements, awareness and usage of library infrastructure and resources, library programmes offered by public libraries, local community structures that use the libraries, challenges that prevent the libraries from providing the information services, and guidelines to improve library and information services in rural communities.

Data analysis involves the description of raw data collected from the population of the study into meaningful information. According to Peck, Seinfeld, Aglioti and Slater (2013:6), the purpose of data analysis is to use the collected data to answer research questions and explain to the reader how the researcher arrived at the research findings. The first part of data analysis presents the results from the questionnaire that was administered to library managers, library workers, and library users of the pilot study, followed by the results from the questionnaire that was administered to library managers, library workers, and library users from the DAC, the GDSACR, Lesedi, Midvaal, the Heidelberg library, and the Sicelo library.

The study targeted a total of 254 respondents comprising four library managers, four library workers, and 242 library users. Whereas the pilot study targeted two library managers, five library workers, and six library users to respond to the questionnaire.

The chapter is divided into seven sections; (1) Introduction, (2) Response rate and problems encountered, (3) Respondents, (4) Pilot study findings, (5) Findings from library managers, (6) Findings from library workers, (7) Findings from library users, and (8) Chapter summary.

5.2   DATA ANALYSIS

Quantitative data analysis is an approach that interprets an understanding of numerical data derived from methods such as survey research (Allen, 2017). Babbie (2014:237) describes quantitative data analysis as a numerical presentation and use of observations for relating and explaining the phenomena that those observations reflect.

5.2.1 Data analysis methods

The Statistical Package for Social Scientists (SPSS) was adopted as a data analysis tool in conjunction with Microsoft Excel. Data were captured in a Microsoft Excel spreadsheet where a tally of averages was recorded. After score completion of and verifying that each category's data were included in the sheet, calculations were made for averages to each question. The bar charts and pie charts were also drawn using SPSS for the analysis at various stages. The descriptive statistics that included percentages, frequency distribution, pie charts, and histograms were used. Microsoft Excel also aided in the generation of tables, frequencies, and percentages.

5.3   FINDINGS FROM PILOT STUDY

The pilot study covers the following: (1) response rate and problems encountered, (2) respondents that participated in the study, and (3) findings in accordance with the study's objectives.

5.3.1 Response rate and problems encountered from the pilot study

A total of 13 questionnaires for the pilot study were distributed to both the City of Johannesburg and Rand West Municipalities to be completed by library managers, library workers, and library users for the pilot study. Questionnaires were distributed on 11 December 2020 and collected on 15 December 2020. The 13 questionnaires distributed were as follows: two questionnaires completed by library managers (one at the City of Johannesburg and one at Rand West City), five questionnaires completed by library workers, and six questionnaires completed by library users. All 13 questionnaires distributed were completed. Thus, a 100 per cent response rate was achieved. Some fundamental problems were encountered due to covid-19 restrictions and the operation of libraries during lockdown level three. Initially, the City of Johannesburg was selected for the pilot study, but the City of Johannesburg libraries only opened late in November 2020 and

only one library manager participated in the pilot study. Rand West City was the second option and questionnaires were completed and collected by the researcher, as the libraries were open with full services rendered.

5.3.2 Respondents of the pilot study

The pilot study was composed of the following: (a) Two library managers, and those who responded were two library managers, one from City of Johannesburg and one from Rand West City; (b) Five library workers, and those who responded were five library workers, all from Randfontein Library; and (c) Six library users, and those who responded were six library users all from Randfontein Library. The total number of people that participated in the pilot study consisted of 13 respondents, comprising one respondent from the City of Johannesburg and 12 respondents from Rand West City.

5.3.3 Findings of the pilot study according to objectives

The pilot study covered the following: (1) Staff complements, (2) Library Conditional Grant awareness and usage of library infrastructure and resources, (3) Library programmes, (4) Community structures, (5) Challenges for delivering the service, and (6) Guidelines to improving library and information services.

A total of three sets of questionnaires were distributed as follows:

(1) *Questionnaire for completion by library managers.* This questionnaire consisted of five sections. Section A focused on Library Conditional Grant administration, section B focused on staffing, library infrastructure (ICT and building) and resources, section C focused on library programmes and community structures, section D focused on challenges for delivering information services, and section E focused on guidelines to improve library service. The questionnaire is attached as Appendix C for easy reference. A total of two questionnaires were distributed to the City of Johannesburg, which received one questionnaire for completion, and the Rand West, which received the other questionnaire for completion.

(2) *Questionnaire for completion by library workers.* This questionnaire consisted of five sections. Section A focused on Library Conditional Grant employment, section B

focused on library awareness, library infrastructure (ICT and building) and resources, section C focused on library programmes and community structures, section D focused on challenges for delivering information services, and section E focused on guideline to improve library service. The questionnaire is attached as Appendix B for easy reference. A total of five questionnaires were distributed to library workers in the Randfontein library at Rand West municipalities for completion.

(3) Questionnaire for completion by library users. This questionnaire consisted of five sections. Section A focus is library usage, Section B focused on staffing, library infrastructure (ICT and building) and resources, section C focused on library programmes and community structures, section D focused on challenges for delivering information services, and section E focused on guidelines to improve library service. The questionnaire is attached as Appendix A for easy reference. A total of six questionnaires were distributed to library users in the Randfontein library at Rand West City municipality for completion.

5.3.3.1 Staff complements through the Library Conditional Grant according to the pilot study

A total of three questions were asked under staffing to which both managers from the City of Johannesburg and the Rand West responded. On the question of budget allocation for the appointment of staff, both library managers (100%) agreed that budget had been allocated for staff. On the question of staff budget appropriate for running library services, both managers (100%) did not agree that the budget was appropriate to run the library. On the last question of staff appointment is permanent or not under staffing, the two managers (100%) further agreed that staff were appointed on a permanent basis.

A total of four questions were asked under staffing where library workers in the Randfontein library under the Rand West local municipalities responded. On the question of knowledge of the Library Conditional Grant, all five (100%) library workers knew about the Library Conditional Grant. On the question of whether the library workers were appointed through the Library Conditional Grant budget, all five (100%) indicated that they were employed under the Library Conditional Grant budget. On the question of whether the majority of library workers in Rand West libraries were employed under the Library Conditional Grant, all five (100%) respondents believed that most of the staff members in Rand West City

libraries were employed under the Library Conditional Grant budget. On the last question on staffing of the working days (shifts), all five (100%) respondents indicated that they worked at the library from Monday to Saturday.

A total of four questions were asked under staffing where library users in the Randfontein library at the Rand West City municipality responded. On the question of whether the respondents knew the library workers by name, all six (100%) respondents agreed that they knew the library staff by name. On the question of whether the majority of staff appointed at the library were Randfontein residents, all six (100%) respondents agreed that the majority of the staff were local people. On the question of staff competence at work, all six (100%) respondents agreed that library staff were always helpful and competent. On the last question of whether library staff operated the library according to the operating hours, all six (100%) respondents agreed that library staff always opened the library on time.

The data presented show that 100 per cent of the respondents in the pilot study across the three categories of respondents (managers, workers, and users) agreed that library staff were appointed under the Library Conditional Grant budget. According to data, the community benefitted because most of the people appointed at the library were locals although there was a shortfall in budget allocated to run the library. The respondents further agreed that staff were appointed on a permanent basis under the Library Conditional Grant budget. The respondents agreed that staff worked at the library from Monday to Saturday. Respondents also agreed that library staff were always helpful and competent, and that library staff always opened the library on time. Figure 5.1 below summarises the staff complements.
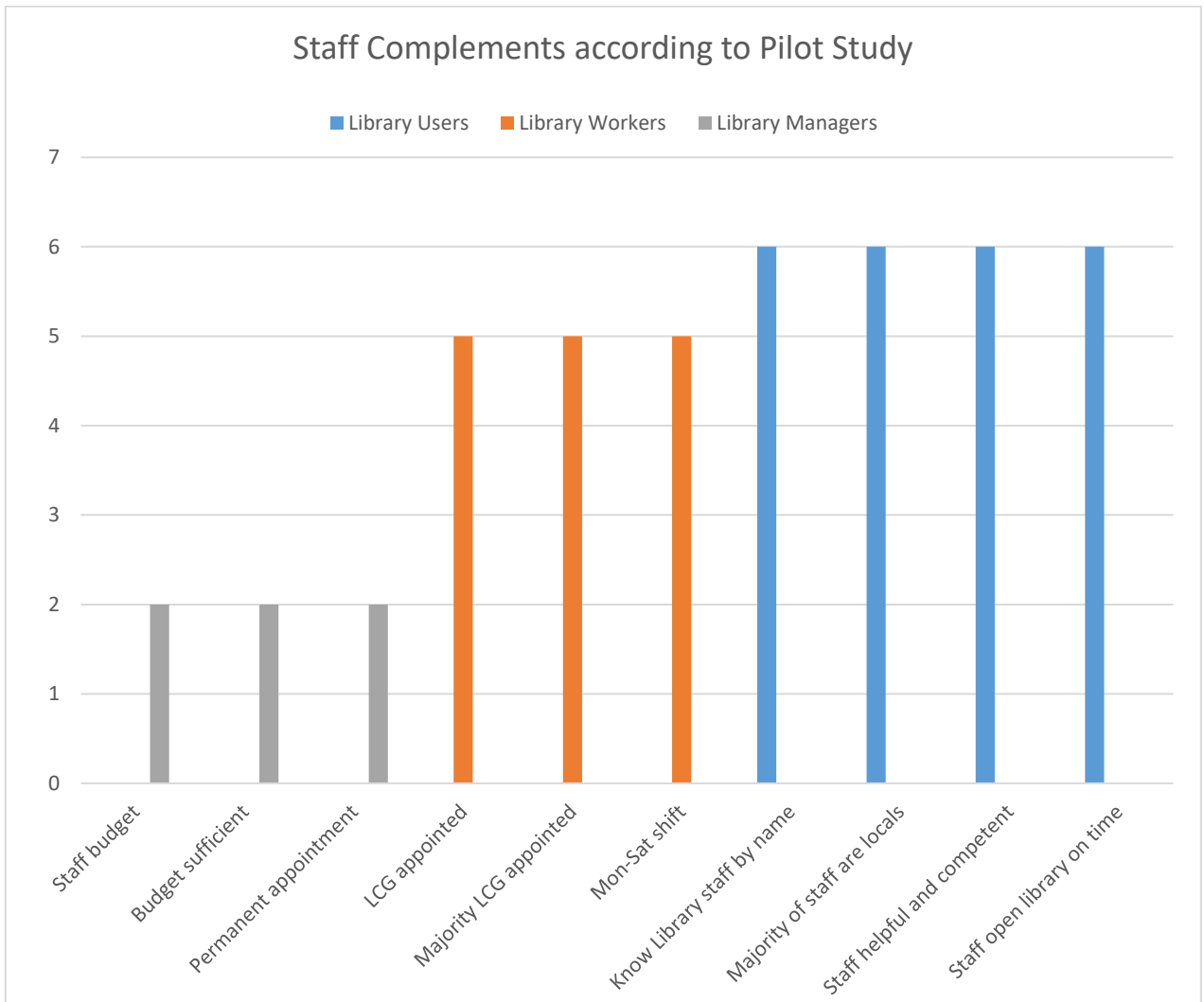
Figure 5.1 Staff Complements according to Pilot Study Source: Field data (2021)

The figure above is a summary that indicates that two library managers, five library workers, and six library users completed the questionnaire. The findings on staff complements reinforced that the questions asked on the section were appropriate and, therefore, no changes were required. The questionnaire as the data collection instrument was deemed a suitable tool since all the questions pertaining to staffing were answered.

5.3.3.2 The level of awareness and usage of library infrastructure and resources

Library managers responded to a total of seven questions on the administration of the Library Conditional Grant. Table 5.1 below indicates how the conditional grant is administered.

Table 5.1: Library Conditional Grant administration according to pilot study

Category	Percentage
Responsible for conditional grant	100%
Responsible for SLA with Gauteng Library Services	100%
Communicates the grant framework	100%
Drafting of the business plans	100%
Implementing business plans activities	100%
Budget allocation	100%
Reporting conditional grant activities	100%

Source: Field data (2021)

A total of eight questions/options were asked/offered to library workers to answer/select the library section where library workers were stationed and library busy periods. Table 5.2 below indicates the library sections where library workers worked and the times when the library was used the most.

Table 5.2: Library Sections and Library Busy Periods

Category	Percentage (0-100)	Category	Percentage (0-100)
Circulation desk	80%	Morning hours	40%
Reference	80%	After school	100%
Children	80%	Weekends	60%

Acquisition	0%		
Activity room - programmes	20%		

Source: Field data (2021)

The library users responded to a question on library usage with preferential options and how often the library was used. Table 5.3 below indicates the library sections that library users used the library for and how often the six library users used the library.

Table 5.3: Library usage and how often the library is used

Library usage section	Percentage (0-100)	Usage period	Percentage (0-100)
Study facility	100%	Daily	50%
Reading	100%	Once a week	33.3%
Newspapers & magazines	100%	Occasionally	16.6%
Business information	100%		
Wi-Fi	100%		
Library Hall	100%		

Source: Field data (2021)

The findings show that all respondents indicated in Table 5.3 used the six listed library sections.

5.3.3.2.1 Library infrastructure

Both managers (100%) agreed that there was budget allocation for the procurement of furniture. On the maintenance of libraries and its budget allocation and availability of the maintenance plan, one manager (50%) agreed that there was budget allocation for maintenance of libraries and availability of the maintenance plan, whereas the other (50%) did not agree. On budget allocation for the upgrade of libraries, one manager (50%) agreed that budget was allocated for the upgrading of libraries, and the other manager (50%) was not sure.

A total of three (60%) library worker respondents did not agree that there was library signage with operating hours. All five (100%) respondents agreed that the library study section had appropriate furniture and was safe for use. All five (100%) agreed that the newspaper and magazine areas had appropriate furniture. Four (80%) of the respondents agreed that the library hall was safe for library and community meetings. Four (80%) agreed that the library was well maintained and was not an Operational Health and Safety (OHS) risk. All five (100%) respondents did not agree that the library parking area was safe for use.

A total of six (100%) respondents agreed that they used the study section. Four (66%) respondents agreed that they used the newspaper and magazine area to read newspapers. Two (33%) respondents agreed that they used the library hall for library meetings. Five (83%) respondents agreed that they used the business corner for business information. All six (100%) respondents agreed that they used the library ablution facilities, which were in good condition. Four (66%) respondents agreed that they used the library parking area.

5.3.3.2.2 ICT infrastructure

On ICT infrastructure usage, both managers (100%) agreed that the libraries had Wi-Fi for public access. One manager (50%) agreed and the other manager (50%) was not sure whether the libraries had computers with a reliable internet connection. One manager (50%) agreed and the other manager (50%) did not agree that libraries had a gaming room and tablets for use by children. According to data presented, the City of Johannesburg did not benefit from the gaming room and tables. Both managers agreed (100%) that libraries had printers and copiers for library users. Both managers (100%) agreed that libraries subscribed to electronic databases.

A total of five (100%) library worker respondents agreed that the library Wi-Fi was operational and reliable. Four (80%) respondents agreed that the library had computers with reliable internet connection. Three (60%) did not agree that the library had a gaming room and tablets for use by children, whereas two (40%) agreed that the library had a gaming room. The two that agreed used the old Randfontein library as reference because the library relocation from the old building to the new was not yet complete at the time of data collection. Four (80%) respondents agreed that the library computers were connected to the printer. Three (60%) agreed that the library offers e-books and e-newspapers to library users.

A total of six (100%) library users respondents agreed that they used the library Wi-Fi. All six (100%) respondents agreed that they used the library computers to access the internet. Furthermore, all six (100%) respondents agreed that the library internet connection was reliable. All six (100%) did not agree that the library had a gaming room and tables for usage by children. All six (100%) respondents agreed that the library computers were connected to the printer.

The data presented indicate that library managers, workers, and users agreed that the libraries had Wi-Fi for public access, and it was reliable. Respondents were not certain whether the libraries had or did not have a gaming room and tablets for use by children. The respondents agreed that libraries had computers with an internet connection, printers, and copiers for library users, and that libraries subscribed to electronic databases.

5.3.3.2.3 Library collection

Table 5.4 below presents the results of library managers on library collection.

Table 5.4: Library collection

Category	Agree (%)
Budget allocated for the procurement of books	100%
Province and municipalities had a book tender	100%

New books procured and delivered to libraries annually	100%
Libraries had up to date books on shelves	50%
Do you spend the allocated book budget every year	100%

Source: Field data (2021)

A total of three (60%) library workers agreed that library books were adequate and up to date. Three (60%) respondents agreed that the library book collection balanced the needs of community members, from children to the elderly. Three (60%) respondents agreed that the library received new books annually. Three (60%) respondents agreed that library users recommended new books to the librarian. Two (40%) respondents agreed that the library procured books that were recommended by users. Two (40%) respondents agreed that the library book security system is functional.

A total of three (50%) library users responded that the library books were adequate and up to date. Three (50%) respondents agreed that the book collection covered the needs of community members, from children to the elderly. Two (33.3%) respondents agreed that they always find the books that they need in the library. Four (66.6%) respondents did not agree that they recommended books to the librarian. Four (66.6%) respondents did not agree that the library procured books that they recommended. Below is the Likert scale that shows how the library users were expected to respond.

Please agree or disagree with the following:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Library books are adequate and up to date	○	○	○	○	●
Book balances the needs of community members from children to the elderly	○	○	○	○	●
I always find the books that I need in the library	○	○	●	○	○

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I recommend books to the librarian	⬭	⬭	⬭	⬭	⬬
The library procures the books that	⬭	⬬	⬭	⬭	⬭
I recommend					

Source: Field data (2021)

Data presented show that library managers, workers, and users agreed that library books were adequate, and that the library collection balanced the needs of community members, from children to the elderly. Most of the respondents agreed that library users recommended new books to the librarian, while 50 per cent of the respondents agreed that the library procured books that were recommended by users.

5.3.3.3 Library programmes offered according to pilot study

On the questions pertaining to library programmes, the following were the findings from the two library managers: Both library managers (100%) agreed that there was budget allocated for reading programmes. Both library managers (100%) agreed that reading programmes were implemented according to plan. Both library managers (100%) agreed that programmes were marketed to the public.

A total of five library workers responded to the questions as follows: Four (80%) respondents agreed that youth reading programmes had been implemented at the library. Four (80%) respondents agreed that ECD and storytelling was offered at the library. Three (60%) respondents agreed that homework and after school assistance was offered at the library. Four (80%) respondents agreed that public speaking and debating were implemented at the library. Four (80%) respondents agreed that reading games and competitions were offered at the library.

A total of six library users responded to the questions on library programmes implemented at the Randfontein library as follows: Three (50%) respondents did not agree that youth reading programmes were implemented at the library. All six (100%) respondents agreed that ECD and storytelling were offered at the library. All six (100%) respondents agreed that homework and after school assistance was offered at the library. All six (100%) respondents also agreed that public speaking and debating were implemented at the library. All six

(100%) respondents agreed that reading games and competitions were offered at the library.

Data presented show that 100 per cent of the pilot study library manager respondents agreed that there was budget allocated for reading programmes. One hundred per cent of the library manager respondents agreed that reading programmes were implemented according to plan and that programmes were marketed to the public. Eighty per cent of library worker respondents agreed that youth reading programmes were implemented at the library. The respondents further agreed that ECD and storytelling were offered at the library. Sixty per cent of library worker respondents agreed that homework and after school assistance was offered at the library, while 80 per cent of the respondents agreed that public speaking and debating were implemented at the library. Eighty per cent of library worker respondents agreed that reading games and competitions were offered at the library. Fifty per cent of library user respondents did not agree that youth reading programmes are implemented at the library, while 100 per cent of the respondents agree that ECD and storytelling were offered at the library. One hundred per cent of library worker respondents agreed that homework and after school assistance was offered at the library. One hundred per cent of library worker respondents agreed that public speaking and debating were implemented at the library. Lastly, 100 per cent of library worker respondents agreed that reading games and competitions were offered at the library.

5.3.3.4 Local community structures using the public libraries

A total of two library managers responded to the questions on local community structures using the public libraries, and the findings were as follows: Managers did not agree with one another in their responses. On community businesses using the library halls, one manager (50%) of Rand West Local Municipality did not agree that businesses used the library for meetings, whereas one manager from the City of Joburg (50%) was not sure. On religious groups using the library hall for meetings, both managers (100%) did not agree that the groups met at the libraries. On political groups using the library hall for meetings, one manager (50%) of Rand West local municipality agreed that political groups held meetings in Rand West libraries, whereas the other manager (50%) from City of Joburg did not agree. On community forums using the library hall, one manager (50%) of the Rand West Local Municipality agreed that the forums used the library for meetings, and the other

manager (50%) from the City of Joburg was not sure if the community forums used the library halls for meetings.

A total of five library workers at the Randfontein library responded to the questions on community structures using the library hall for meetings. Library workers did not agree in their responses and this disagreement was caused by the relocation from old Randfontein library to the new Randfontein library, because the responses were based on the library workers' observations/statistics of the Randfontein library, depending ons where they are based. Two (40%) respondents agreed that community businesses used the hall for meetings and three (60%) respondents did not agree. One (20%) respondent agreed that religious groups used the library hall for meetings while four (80%) respondents did not agree that religious groups used the library. One (20%) respondent agreed that political groups used the hall and four (80%) respondents did not agree that political groups used the library. Two (40%) respondents agreed that community forums used the library hall for meetings while three (60%) did not agree that community forums used the library.

A total of six library users at the Randfontein library responded to the questions on community structures using the library hall for meetings. Library users did not agree in their responses based on the experiences with the old and new Randfontein library, as the relocation was not yet complete at the time of data collection. Three (50%) library user respondents agreed that community businesses used the library hall for meetings while the other three (50%) did not agree that community businesses used the library. Two (33.3%) library users respondents agreed that religious groups used the library hall for meetings and four (66.6%) did not agree that religious groups used the library. Three (50%) library users respondents agreed that political groups used the library hall while the other three (50%) did not agree. Three (50%) library users respondents agreed that community forums used the library hall and three (50%) did not agree that the community forums used the library.

The data presented show that zero per cent of the pilot study library manager respondents agreed that community businesses used the library hall, whereas hundred per cent of library manager respondents did not agree that religious groups used the hall. Fifty per cent of library manager respondents agreed that political groups used the hall and 50 per cent agreed that community forums used the library hall. Data presented show that 40 per cent of the pilot study library worker respondents agreed that community businesses used the

library hall, while 80 per cent of library worker respondents did not agree that religious groups used the hall. Eighty per cent of library worker respondents did not agree that political groups used the library hall and 60 per cent of library workers did not agree that community forums used the library hall. Data presented show that 50 per cent of the pilot study library users respondents agreed that community businesses used the library hall, while 67 per cent of library user respondents did not agree that religious groups used the hall. Fifty per cent of library user respondents agreed that political groups used the hall and 50 per cent of library users agreed community forums used the library hall.

5.3.3.5 Challenges for delivering information services

A total of two library managers responded to the question that focused on the challenges the municipalities were experiencing in the delivery of information services. The managers indicated the following as challenges: (1) The Rand West City manager stated the "not enough grant funding to augment salary short falls and security needs" and (2) City of Joburg manager stated, "delays in finalising book tenders".

A total of five library workers at the Randfontein library responded to the questions on the challenges that the library experienced in the delivery of information services. The library workers indicated that the only challenge was library study space availability during exams.

A total of six library users at the Randfontein library responded to the questions on challenges that the library users experienced in receiving information services from the library. The library users indicated that the only challenge was that the library was not always clean.

Data presented indicate that the pilot study library manager respondents highlighted two challenges: not enough grant funding to augment the salary shortfall and security needs and delays in finalising book tenders. The data presented also show that the pilot study library worker respondents felt that the only challenge was library study space availability during exams. Data presented indicate that the pilot study library users' only challenge was that the library was not always clean.

5.3.3.6 Guidelines to improving library and information services

A total of two library managers responded to the section that asked for guidelines that would improve library services at the municipalities. The managers Rand West City manager suggested the following guidelines: (1) Implementation of library norms and standards; (2) Completion of assignment of library functions assigned by the province. The City of Joburg manager suggested the following guidelines: (1) More libraries with Wi-Fi for users; (2) Improved communication with human resources. Lastly, both library managers from Rand West and City of Joburg suggested the timeous transfer of conditional grant funds to municipalities.

A total of five library workers at the Randfontein library responded to the section that asked for guidelines that would improve library and information services at the library. The library workers listed the following guidelines: (1) Public or student-driven book collection acquisition; (2) Next generation cataloguing; and (3) Library marketing.

A total of six library users at the Randfontein library responded to the section that asked for guidelines that would improve library and information services at the library. The library users listed self-service printers as the only guideline.

The data presented according to the pilot study indicate that library managers listed the following guidelines: (1) Implementation of library norms and standards; (2) Completion of assignments of library functions to the province; (3) More libraries with Wi-Fi for users; (4) Improved communication with HR; and (5) Timeous transfer of conditional grant funds to municipalities. The library workers listed the following guidelines: (1) Public or student-driven book collection acquisition; (2) Next-generation cataloguing; and (3) Library marketing. The library users listed self-service printers as the only guidelines. Figure 5.2 below summarises the guidelines to improve library and information services by respondents.
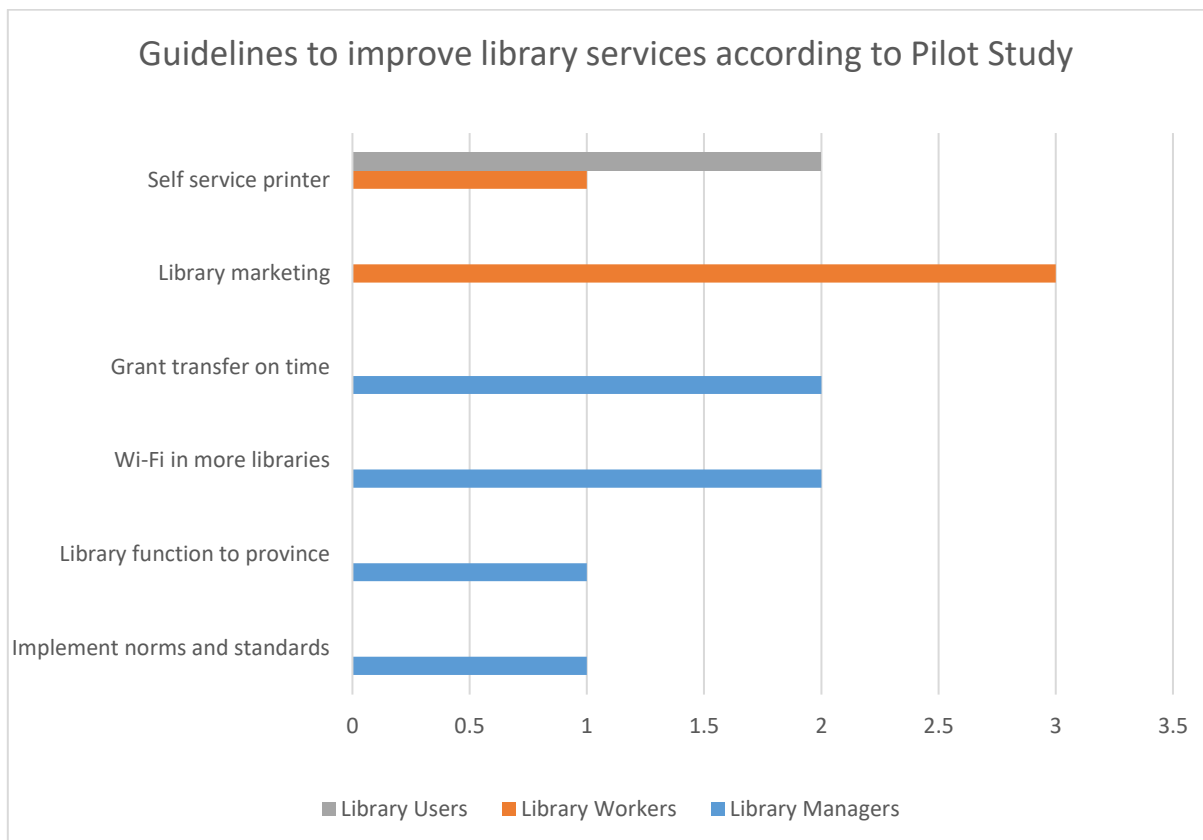
Figure 5.2 Guidelines to improve library and information services according to pilot study
Source: Field data (2021)

5.3.3.7 Conclusion on pilot study findings

The pilot study findings presented the researcher with the opportunity to follow a similar method in the collection of data for the main study and indicated that bulk printing of the questionnaires was cost-effective. Physical delivery and collection of the questionnaires was doable according to the method used in the delivery of the pilot study questionnaires. Based on the manner in which all three groups (managers, workers, and users) responded, the researcher concluded to use the same questions in the main study.

5.4   FINDINGS FROM THE MAIN STUDY

The findings from the main study section covered the following: (1) response rate and problems encountered; (2) respondents that participated in the study; and (3) findings according to library managers, library workers, and library users in line with the study's objectives.

5.4.1 Response rate and problems encountered from the main study

A total of 254 questionnaires were distributed to be completed for the main study and 254 questionnaires were completed. The breakdown of questionnaires distributed is as follows: (a) Four questionnaires for library managers, and all questionnaires were completed; (b) Eight questionnaires for library workers, and all eight questionnaires were completed; and (c) 242 questionnaires for library users, and all 242 questionnaires were completed. Therefore, all questionnaires were completed and returned. Thus, a 100 per cent response rate was achieved. Questionnaires were distributed on 5 January 2021 and collected between 15 and 29 January 2021. In addition, the researcher had to make several trips to the libraries for data collection due to the number of library users allowed in the library due to covid-19 restrictions.

5.4.2 Respondents of the main study

The main study consisted of the following: (a) Four library managers, and those who responded were library managers, one national, one provincial, one from Lesedi, and one from Midvaal; (b) Eight library workers, and those who responded were four library workers from the Heidelberg library and the other four were library workers from the Sicelo library; (c) A total of 242 library users, consisting of 121 from the Heidelberg library and 120 from the Sicelo library. The total number of people that participated in the main study were 253 respondents, consisting of four library managers, eight library workers, and 241 library users.

5.4.3 Findings from library managers of the main study

Four copies of the questionnaire were distributed as follows: one to the national Department of Arts and Culture, one to the Gauteng Library Services, one to the Lesedi municipality, and one to the Midvaal municipality. The questionnaire for completion by library managers consisted of five sections. Section A focused on Library Conditional Grant administration, section B focused on staffing, library infrastructure (ICT and building) and resources, section c focused on library programmes and community structures, section d focused on challenges for delivering information services, and section e focused on guidelines to improve library services. A questionnaire included for reference in Appendix C. The findings presented are based on the responses to the five sections.

5.4.3.1 Staff complements through the library conditional grant in Heidelberg and Sicelo communities

Three questions were asked under staffing where library managers from the national Department of Arts and Culture, the Gauteng Department of Sport, Arts, Culture and Recreation, the Lesedi Local Municipality and the Midvaal Local Municipality responded. On the question of budget allocation for the appointment of staff, all four library managers (100%) agreed that there was budget allocated for staff. Two (50%) library managers from the DAC and the GDSACR agreed that the budget was appropriate for the operation of the library services, while the other two (50%) library managers from Lesedi and Midvaal municipalities did not agree that the budget was appropriate. Three (75%) library managers from the DAC, the GDSACR and the Midvaal Municipality respondents agreed that staff were appointed on a permanent basis, whereas one (25%) manager from the Lesedi Municipality did not agree.

The data presented show that 100 per cent of library managers who participated in the study agreed that there was a Library Conditional Grant budget allocation for the appointment of staff in libraries. National and provincial respondents (50%) agreed that the budget is appropriate to run the library, whereas the municipal respondents (50%) did not agree. According to the results, an increase in the staff budget for capacitation was required as municipal respondents indicated that the budget was not sufficient to run the library. Staff were appointed on a permanent basis according to 75 per cent of the respondents, whereas Heidelberg staff based in the Lesedi Local Municipality were appointed on a contract basis according to one (25%) library manager respondent from Lesedi. Figure 5.3 below summarises the responses from the staff to the three questions that the library managers responded to.
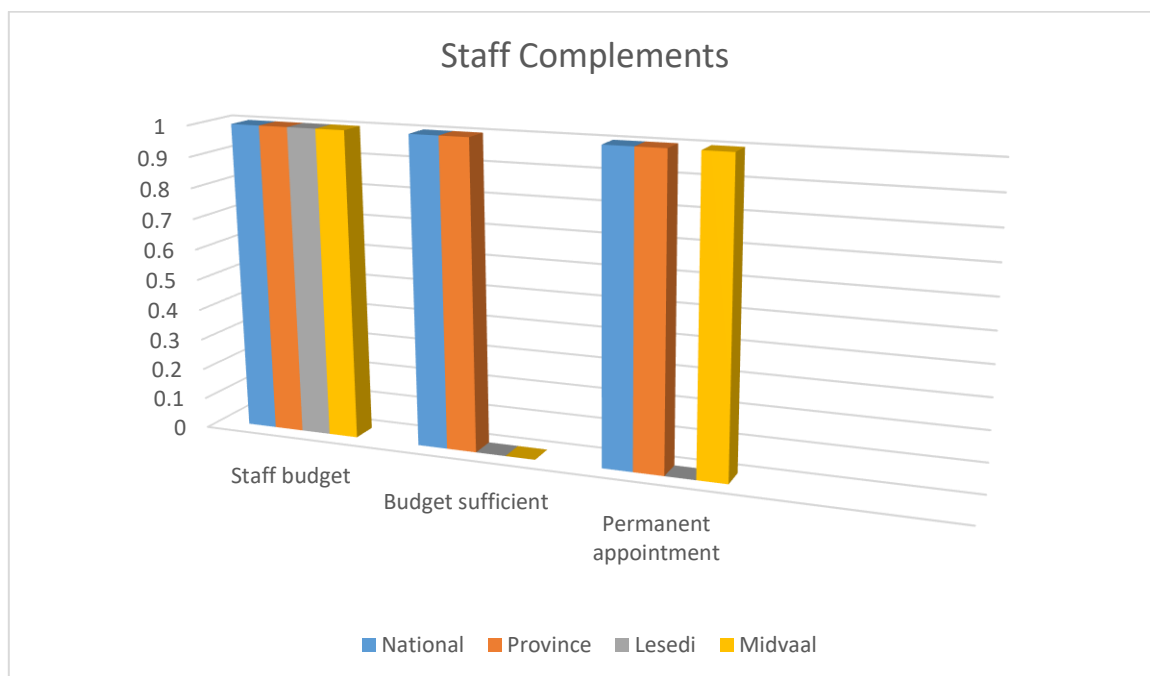
Figure 5.3: Staff Complements According to Library Managers

Source: Field data (2021)

5.4.3.2 The level of awareness and usage of library infrastructure and resources

Library managers from the national Department of Arts and Culture, the Gauteng Department of Sport, Arts, Culture and Recreation, the Lesedi local municipality and the Midvaal local municipality responded to seven questions on the administration of the Library Conditional Grant. Table 5.5 below indicates how the conditional grant is administered.

Table 5.5: Conditional grant awareness and administration

Category	Percentage
Responsible for conditional grant	100%
Responsible for SLA with Gauteng Library Services	100%
Communicates the grant framework	100%

100

Drafting of the business plans	100%
Implementing business plans activities	100%
Budget allocation	100%
Reporting conditional grant activities	100%

Source: Field data (2021)

All library managers responded to a total of four questions on library building infrastructure. All four (100%) library manager respondents agreed that there was budget allocation for the procurement of furniture. On the maintenance of libraries, all four (100%) library manager respondents agreed that there was budget allocation for maintenance of library. All four (100%) library manager respondents agreed that there was a maintenance plan document in place. All four (100%) respondents agreed that there was budget allocation for the upgrading of libraries.

All library managers responded to a total of five questions on library ICT infrastructure usage. Three (75%) library manager respondents from the DAC, Lesedi and Midvaal agreed that the libraries had Wi-Fi which the public could access and one (25%) library manager from the GDSACR did not agree that all libraries in the province had the facility. Three (75%) library manager respondents from the GDSACR, Lesedi and Midvaal agreed that libraries had computers with a reliable internet connection while one (25%) library manager respondent from the DAC was not sure. Three (75%) library manager respondents from the DAC, the GDSACR and Lesedi agreed that libraries had a gaming room and tablets for use by children and one (25%) library manager respondent from Midvaal did not agree. All four (100%) library manager respondents agreed that libraries had printers and copiers for library users. All four (100%) library manager respondents agreed that libraries subscribed to electronic databases.

On physical library resources (book collection), five choices were presented where the library managers selected if they agreed with the statements or not. Table 5.6 below presents a summary of results of library managers on this question.

Table 5.6: Library collection

Category	Agree (%)
Budget allocated for the procurement of books	100%
Province and municipalities have a book tender	50%
New books procured and delivered to libraries annually	75%
Libraries have up to date books on shelves	50%
Do you spend the allocated book budget every year	100%

Source: Field data (2021)

Data presented show that 100 per cent of the library managers who participated in the study agreed that there was budget allocation for the procurement of furniture. The Library Conditional Grant budget ensures that the libraries have adequate furniture. The findings also show that 100 per cent of respondents agreed that there was maintenance of libraries' budgets and the maintenance plan was in place. The Library Conditional Grant assists the municipalities in maintaining the libraries and ensuring that the library buildings are safe. Data presented show that there was budget allocation for the upgrade of libraries. Where libraries were old and there was a need to upgrade, the Library Conditional Grant assists.

The data presented show that 75 per cent of the library manager respondents agreed that the libraries had Wi-Fi for public access and 25 per cent of the respondents from the province did not agree. There were still about 26 libraries in the province that needed Wi-Fi facilities; however, the Heidelberg and Sicelo libraries had Wi-Fi facility installed through the use of the Library Conditional Grant. The data indicate that 75 per cent of the respondents agreed that libraries had computers with a reliable internet connection. The Heidelberg and Sicelo libraries had computers with a reliable internet connection, according to the results. According to the data presented, 75 per cent of the respondents agreed that

libraries had a gaming room and tablets for use by children. The Sicelo library was yet to receive a gaming room and tables through the Library Conditional Grant. The data further indicate that libraries had printers and copiers for library users, according to 100 per cent of respondents. According to the data presented, 100 per cent of respondents stated that libraries subscribed to electronic databases.

According to the data presented, all library managers agreed that a budget was allocated for the procurement of books. The results show that books were bought and distributed to libraries during a financial year. The data indicate that 50 per cent of library manager respondents from Lesedi and Midvaal agreed that there was a book tender in place at provincial and municipal levels while the other 50 per cent of library manager respondents from the DAC and the GDSACR did not agree. The Lesedi and Midvaal municipalities had book tenders in place, according to the respondents. According to the data, 75 per cent of the library manager respondents from the GDSACR, Lesedi and Midvaal agreed that new books were procured and delivered to libraries annually, but 25 per cent of the library manager respondents from the DAC were not sure. The Library Conditional Grant ensures that libraries meet the needs of the communities through the procurement of books annually. Data presented show that a book budget was spent on an annual basis according to 100 per cent of the respondents.

Figure 5.4 below summarises library physical infrastructure, the use of library ICT infrastructure, and the resources, according to the library managers.
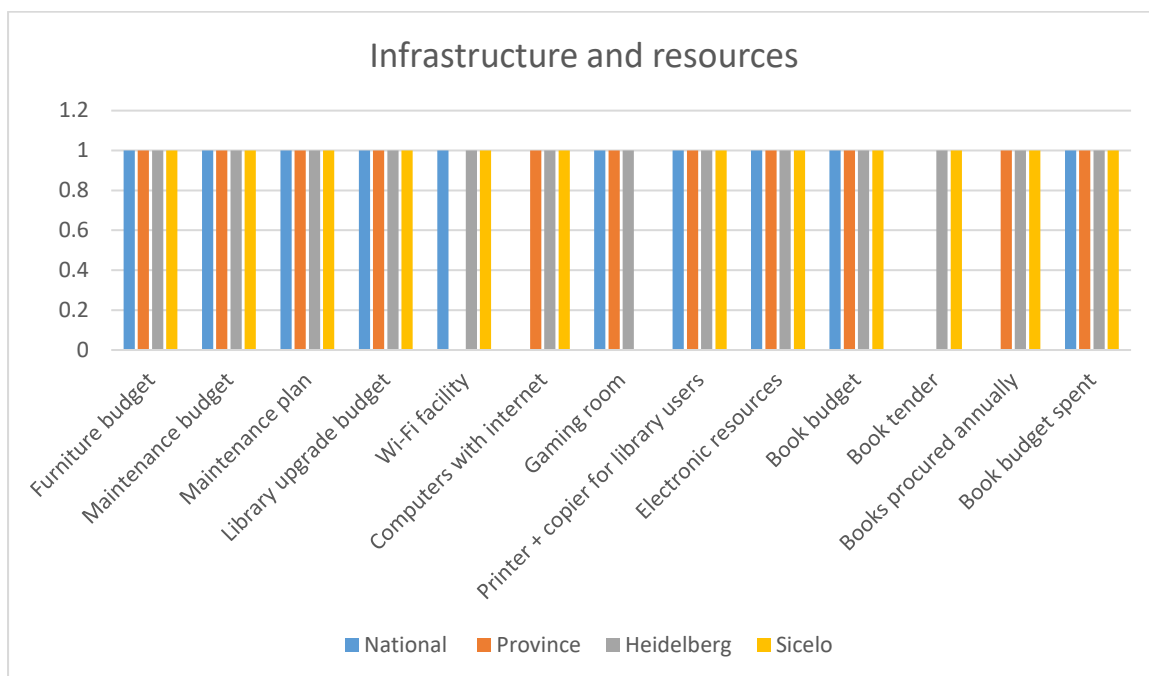
Figure 5.4: Infrastructure and resources according to library managers

Source: Field data (2021)

5.4.3.3 Library programmes offered to Heidelberg and Sicelo communities

Regarding the questions pertaining to library programmes, the following are the responses of the library managers. All four (100%) library manager respondents agreed that there was a budget allocated for reading programmes. Two (50%) library manager respondents from Lesedi and Midvaal agreed that reading programmes were implemented according to plan, while the other two (50%) library manager respondents from the DAC and the GDSACR were not sure. Two (50%) library manager respondents from Lesedi and Midvaal agreed that programmes were marketed to the public and the other two (50%) library manager respondents from the DAC and the GDSACR were not sure.

The data presented show that 100 per cent of the library manager respondents agreed that reading programmes were allocated a budget. The results suggest that funding was not an issue when conducting reading programmes in libraries. According to 50 per cent of respondents at municipal level, it was agreed that programmes were implemented according to the library programmes plan. The results suggested that programmes were target oriented and the libraries were aware of the numbers targeted annually according to the plan. The data presented show that 50 per cent of the respondents agreed that libraries

were marketed to the communities. The results also showed that for libraries were well marketed at community level.

Figure 5.5 below summarises the library programmes according to library managers' responses.
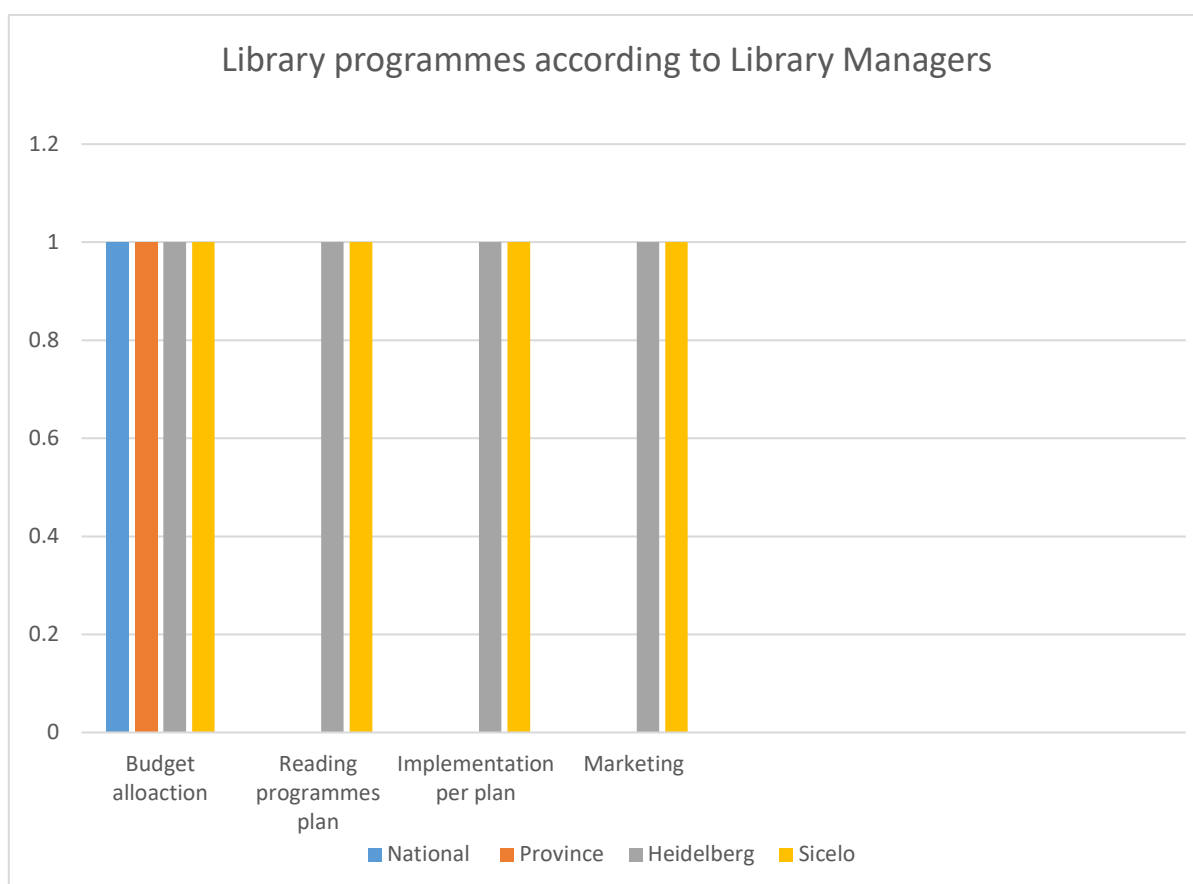
Figure 5.5: Library programmes according to library managers
Source: Field data (2021)

5.4.3.4 Local community structures using the public libraries

A total of four library managers responded to the questions on local community structures using the public libraries and the findings were as follows: Managers mostly did not agree with each other in their responses. On community businesses using the library halls, all four (100%) library manager respondents agreed that business used the library for meetings. On religious groups using the library halls, two (50%) library manager respondents from Lesedi and Midvaal agreed that religious groups used the library for meetings while two (50%) library manager respondents from the DAC and the GDSACR were not sure. On

political groups using the library hall for meetings, one library manager (25%) from Lesedi agreed that political groups held meetings in Lesedi libraries, while one library manager (25%) from Midvaal did not agree and two (50%) of the library manager from the DAC and the GDSACR were not sure if political groups used the library. On community forums using the library hall, three library managers (75%) from the GDSACR, Lesedi and Midvaal agreed that the forums used the libraries for meetings, and the other library manager (25%) from the DAC was not sure if the community forums used the library halls for meetings.

Data presented show that 100 per cent of the library manager respondents agreed that community businesses used the library hall for meetings and other activities. The results implied that the community did book the hall for business-related events and activities. The data presented show that 50 per cent of the library manager respondents from the municipal level agreed that religious groups used the library hall for meetings. The results suggest that the library hall was booked by religious groups for meetings. According to data presented, 25 per cent of the library manager respondents agreed that political groups used the library hall for meetings. The results suggest that venue bookings were done for political gatherings or meetings at the library hall in Lesedi libraries. According to data presented, 75 per cent of the library manager respondents agreed that community forums used the library hall for meetings. The results suggest that venue bookings were done for community forum meetings at the library hall at both Lesedi and Midvaal libraries. Figure 5.6 below summarises the community structures that use the library hall, according to library managers.
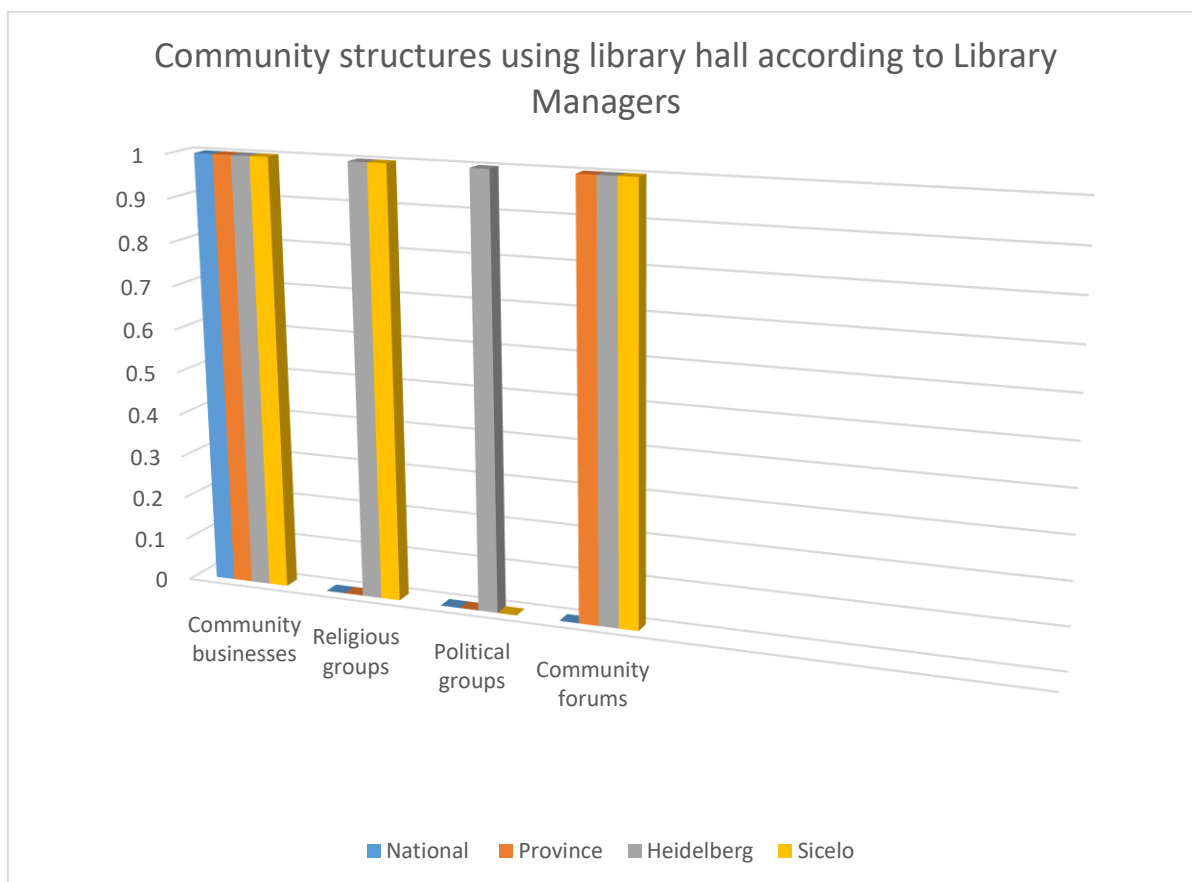
Figure 5.6: Community structures using the library hall according to library managers
Source: Field data (2021)

5.4.3.5 Challenges for delivering information services

A total of four library managers responded to the question that focused on the challenges experienced by the national department, provincial department and municipalities in the delivery of information services. The following challenges were indicated: (1) The GDSACR manager stated the following challenges "Slow infrastructure implementation at provincial level and under-expenditure on infrastructure projects because the department relies on the implementing agency (Department of Infrastructure Development (DID)). The Gauteng Department of Sport, Arts, Culture and Recreation normally takes two years to construct a new library: the 1st year for professional services and the 2nd year for construction. In some instances, the DID takes five years to complete and handover the buildings to the GDSACR. The Gauteng Department of Sport, Arts, Culture and Recreation and has been underspending on infrastructure for the past four financial years and the trend seems to continue." (2) The Lesedi manager stated that "procurement process and red tapes from supply chain management, such as application of cost-cutting measures on goods and

services, whereas the measures need not to be applied on Library Conditional Grant since the allocation is ringfenced." A respondent from Lesedi indicated that SCM takes forever to create a purchase order to ensure that the library services unit implements planned projects. This leads to the municipality requesting rollovers on unspent funds due to delays at SCM level. Another challenge in Lesedi is the high staff turnover because the Library Conditional Grant positions at the municipality were contractual and not permanent.

Data presented on the challenges section of the questionnaire suggest that at provincial level, the challenges were slow infrastructure implementation and under-expenditure on infrastructure projects. At municipal level, the data presented suggest that the challenges were procurement process, supply chain management, under-expenditure, rollover requests due to under expenditure, and high staff turnover.

Figure 5.7 below summarises the challenges for delivering the services, according to library managers.
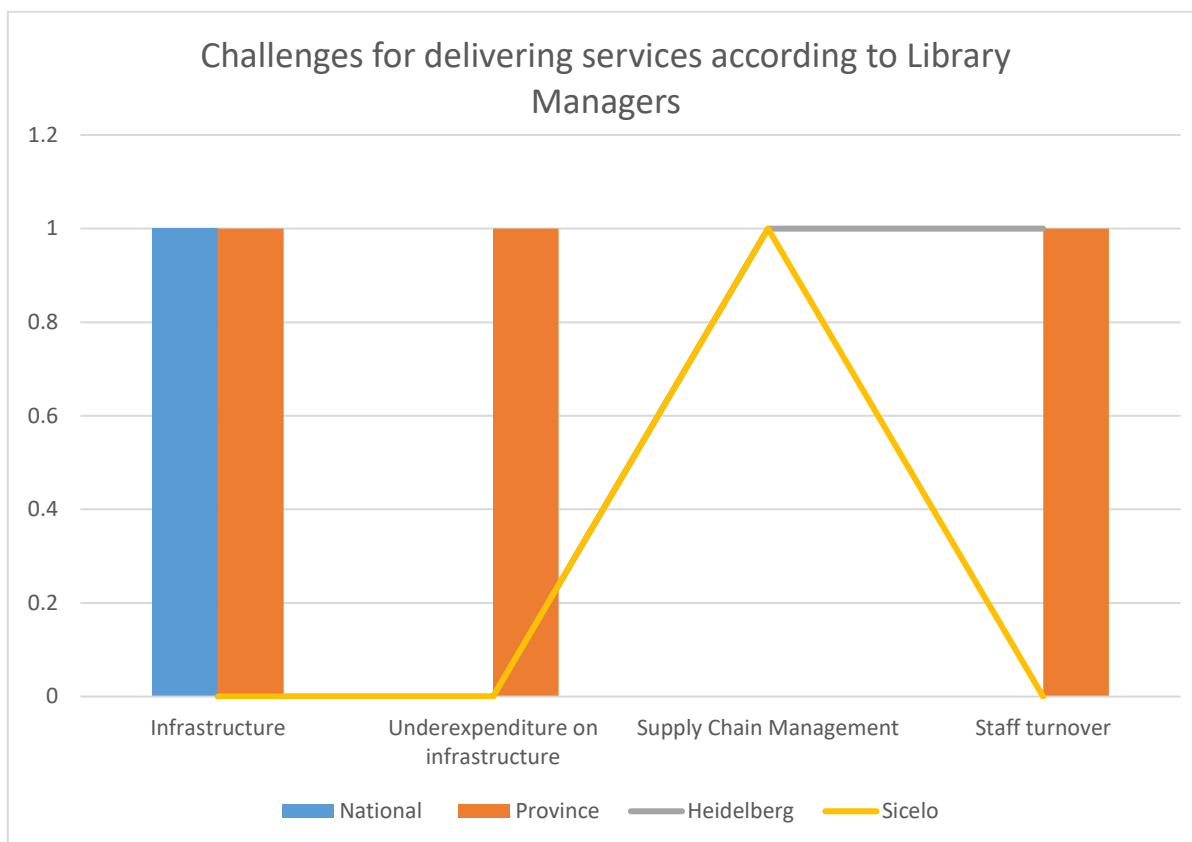
Figure 5.7: Challenges for delivering the services according to library managers
Source: Field data (2021)

5.4.3.6 Guidelines to improving library and information services

A total of three library managers responded to the section that asked for guidelines that would improve library services at provincial and municipal level. The managers listed the following guidelines: (1) Managers from the GDSACR and Lesedi listed the appointment of staff on a permanent basis as one of the guidelines; (2) All managers from the GDSACR, Lesedi and Midvaal stated that filling all vacancies at libraries would improve library service; (3) All managers from the GDSACR, Lesedi and Midvaal stated that there was a need to upgrade infrastructure in the Lesedi and Midvaal municipalities; (4) A manager from Lesedi stated that staff needed a change of attitude, more commitment, and should be service driven instead of salary driven; (5) All managers from the GDSACR, Lesedi and Midvaal stated that they would prefer less interference from politicians and more involvement by management as the changes affect the planned business plans concluded six months prior to the financial year; (6) All managers from the GDSACR, Lesedi and Midvaal indicated that another guideline was that budget should be allocated as per municipal needs in business plans. Figure 5.8 below summarises the guidelines, according to library managers.
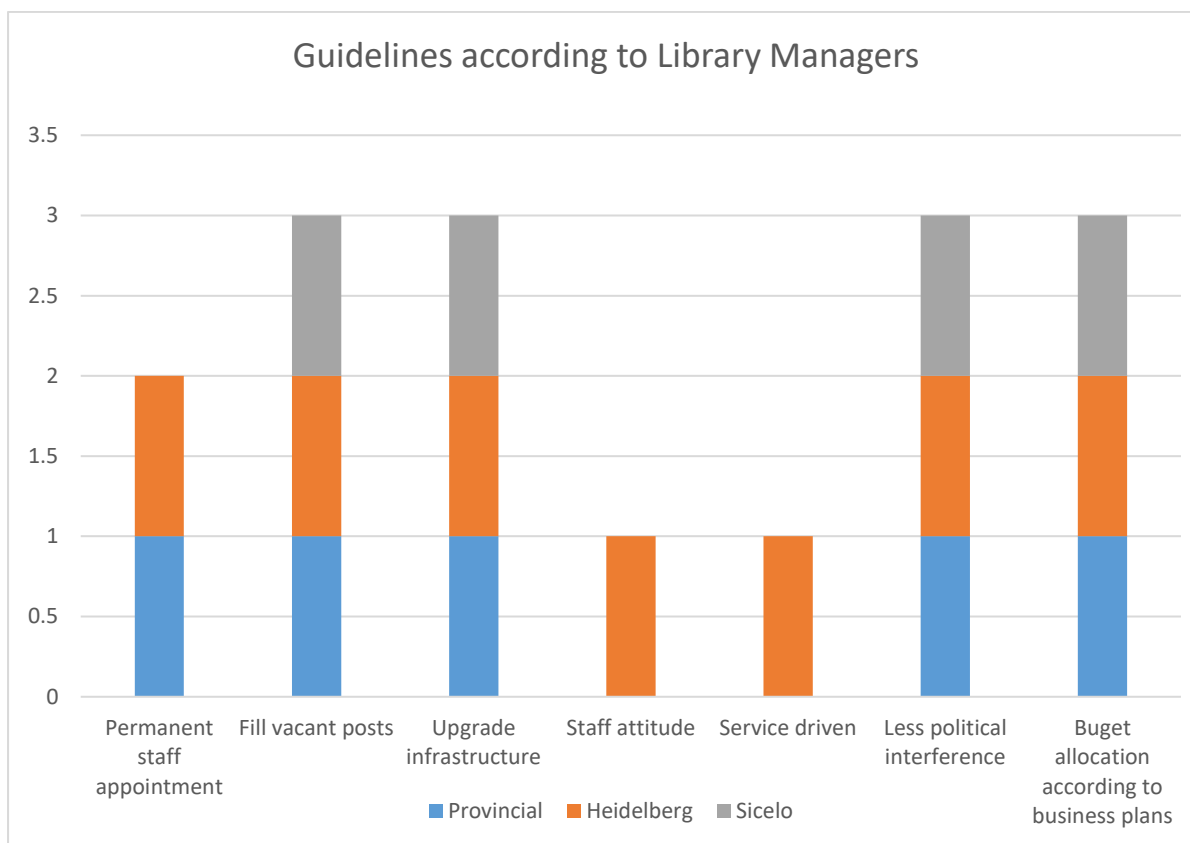
Figure 5.8: Guidelines according to library managers

Source: Field data (2021)

5.4.4 Findings from library workers of the main study

A total of eight copies of the questionnaire were distributed as follows: four to the Heidelberg public library and four to the Sicelo public library. The questionnaire for completion by library workers consisted of five sections. Section A focused on Library Conditional Grant employment, section B focused on library awareness, library infrastructure (building and ICT) and resources, section C focused on library programmes and community structures, section D focused on challenges for delivering information services, and section E focus was guideline to improve library service. A questionnaire is attached as Appendix B for easy reference.

5.4.4.1 Staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities

A total of four questions were asked under staffing, to which library workers in the Heidelberg and Sicelo libraries responded. On the question of knowledge of the Library Conditional Grant, all eight (100%) library worker respondents knew about the Library Conditional Grant. On the question of whether the library workers were appointed through the Library Conditional Grant budget, seven (88%) library workers consisting of four (100%) library workers from the Heidelberg library and three (75%) library workers from the Sicelo library, indicated that they were employed under the Library Conditional Grant budget, and one library worker (12%) disagreed that s/he was employed under the conditional grant budget.

On the question of whether most of the library workers in Lesedi and Midvaal libraries were employed under the Library Conditional Grant, six (75%) library worker respondents, consisting of three from each library, stated that the majority of staff members in the Lesedi and Midvaal libraries were employed under the Library Conditional Grant budget, whereas two (25%) library workers each from the two libraries disagreed. On the last question of staffing working days (shifts), six (75%) library workers, consisting of two (50%) library workers from the Heidelberg library and four (100%) library workers from the Sicelo library, respondents indicated that they worked from Monday to Saturday at the library and two (25%) (both from Heidelberg) did not work Monday to Saturday.

Data presented show that 88 per cent of library workers who participated in the study were employed under the Library Conditional Grant budget, which has a huge impact in terms of staff appointment at the two libraries based on the findings. Seventy-five (75) per cent of the respondents believed that the majority of staff in the Heidelberg and Sicelo libraries were employed under the Library Conditional Grant budget. According to the respondents, the Library Conditional Grant capacitates the two libraries. Seventy-five per cent of respondents, consisting of 50 per cent of the respondents from Heidelberg and 100 per cent from Sicelo, worked from Monday to Saturday. The Library Conditional Grant's staff appointment contributes to the libraries operating on a Saturday. Figure 5.9 below summarises the staff complements, according to the library workers.
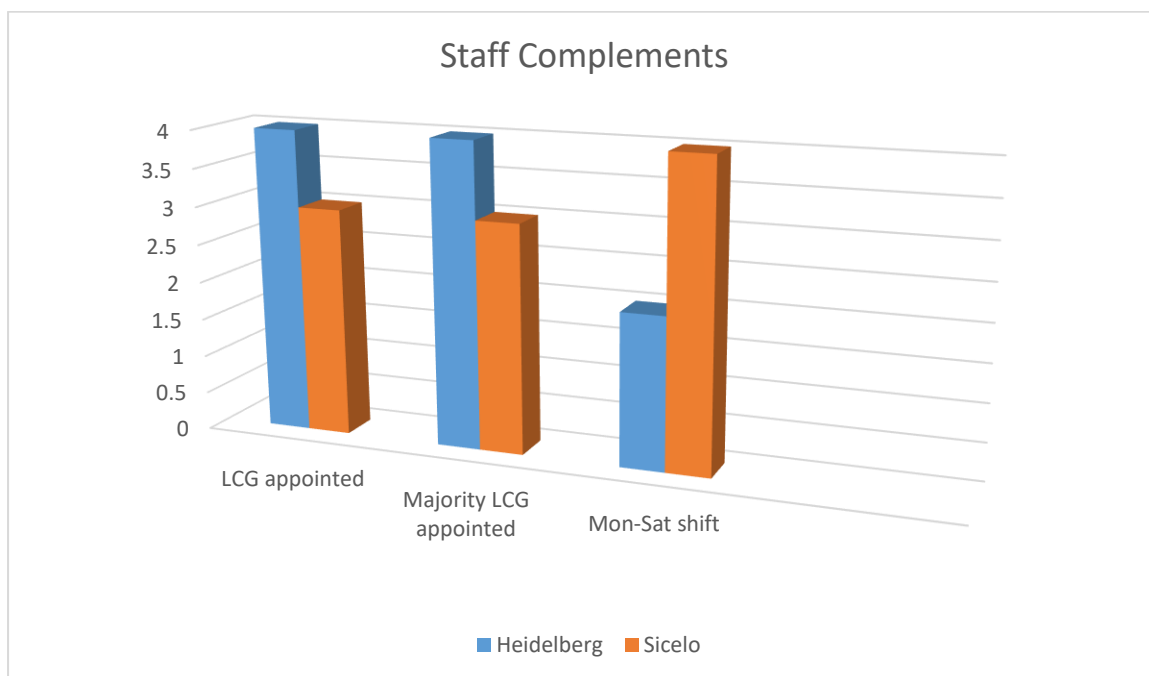
Figure 5.9: Staff complements according to library workers

Source: Field data (2021)

5.4.4.2 The level of awareness and usage of library infrastructure and resources

A total of eight questions/options were asked/offered to library workers to answer/select the library section in which library workers were stationed, as well as library busy periods. All eight (100%) library worker respondents agreed that they knew what the Library Conditional Grant is. Four (50%) library worker respondents, consisting of two each from the Heidelberg and Sicelo libraries, agreed that the majority of library users were aware of library activities, whereas the other four (50%) library workers from Heidelberg (2) and Sicelo (2) did not agree. Three (38%) library worker respondents from the Sicelo library agreed that libraries were marketed for local schools and churches while five (62%), consisting of four (50%) from Heidelberg library and one (12%) from Sicelo, did not know. Seven (88%) library worker respondents, consisting of four (50%) from the Heidelberg library and three (38%) from the Sicelo library, agreed that first-time library users received orientation while one (12%) library worker from Sicelo did not know.

A total of eight questions/options were asked/offered to library workers to answer/select the library section where library workers were stationed and library busy periods. Table 5.7 below indicates the library sections that were workstations for library workers and times when the library was most used.

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Table 5.7: Library sections and library busy periods

Library section category	Percentage	Library busy periods category	Percentage
Circulation desk	88%	Morning hours	87%
Reference	75%	After school	100%
Children	75%	Weekends	37%
Acquisition	62%		
Activity room – programmes	75%		

On the library building infrastructure, six questions were asked, and the results suggest that library workers were aware of the library infrastructure. All eight (100%) library worker respondents agreed that there was library signage with operating hours at the entrance of both libraries. All eight (100%) library worker respondents agreed that the library study section had appropriate furniture and was safe for use by the library users. All eight (100%) library worker respondents agreed that the newspaper and magazine area had appropriate furniture. All eight (100%) library worker respondents agreed that the library hall was safe for library and community meetings. All eight (100%) library worker respondents, consisting of two (25%) library workers, from the Heidelberg library and four (50%) from Sicelo library agreed that the library was well maintained and was not an OHS risk where two (25%) library workers from the Heidelberg library did not agree. Seven (88%) library worker respondents, consisting of three (38%) library workers from the Heidelberg library and four (50%) library workers from the Sicelo library, agreed that the library parking area was safe for use while one (12%) library worker from the Heidelberg library did not agree.

On the library ICT infrastructure usage, a total of five questions were asked where the majority of library workers responded in a similar way. All eight (100%) library worker

respondents agreed that library Wi-Fi was operational and reliable. All eight (100%) library worker respondents agreed that the library had computers with reliable internet connection. Four (50%) library worker respondents from the Heidelberg library agreed that the library had a gaming room and tablets for use by children while the other four (50%) from the Sicelo library did not agree. All eight (100%) library worker respondents agreed that the library computers were connected to the printer. Five (62%) library worker respondents, consisting of two library workers from the Heidelberg library and three library workers from the Sicelo library, agreed that the library offered e-books and e-newspapers to library users, while three (38%) did not know.

Regarding the library collection, five questions were responded to by all eight library workers. Seven (88%) library worker respondents, consisting of three (38%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that library books were adequate and up to date while one (12%) library worker from the Heidelberg library was not sure. Six (75%) library worker respondents, consisting of two (25%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that the library book collection balanced the needs of community members, from children to the elderly, while two (25%) library workers from the Heidelberg library were not sure. All eight (100%) library worker respondents agreed that the library received new books annually. Six (75%) library worker respondents, consisting of two (25%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that the library users recommended new books to the librarian whereas two (25%) library workers from the Heidelberg library were not sure. Seven (88%) library worker respondents, consisting of three (38%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that the library procured books that were recommended by users while one (12%) library worker from the Heidelberg library was not sure. Four (50%) library worker respondents, consisting of two (25%) from the Heidelberg library and two (25%) from the Sicelo library, agreed that the library book security system was functional while the other four (50%) of library worker respondents, consisting of two (25%) from the Heidelberg library and two (25%) from the Sicelo library, were not sure.

Figure 5.10 below summarises the Library Conditional Grant awareness, infrastructure, and resources according to library workers.
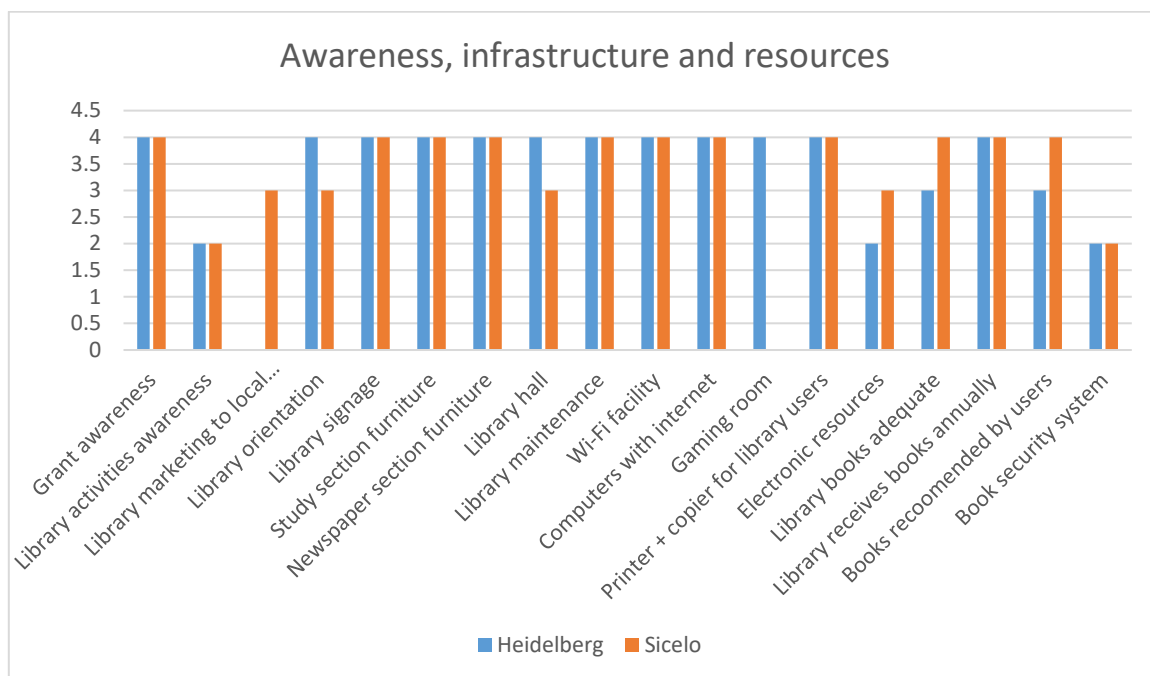
Figure 5.10: Library workers Library Conditional Grant awareness, infrastructure and resources Source: Field data (2021)

5.4.4.3 Library programmes offered to Heidelberg and Sicelo communities

All eight library workers responded to five questions on the library programme section of the questionnaire. The results of the respondents were as follows: All eight (100%) library worker respondents agreed that youth reading programmes were implemented at the library. All eight (100%) library worker respondents also agreed that ECD and storytelling were offered at the library. All eight (100%) library worker respondents agreed that homework and after school assistance was offered at the library. Seven (88%) library worker respondents, consisting of three (38%) library workers from the Heidelberg library and four (50%) library workers from the Sicelo library, agreed that public speaking and debating were implemented at the library, while one (12%) library worker respondent was not sure. All eight (100%) library worker respondents agreed that reading games and competitions were offered at the library. Figure 5.11 below summarises the library programmes according to library workers.
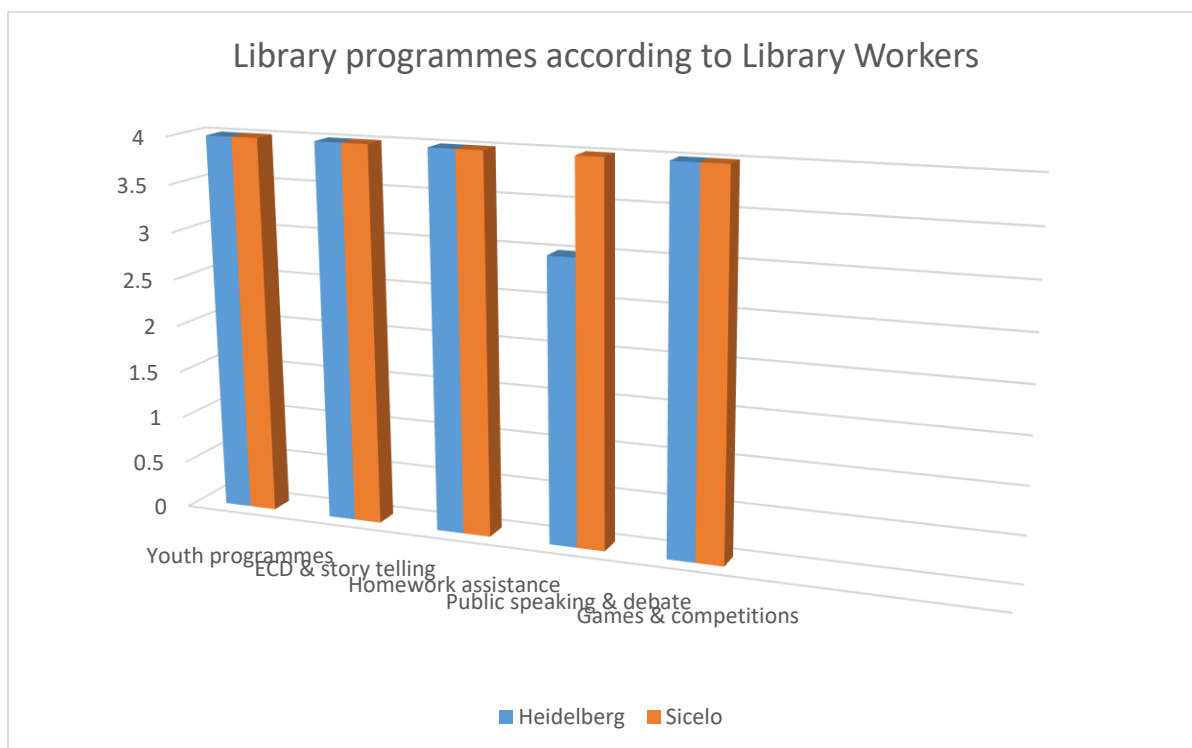
Figure 5.11: Library programmes according to library workers

Source: Field data (2021)

5.4.4.4 Local community structures using the public libraries

A total of eight library workers at the Heidelberg and Sicelo libraries responded to the four questions on community structures using the library hall for meetings. Six (75%) library worker respondents, consisting of three workers each from the Heidelberg and Sicelo libraries agreed that community businesses used the hall for meetings while two (25%) library workers, consisting of one worker each from each library, did not agree. Six (75%) library worker respondents, consisting of four (50%) library workers from the Heidelberg library and two (25%) library workers from the Sicelo library, agreed that religious groups used the hall for meetings while two (25%) library workers from the Sicelo library were not sure. Six (75%) library worker respondents, consisting of three workers each from the Heidelberg and Sicelo libraries, agreed that political groups used the hall and two (25%) library workers, consisting of one worker from each library did not agree. Seven (88%) library worker respondents, consisting of three (38%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that community forums used the hall while one (12%) library worker respondent was not sure. Figure 5.12 below summarises the community structures that used the library hall, according to library workers.

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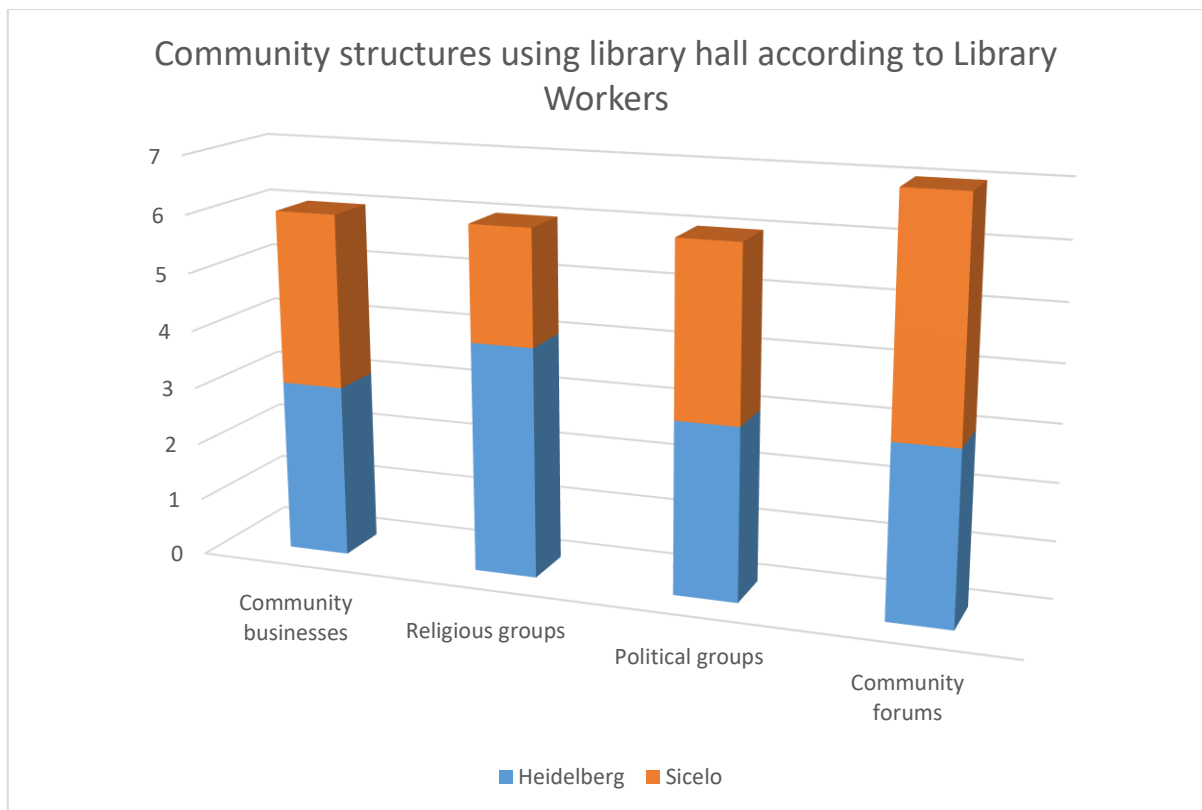
Figure 5.12: Community structures using the library hall according to library workers
Source: Field data (2021)

5.4.4.5 Challenges for delivering information services

A total of eight library workers at the Heidelberg and Sicelo libraries responded to the questions on the challenges experienced by the library in the delivery of information services. Seven (88%) library worker respondents, consisting of three (38%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that library operating hours were sufficient during school examinations whereas one (12%) library worker from the Heidelberg library was not sure. Seven (88%) library worker respondents, consisting of three (38%) from the Heidelberg library and four (50%) from the Sicelo library, agreed that library study space availability during exams was a challenge while one (12%) library worker from the Heidelberg library was not sure. Three (38%) library worker respondents consisting of two workers from the Heidelberg library and one worker from the Sicelo library agreed that there were not enough library staff to run the library, whereas five (62%) library workers, consisting of two workers from the Heidelberg library and three from the Sicelo library, did not agree. All eight (100%) library worker respondents disagreed that the library equipment

(printer, copier, and library system) was not working. Four (50%) library worker respondents, consisting of three workers from the Heidelberg library and one worker from the Sicelo library, agreed that the library building was not well maintained whereas the other four (50%) library worker respondents, consisting of one worker from the Heidelberg library and three workers from the Sicelo library, did not agree. Figure 5.13 below summarises the challenges in terms of delivering the services, according to library workers.
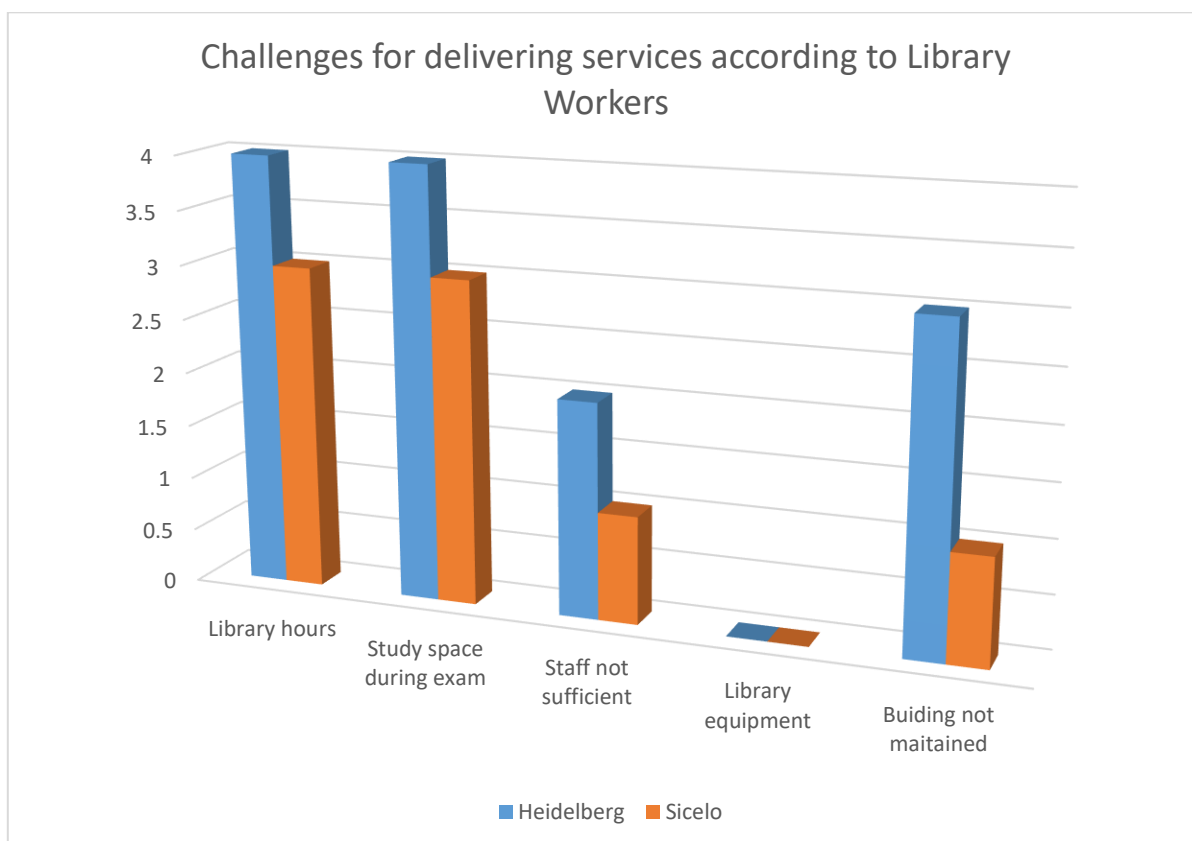
Figure 5.13: Challenges for delivering services according to library workers
Source: Field data (2021)

5.4.4.6 Guidelines to improving library and information service

The library workers did not provide any guidelines on the guideline section of the questionnaires.

5.4.5 Findings from library users of the main study

A total of 242 copies of a questionnaire were distributed as follows: 121 to the Heidelberg public library and 121 to the Sicelo public library. The questionnaire for completion by library users consisted of five sections. Section A focused on library usage, section B focused on staffing, library infrastructure (building and ICT), and resources, section C focused on library programmes and community structures, section D focused on challenges for delivering information services, and section E focused on guidelines to improve library services. A questionnaire included for reference in Appendix A.

5.4.5.1 Staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities

A total of four questions were asked under staffing to which library users of the Heidelberg and Sicelo libraries municipality responded. On the question of whether they knew the library workers by name, a total of 164 (68%) library user respondents, consisting of 85 (40%) users from the Heidelberg library and 68 (28%) users from the Sicelo library, agreed that they knew the library staff by name, whereas the 20% of library user respondents did not agree and the remaining 10% of library user respondents did not know. On the question of whether the majority of staff appointed at the library were local people, 175 (72%) library user respondents consisting of 104 (43%) users from the Heidelberg library and 71 (29%) users from the Sicelo library agreed that the majority of the staff were local people, while 6% did not agree and 22% did not know. On the question of staff competence at work, 235 (97%) library user respondents, consisting of 118 (49%) users from the Heidelberg library and 117 (48%) from the Sicelo library, agreed that library staff were always helpful and competent, whereas 3% of the library users did not know whether the library staff were competent and helpful. On the last question of library staff operating the library according to the operating hours, a total of 236 (98%) library users respondents, consisting of 118 (49%) from the Heidelberg library and 118 (49%) from the Sicelo library, agreed that library staff always opened the library on time, whereas 2% of library users did not know whether the library staff opened the library on time. Figure 5.14 below summarises the staff complements, according to library users.
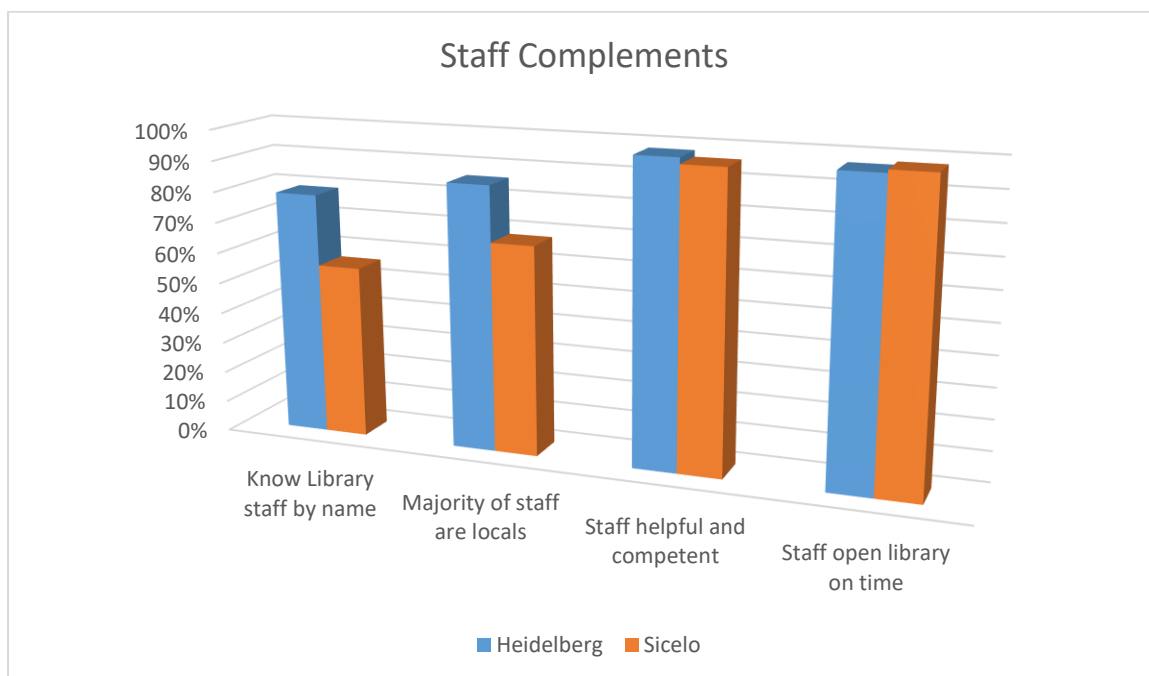
Figure 5.14: Staff complements according to library users

Source: Field data (2021)

5.4.5.2 The level of awareness and usage of library infrastructure and resources

The library users responded to the question on library usage with preferential options and how often the library was used. Table 5.8 below indicates the library sections that library users used the library for and how often the 242 library users used the library.

Table 5.8: Library usage and how often the library is used

Library usage category	Percentage	Frequency category	Percentage
Study facility	56%	Daily	59%
Reading	72%	Once a week	21%
Newspapers & magazines	41%	Occasionally	20%

Business information	38%		
Wi-Fi	75%		
Library hall	32%		
Other	13%		

Source: Field data (2021)

5.4.5.2.1 Library building infrastructure

The library users responded to a total of six questions regarding the library building infrastructure. The results were as follows: A total of 204 (84%) library user respondents, consisting of 113 (47%) users from the Heidelberg library and 91 (38%) from the Sicelo library, agreed that they used the study section while 6% of library users did not agree and 9% of the library users were not sure whether they used the library section. A sum of 148 (61%) library user respondents, consisting of 71 (32%) library users from the Heidelberg library and 71 (29%) library users from the Sicelo library, agreed that they used the newspaper and magazine area to read newspapers while 71 (29%) library users did not agree, and the remaining 22 (9%) library users were not sure whether they used the section or not. A total of 130 (54%) library user respondents, consisting of 84 (35%) from the Heidelberg library and 46 (19%) from the Sicelo library, agreed that they used the library hall for library meetings while 84 (35%) library users did not agree and 27 (11%) were not sure whether they used the library hall to hold meetings. A total of 139 (58%) library user respondents, consisting of 86 (35%) library users from the Heidelberg library and 53 (22%) library users from the Sicelo library, agreed that they used the business corner for business information whereas 64 (26%) of the library users did not agree and the remaining 38 (16%) were not sure. A total of 199 (83%) library users respondents, consisting of 101 (42%) from the Heidelberg library and 99 (41%) from the Sicelo library, agreed that they used library ablution facilities, which were in good condition while 28 (12%) did not agree and 14 (5%) were not sure whether the ablution facility was in good condition or not. A total of 86 (35%) library user respondents, consisting of 36 (15%) library users from the Heidelberg library and 49 (20%) library users from the Sicelo library, agreed that they used the library parking

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area while 139 (58%) library users did not agree and 16 (7%) were not sure whether they used the library parking area.

5.4.5.2.2 Library ICT infrastructure

A total of six questions were asked under the library ICT infrastructure usage, the library users responded as follows: A total of 215 (90%) library user respondents, consisting of 106 (44%) from the Heidelberg library and 109 (46%) from the Sicelo library, agreed that the library Wi-Fi was operational and reliable while 7 (3%) did not agree and 16 (7%) did not know. A total of 220 (91%) library user respondents, consisting of 111 (46%) from the Heidelberg library and 109 (45%) from the Sicelo library, agreed that they used library computers to access the internet while 14 (6%) did not agree, and 8 (3%) were not sure whether they used library computers to access internet. A total of 206 (85%) library user respondents, consisting of 108 (45%) from the Heidelberg library and 98 (40%) from the Sicelo library, agreed that the library had computers with a reliable internet connection while 12 (5%) did not agree and the remaining 24 (10%) were not sure whether the library had computers with a reliable internet connection. A sum of 121 (50%) library user respondents from the Heidelberg library agreed that the library had a gaming room and tablets for use by children while 121 (50%) from the Sicelo library did not agree. A total of 194 (80%) library user respondents, consisting of 88 (36%) from the Heidelberg library and 106 (44%) from the Sicelo library, agreed that the library computers were connected to the printer while 31 (13%) did not agree and 17 (7%) was not sure whether the library had computers that were connected to the printer. All 242 (100%) agreed that the library offered e-books and e-newspapers to library users.

5.4.5.2.3 Library resources

All 242 library users responded to a total of five questions under the library collection section. A total of 220 (91%) library user respondents, consisting of 113 (46%) library users from the Heidelberg library and 108 (45%) library users from the Sicelo agreed that library books were adequate and up to date while 5 (2%) did not agree and 16 (7%) were not sure. A total of 214 (88%) library user respondents, consisted of 117 (48%) from the Heidelberg library and 97 (40%) from the Sicelo library, agreed that book collection covered the needs of community members, from children to the elderly, while 4 (2%) did not agree and the remaining 24 (10%) did not know if the library book collection covered the needs of the

community. A total of 206 (85%) library user respondents, consisting of 111 (46%) library users from the Heidelberg library and 94 (39%) library users from the Sicelo library, agreed that they always find the books they need in the library while 16 (7%) did not agree and 21 (8%) were not sure whether they always find the books. A total of 155 (64%) library user respondents, consisting of 81 (33%) library users from the Heidelberg library and 75 (31%) library users from the Sicelo library, agreed that they recommended books to the librarian, while 36 (15%) library users did not agree, and the remaining 50 (21%) were not sure. A total of 156 (65%) library user respondents, consisting of 82 (34%) library users from the Heidelberg library and 75 (31%) library users from the Sicelo library, agreed that the library procured books that they recommended while 20 (8%) library users did not agree and the remaining 65 (27%) were not sure whether the library procured books that they recommended.

Figure 5.15 below summarises the usage of library infrastructure and resources according to library users.
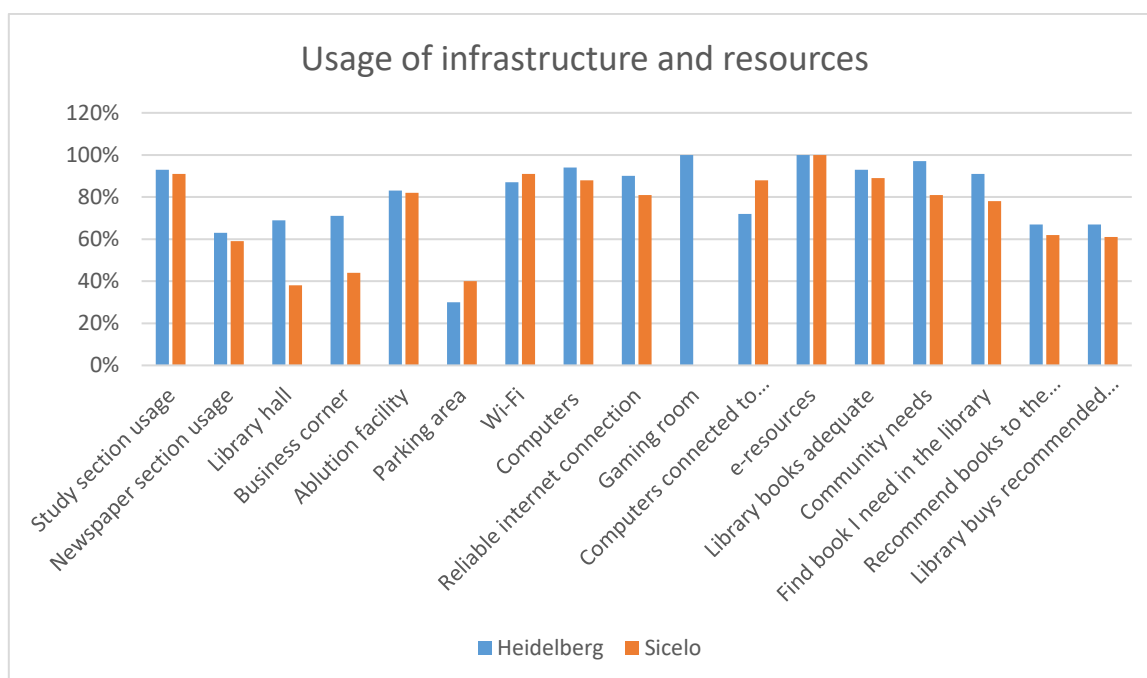
Figure 5.15: Library users Library Conditional Grant Usage of infrastructure and resources
Source: Field data (2021)

5.4.5.3 Library programmes offered to the Heidelberg and Sicelo communities

A total of 242 library users responded to the questions on library programmes implemented at the Heidelberg and Sicelo libraries. A total of 161 (67%) library user respondents, consisting of 97 (40%) library users from the Heidelberg library and 64 (26%) library users from the Sicelo library, agreed that youth reading programmes had implemented at the library while 23 (9%) library users did not agree and 58 (24%) were not sure if youth reading programmes had been implemented at the library. A total of 162 (67%) library user respondents, consisting of 92 (38%) library users from the Heidelberg library and 70 (29%) library users from the Sicelo library, agreed that ECD and storytelling were offered at the library while 22 (9%) library users did not agree, and the remaining 58 (24%) library users did not know if ECD and storytelling were offered at the library. A total of 182 (75%) library user respondents consisting of 107 (44%) library users from the Heidelberg library and 75 (31%) library users from the Sicelo library agreed that homework and after school assistance was offered at the library while 18 (7%) did not agree, and the remaining 42 (17%) did not know. A total of 126 (52%) library users respondents consisting of 88 (36%) library users from the Heidelberg library and 38 (15%) library users from the Sicelo library agreed that public speaking and debating were implemented at the library while 37 (15%) library users did not agree, and the remaining 79 (33%) library users did not know. A total of 134 (55%) library user respondents, consisting of 86 (35%) library users from the Heidelberg library and 48 (20%) library users from the Sicelo library, agreed that reading games and competitions were offered at the library while 40 (16%) library users did not agree, and the remaining 68 (28%) library users did not know if reading games and competitions were offered at the library. Figure 5.16 below summarises the library programmes according to library users.
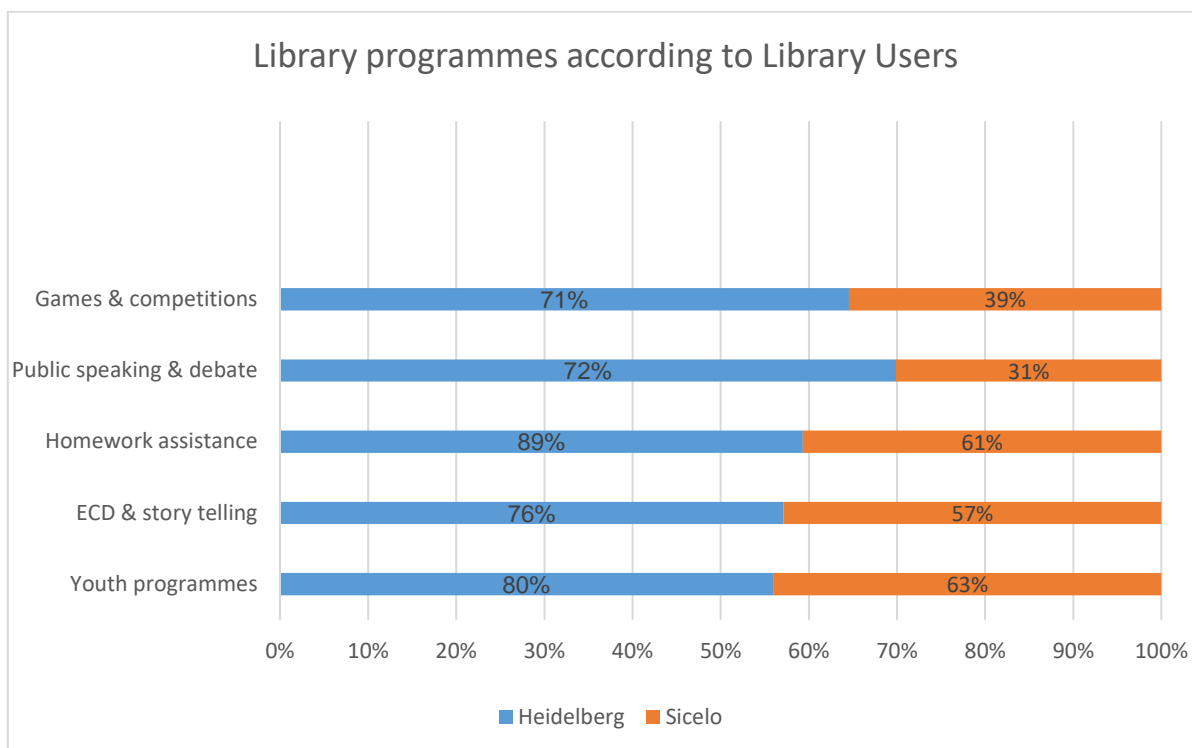
Figure 5.16: Library programmes according to library users

Source: Field data (2021)

5.4.5.4 Local community structures using the public libraries

A total of 242 library users at the Heidelberg and Sicelo libraries responded to the questions on community structures using the library hall for meetings. A total of 121 (50%) library user respondents, consisting of 60 (25%) library users from the Heidelberg library and 61 (25%) library users from the Sicelo library, agreed that community businesses used the library hall for meetings, while 43 (18%) library users did not agree, and the remaining 78 (32%) library users did not know if community businesses used the library hall. A total of 104 (43%) library user respondents, consisting of 60 (25%) library users from the Heidelberg library and 44 (18%) library users from the Sicelo library, agreed that religious groups used the hall for meetings, while 45 (19%) library users did not agree, and 93 (38%) library users did not know if religious groups used the library hall for meetings.

A total of 142 (59%) library user respondents, consisting of 93 (38%) library users from the Heidelberg library and 49 (20%) library users from the Sicelo library, agreed that political groups used the hall for meetings, while 22 (9%) library users did not agree, and the remaining 78 (32%) library users did not know if the political groups used the library hall. A

total of 139 (57%) library user respondents, consisting of 73 (30%) library users from the Heidelberg library and 66 (27%) library users from the Sicelo library agreed that community forums used the hall, while 22 (9%) library users did not agree, and 81 (33%) library users did not know if the community forums used the library hall for meetings. Figure 5.17 below summarises the community structures that used the library hall, according to library users.
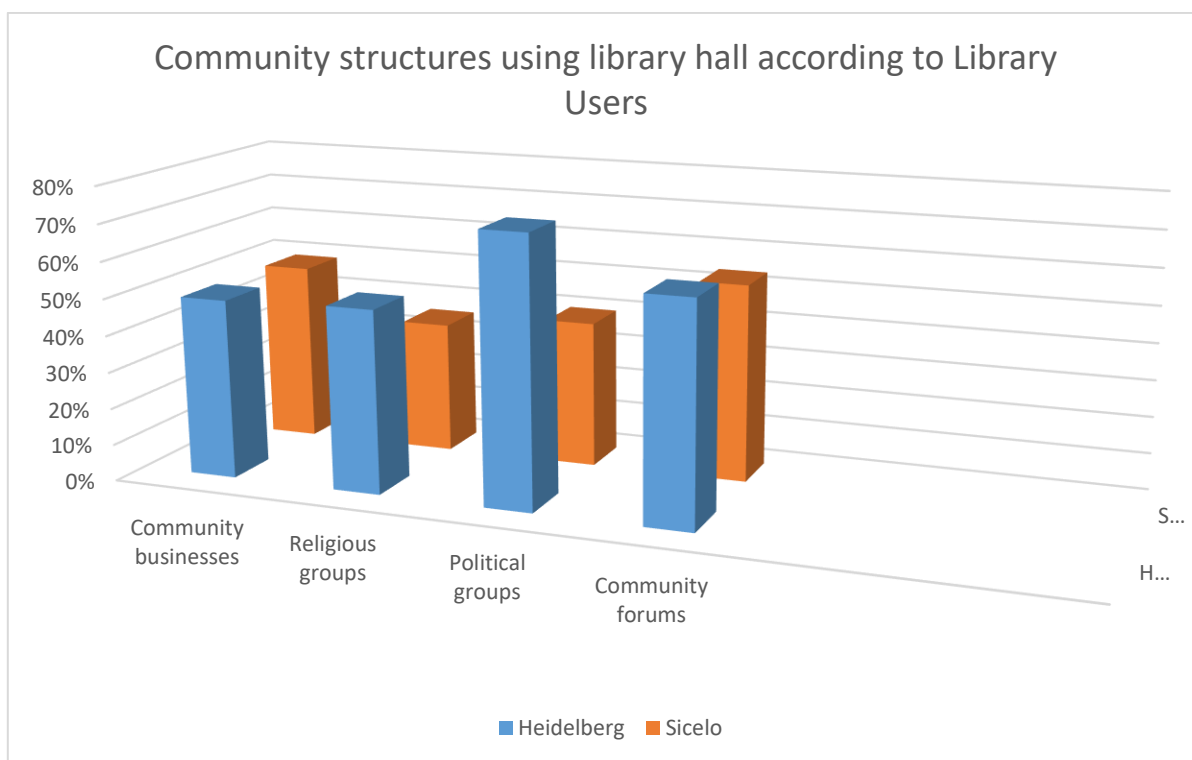
Figure 5.17: Community structures using the library hall according to library users
Source: Field data (2021)

5.4.5.5 Challenges for delivering information services

A combined total of 242 library users at the Heidelberg and Sicelo libraries responded to the questions on the challenges the library users were experiencing in receiving information services from the library. A total of 53 (22%) library user respondents, consisting of 19 (8%) from the Heidelberg library and 34 (14%) from the Sicelo library, agreed that the library's operating hours were a challenge, 166 (69%) library user respondents, consisting of 99 (41%) library users from the Heidelberg library and 67 (28%) library users from Sicelo, did not agree that the library operating hours were a challenge, and the remaining 25 (10%) were not sure. Zero (0%) library users agreed that library cleanliness was a challenge, 229 (95%) library users, consisting of 111 (46%) library users from the Heidelberg library and

118 (49%) library users from the Sicelo library, did not agree that library cleanliness was a challenge and the remaining 13 (5%) library users did not know. A total of 8 (3%) of library users, consisting of 2 (1%) library users from the Heidelberg library and 6 (2%) library users from the Sicelo library, agreed that the library's air conditioners were a challenge, 224 (93%) library users, consisting of 117 (48%) library users from the Heidelberg library and 107 (44%) library users from the Sicelo library, disagreed that the library's air conditioners were a challenge and the remaining 10 (4%) did not know. Zero (0%) library users agreed that library equipment was a challenge, 229 (95%) library users, consisting of 111 (46%) library users from the Heidelberg library and 118 (49%) library users from the Sicelo library, did not agree that library equipment was a challenge, and the remaining 13 (5%) library users did not know. Zero (0%) library users agreed that library staff did not avail themselves to assist the public, 229 (95%) library users, consisting of 111 (46%) library users from the Heidelberg library and 118 (49%) library users from the Sicelo library, disagreed with the statement that library staff did not avail themselves to assist the public, and 13 (5%) library users did not know. Figure 5.18 below summarises the challenges for delivering services according to library users.
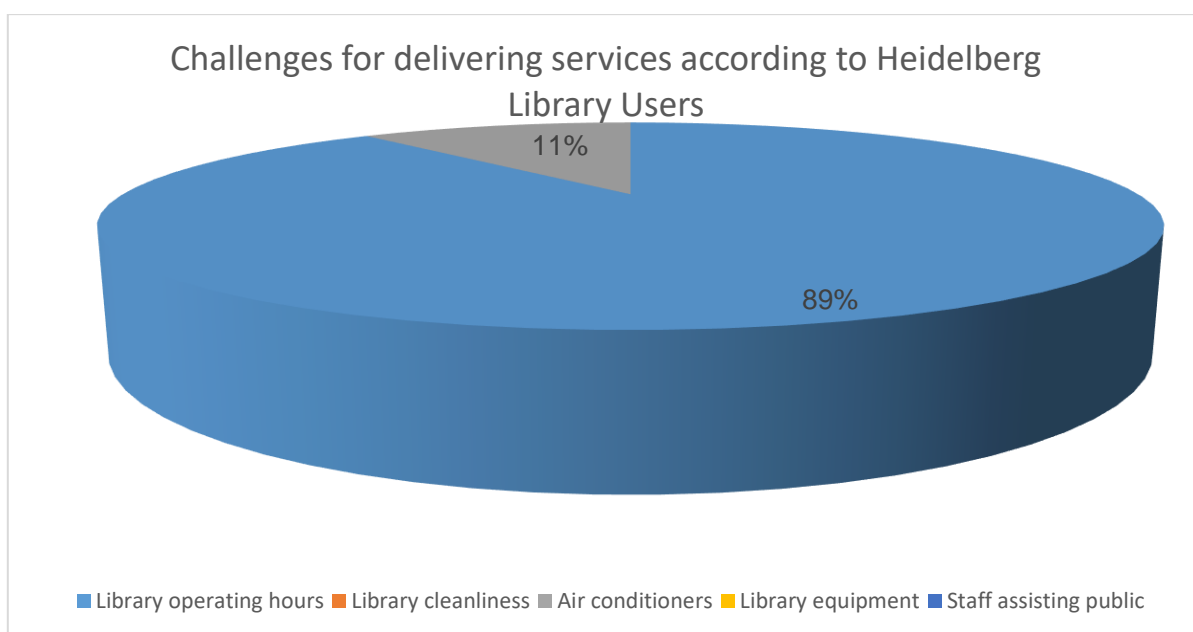
Figure 5.18: Challenges for delivering the services according to library users
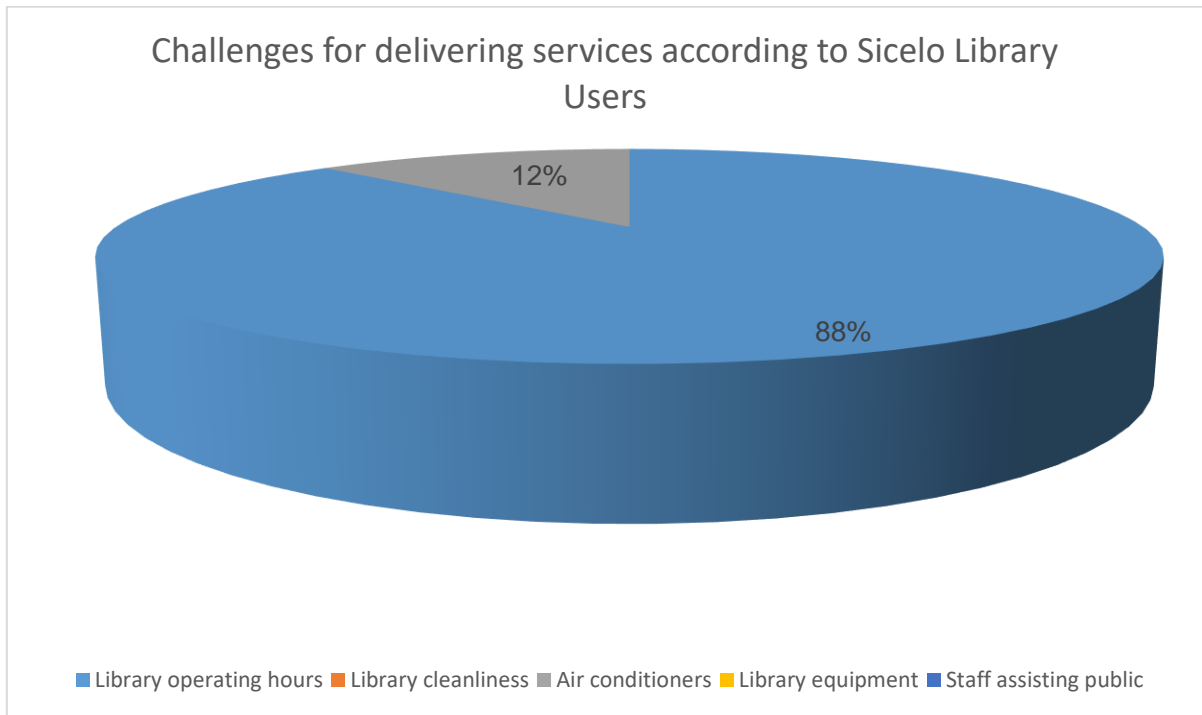
Source: Field data (2021)

5.4.5.6 Guidelines to improving library and information services

The library users at both the Heidelberg and Sicelo libraries responded to the section that asked for guidelines that would improve library and information services. The respondents recommended the following guidelines to improve library and information services in their communities:

- Procure socio-economic development books.
- Introduce audio-visual media content.
- Procure new books annually.
- Procure more academic books.
- Procure new magazines.
- Increase operating hours.
- Change library opening time from 09:00 to 08:30.
- The library should be open, even on weekends.
- Extend library hours.
- Allocate more time to study.
- Since covid-19, users should be allowed to spend only two hours in the library.
- Employ more staff.
- Librarians to wear nametags for easy identification.

- Staff members should introduce themselves.
- Appoint more librarians to assist at the library.
- Involve communities when planning library usage.
- Include youth and the elderly in library meetings.
- Promote youth participation.
- Librarians must assist schoolchildren with homework.
- Needs of libraries must be considered by library management.
- Study guides should be used as reference and not just issued out.
- Procure more computers for the community.
- Improve internet.
- Replace computer monitors with better ones.
- Give internet use without having to use a voucher.
- Free Wi-Fi not limited to 30min and 500mb.
- Most of the time the internet is down.
- Library is in good condition. Connectivity, the staff, and equipment are helpful to the community of Sicelo.
- Library must be cleaned regularly.
- Happy with the service.
- Need for a bigger study space.
- Create a website for the library to give feedback anonymously.
- Smart board for library programmes and meetings.
- Open a reading class.
- Group assistance by librarians.
- Procure new air conditioners.
- Fix electric plug sockets.
- Introduce youth programmes.
- Place a public notice that book recommendations are welcome.
- More programmes to assist the unemployed youth.

Figure 5.19 below summarises the guidelines according to library users.
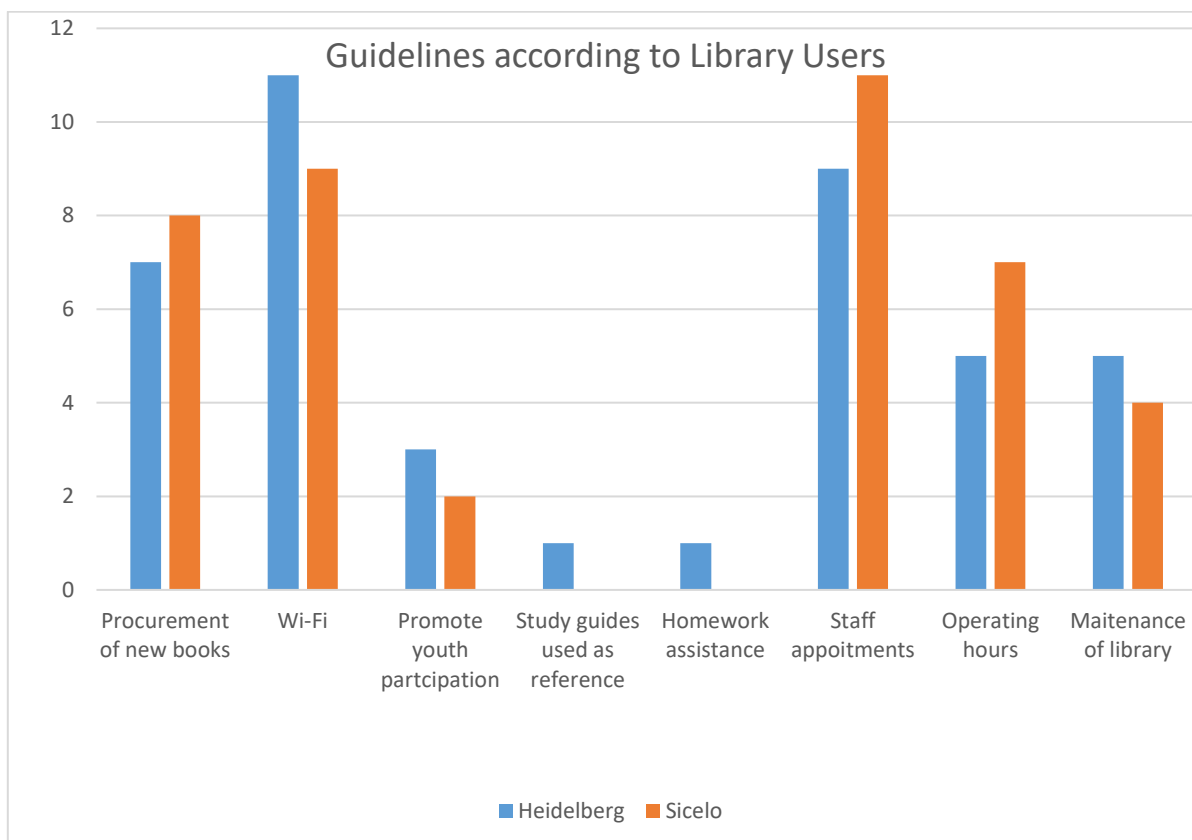
Figure 5.19: Guidelines according to library users

Source: Field data (2021)

5.5 FINDINGS FROM OBSERVATION

The researcher made the observation regarding the libraries during the delivery and collection of questionnaires. The observation on staffing was that staff manage well in the mornings; however, there was a need to complement the library staff at both libraries, especially during the afternoon. The observation on the library infrastructure was that the Heidelberg library needed maintenance on the outside, especially grass cutting. The observation on ICT infrastructure was that Wi-Fi was highly used in both libraries since most of the library users were outside the library using the phones and when some of the users were asked informally why they were at the library, their response was for Wi-Fi access. In terms of book collection, the findings concluded that both libraries had books on the shelves. The library programmes observation was that, at the time of collecting the questionnaires, no programmes were witnessed by the researcher. The two challenges observed were study space and space for Wi-Fi users.

5.6   CHAPTER SUMMARY

This chapter presented the data collected for the study. The chapter began by presenting the way in which data were analysed and then presented the findings of the pilot study. On the findings of the pilot study, the chapter described the response rate and the problems experienced when collecting data. The chapter also described the respondents that participated in the pilot study. The findings from the pilot study were presented according to the objectives of the study. The chapter further presented the findings from the main study. The response rate and the problems experienced when collecting data for the main study, as well as the respondents that participated in the main study were described in this chapter. The main study was dependent on the sampled group to interpret the results. The chapter presented the results from library managers, library workers, and library users according to the study's objectives. The chapter concluded by presenting the findings from observation.

The next chapter presents the interpretation and discussion of the findings.

CHAPTER SIX: DISCUSSION AND INTERPRETATION OF FINDINGS

6.1   INTRODUCTION

The previous chapter presented findings of the study. This chapter discusses and interprets the findings of the study. The discussion of the research findings was done in accordance with the study objectives outlined in chapter one and the conceptual framework discussed in chapter three. The information that emerged from the reviewed literature also provided a basis and source for comparison with the findings of this study.

The purpose of this study was to investigate the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities in Gauteng, South Africa. The study, therefore, focused on the following specific objectives:

- Establish the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities.
- Determine the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities.
- Determine the library programmes offered to the Heidelberg and Sicelo communities.
- Establish the different local community structures using the Heidelberg and Sicelo libraries in the community since 2007.
- Establish the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities.
- Offer guidelines to improve library and information services in rural communities.

The discussion of the results in this chapter was guided by the above objectives.

6.2   DISCUSSION OF FINDINGS FROM THE PILOT STUDY

The purpose of conducting the pilot study was to assess the feasibility of the main study and to test the adequacy of the research instruments. The pilot study presented the researcher with the opportunity to determine the financial resources needed and logistical problems which might occur when conducting the main study. The findings of the pilot study

were discussed, and this section covers (a) a discussion of the profile of the respondents and (b) a discussion of the findings according to the objectives of the study.

6.2.1 Profile of the respondents from the pilot study

The respondents who contributed to the pilot study through their participation consisted of library managers, library workers, and library users.

6.2.1.1 Library managers

A total of two library managers participated in the pilot study, consisting of one library manager from the City of Johannesburg Metropolitan Municipality and one from the Rand West City Local Municipality. The two managers combined managed more than 115 public libraries in Gauteng, with 91 of these being in the City of Johannesburg.

The manager from the City of Johannesburg oversaw the Library Conditional Grant to all libraries in the municipality. The manager was responsible for drafting and submitting the Library Conditional Grant business plan to the province, allocating the budget to all libraries, appointing library staff, procuring books, maintaining library buildings, implementing library programmes, sending monthly and quarterly reports to the province, attending quarterly provincial grant meetings to report on expenditure, sending letters for deviations to the province as a formal request to use funds for other projects than those stated in the business plan, and providing monthly library statistics to the province.

The manager from the Rand West City oversaw the Library Conditional Grant to all libraries of the former Randfontein Local Municipality and Westonaria Local Municipality, now combined as the Rand West City Local Municipality. The manager was responsible for drafting and submitting the Library Conditional Grant business plan to the province, allocating the budget to all libraries, appointing library staff, procuring books, maintaining and refurbishing library buildings, implementing library programmes, sending monthly and quarterly reports to the province, attending quarterly provincial grant meetings to report on expenditure, requesting monthly library statistics from libraries, sending monthly library statistics to the province, and sending letters for deviations to the province as a formal request to use funds for projects other than those stated in the business plan.

6.2.1.2 Library workers

Five library workers participated in the pilot study. All the library workers in the pilot study worked in the Randfontein library in the Rand West City Local Municipality. All five library workers were appointed under the Library Conditional Grant budget. Four of the library workers worked at the following sections: circulation, reference, children, and ICT. One library worker was permanently responsible for the activity room where she implemented library programmes.

6.2.1.3 Library users

A total of six library users participated in the pilot study. All the library users in the pilot study were from the Randfontein library in the Rand West City Local Municipality. All six library users used the following sections: the study facility, reading section, newspaper and magazine section, business information section, ICT section, and the library hall. Three library users used the library facilities on a daily basis, two library users used the library once a week, and one library user used the library once in a while.

6.2.2 Staff complements through the Library Conditional Grant

The first research question of the study was "How many staff members were employed through the Library Conditional Grant?"

This question considered five aspects, namely budget allocation for staff appointment, were staff appointed under the Library Conditional Grant, in which sections did staff work, were library staff local people, and were the staff competent. The findings showed that there was budget allocated for staff appointment under the Library Conditional Grant at the municipalities and the library managers at a municipal level believed the budget was not sufficient for the appointment of library staff. It is a sad reality to note from the findings that in Rand West, there was a shortfall of R9,000,000 for salaries/staff budget. Findings further showed that staff were appointed on a permanent basis under the Library Conditional Grant budget, especially in Rand West City. Permanent staff appointment showed the positive impact of the Library Conditional Grant in the LIS sector in general and the Rand West City socioeconomic section. The community was empowered through the jobs created by the library since the official opening of the Randfontein Library in 2019. As part of community

empowerment and transparency in communicating employment opportunities, people interested in employment in public libraries need to access the vacancies through the Department of Public Service and Administration (DPSA) employment circulars and other advertisements, which were also placed on library notice boards (Department of Public Service Administration, 2003:28), as discussed in the literature chapter. Staff appointments need to be monitored in terms of quality service delivery using the prince of Batho Pele principle of courtesy, as discussed in chapter three. Courtesy is not only about being polite to customers, but being friendly, helpful, and treating everyone with dignity and respect (Mboweni, 2013). Managers should monitor the relationship between frontline staff and customers, and help staff to give warm and friendly service to everyone. Socio-economic activities in communities are outlined by Maslow's hierarchy of needs. Bergh and Geldenhuys (2014:171) state that Maslow's hierarchy of needs is the most publicised motivational theory, created by Abraham Maslow in the 1930s, and it shows that people in a community need to move on from their basic needs until they reach self-actualisation needs. The library operates from Monday to Saturday and most of the staff members were local people. As discussed in the literature in chapter three, the signage clearly stating the operating hours was a transparent mechanism that allows customers to hold public servants accountable for service delivery (Department of Public Service Administration, 2003:8). It is clear that the Library Conditional Grant was making inroads in terms of employment creation, according to the Minister of Arts and Culture, Mr Nkosinathi "Nathi" Mthethwa (NLSA 2014), who reported that the library sector had created 1 274 new jobs in 2014 since the implementation of the Library Conditional Grant in 2007/08.

6.2.3 Level of awareness and usage of library infrastructure and resources

The second research question of the study was "What is the level of awareness and usage of library infrastructure and resources?" The question focused on awareness, usage of library infrastructure, and usage of information resources.

The findings show that respondents were aware of the Library Conditional Grant and its contributions to the libraries. It is satisfactory that the local community of Randfontein was aware of the library operating hours, as the findings show there signage had been erected that showed the operating hours. Local municipalities are entirely dependent on the Library Conditional Grant budget and there was budget allocation for the maintenance and upgrade of libraries, whereas City of Johannesburg did not include maintenance and upgrade in its

business plan. The findings clearly show that local municipalities, especially those situated in rural areas, need the financial support of the Library Conditional Grant. The ToC establishes the habits of minds that lead to an organisation creating a good plan (Grantcraft 2006:5), so municipalities need to develop business plans that change the lives of the communities for the better. The literature shows that public participation in community projects is key to good governance, as it promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision-makers (Marais *et al.*, 2017:41) and including the needs of the Randfontein residents. The findings show that the library furniture was appropriate for all library sections. In Randfontein, the internet connectivity and Wi-Fi infrastructure were stable and functional, according to findings, whereas the City of Johannesburg's Wi-Fi was not stable in some libraries. Electronic book subscriptions were in place and accessible by library users in both the Rand West City and City of Johannesburg Municipalities. There was a book budget allocated by the Library Conditional Grant. Members of the community recommended books for procurement by the library, which is important for building a usable collection for the library because the usability of information is largely dependent on the nature of the information (Cloete & Auriacombe, 2007).

6.2.4 Library programmes offered

The third research question of the study was "Which information programmes are offered by the libraries?" The question focused on four areas, namely youth programmes, ECD and storytelling, homework assistance, and public speaking and debating.

According to the findings, there was an allocated budget for reading programmes and these were implemented according to the implementation plan. The findings showed that libraries offered youth reading programmes and prioritised the ECD and storytelling programmes to children using the activity room or the children's section. Childcare and day care programmes were introduced by the Masiphumelele Community Library in the Western Cape to assist with reading and vocabulary skills (Adams, 2018:63). Parents believe that libraries contribute to the development of a child as, according to literature, they view traditional literacy skills as important for their children. Many parents also attribute their own increase in library visits to book borrowing and the enjoyment they derive from taking their children to the library (Joo & Cahill, 2017:7). The Randfontein library assists learners through homework assistance programmes in the afternoons. Libraries have a good

working relationship with schools, and it would be very good if libraries procured and installed CAPS programmes to assist learners, especially adult learners, to easily access the school curriculum. The programmes encourage participating learners to read more in order for them to be able to participate in competitions. Reading programmes are implemented in the library. The focus of reading programmes is on inculcating a culture of reading in the community, from primary school age up to the elderly. Reading games and competitions also make reading fun for the children and the youth. Literature supports that library programmes are crucial to the community because public libraries provide resources and facilities that are necessary to support literacy programmes in society. A number of South African libraries work in collaboration with the Adult Basic Education and Training (ABET) programmes and other organisations to offer literacy training (Mnkeni-Saurombe & Zimu, 2013:44).

6.2.5 Local community structures using libraries

The fourth research question of the study was "Which community structures have used public libraries facilities?" The question focused on four types of structures, namely community businesses, religious groups, political groups, and community forums.

The findings show that community businesses, political groups, and community forums used the library hall for meetings and other activities. Literature states that for libraries to be used frequently by business groups, different sectors in business require different business information needs, according to the nature of business, business activities, the size of the business, and the stage of growth of the business (Jaworski, 2012:13). Religious groups hardly used the library hall for meetings. The library hall was booked in advance by community structures for use, in line with library policies that specify that no alcohol is allowed on the library premises. According to Gichohi *et al.* (2016:14), public libraries need to be repositioned as business community development resource centres by providing business information solutions that are not only value based, but also sector specific and easy to use and understand.

6.2.6 Challenges faced by libraries in providing information services to communities

The fifth research question of the study was "What were the challenges faced by the libraries in providing information services to the communities?" The question focused on the challenges provided by library managers, library workers, and library users.

The findings presented showed that not enough funding was allocated to augment salaries, which was a serious challenge. Delays in finalising book tenders are another challenge, as it poses a huge risk of book budget under-expenditure. Under-expenditure on books due to delays in book tenders leads to information poverty, as stated in the literature chapter, according to Britz (2004:192) who claims that information poverty is a major challenge and says that if it is not addressed, it will have a negative effect on the economic, cultural, and socio-political development of a community.

6.2.7 Guidelines to improve library and information services in rural communities

The last research question of the study was "Were any guidelines offered to improve library and information services rural communities?" The question focused on the challenges provided by library managers, library workers, and library users.

The findings show that the implementation of library norms and standards is required to ensure standardisation of services in the Gauteng province. It is crucial that the Gauteng province should increase the library budget to support Rand West City libraries or take over the library function, as suggested in the findings. The function take-over may assist the province in determining whether the budget allocated to municipalities was not adequate for the operation of libraries because, according to the ToC, the key results and assumptions are measurable and would likely produce a status of evidence (Mayne, 2017:159). The Gauteng province needs to ensure a timeous transfer of conditional grant funds to municipalities in order for the expenditure of the budget to be realised. The library users listed self-service printers as the only guidelines.

6.3 DISCUSSION OF FINDINGS FROM THE MAIN STUDY

This section covers (a) a discussion of profile of the respondents and (b) a discussion of the findings according to the objectives of the study.

6.3.1 Profile of the RESPONDENTS FROM THE MAIN STUDY

The respondents who contributed to the main study through their participation consist of library managers, library workers, and library users.

6.3.1.1 Library managers

A total of four library managers participated in the actual study, consisting of one from the DAC, one from the GDSACR, one from the Lesedi Local Municipality, and one from the Midvaal Local Municipality.

The manager from the DAC oversees the Library Conditional Grant for all nine provinces in South Africa. The manager guides provinces in terms of business plans required, sending grant frameworks to provinces, sending allocation letters to provinces, transferring funds to provinces, requesting expenditure reports from provinces, and monitoring expenditure by province.

The manager from the GDSACR oversees the Library Conditional Grant for all nine municipalities in Gauteng. The manager provides guidance to municipalities in terms of business plans required, sending grant frameworks to municipalities, sending allocation letters to municipalities, transferring funds to municipalities, requesting expenditure reports from municipalities, and monitoring expenditure and infrastructure implementation by municipalities.

The manager from Lesedi oversees the Library Conditional Grant for all libraries in the municipality, inclusive of the Heidelberg public library. The manager is responsible for drafting and submitting the Library Conditional Grant business plan to the province, allocating the budget to all libraries, appointing library staff, procuring books, maintaining library buildings, implementing library programmes, sending monthly and quarterly reports to the province, attending quarterly provincial grant meetings to report on expenditure, requesting monthly library statistics from libraries, and sending letters for deviations to the province as a formal request to use funds for projects other than those stated in the business plan.

The manager from Midvaal oversees the Library Conditional Grant for all libraries in the municipality, inclusive of the Sicelo public library. The manager is responsible for drafting and submitting the Library Conditional Grant business plan to the province, allocating the budget to all libraries, appointing library staff, procuring books, maintaining and refurbishing library buildings, implementing library programmes, sending monthly and quarterly reports to the province, attending quarterly provincial grant meetings to report on expenditure, requesting monthly library statistics from libraries, and sending letters for deviations to the province as a formal request to use funds for projects other than those stated in the business plan.

6.3.1.2 Library workers

In the Heidelberg library, four library workers participated in the study, all of whom worked in the following sections: circulation, reference, children, and the activity room. One library worker was permanently responsible for the ICT, where the library worker focused on the computer usage and issuing of vouchers for Wi-Fi usage by the library users.

A total of four library workers participated in the study at the Sicelo library. Three library workers worked at the circulation desk on a rotational basis, two were stationed at the reference section, two rotated at the children's section, one was permanently responsible for the acquisition of library materials, and two were stationed at the activity room on a rotational basis. From the four library workers, three worked at different stations on a rotational basis according to the demand within the library, while one was permanently stationed at the acquisition section.

6.3.1.3 Library users

In the Heidelberg library, a total of 121 library users participated in the study. A total of 75 (62%) library users used the study facility, 90 (74%) library users used the reading section, 67 (55%) library users used the newspaper and magazine section, and 73 (60%) used the business information section. A total of 103 (85%) library users used the ICT section and 58 (48%) library users used the library hall.

A total of 121 library users participated in the study at the Sicelo library and 63 (52%) library users used the study facility. A total of 85 (71%) library users used the reading section, 32

(27%) used the newspaper and magazine section, 19 (16%) used the business information section, 79 (66%) used the ICT section and 14 (12%) used the library hall.

A combined total number of 242 library users participated in the study. The participants were from the Heidelberg and Sicelo libraries. Fifty-seven per cent of the library user respondents used the study facility, 72 percent used the reading section, 41 per cent of the 67 library user respondents used the newspaper and magazine section, 38 per cent used the business information section, 75 per cent used the ICT section, and 32 per cent used the library hall.

6.3.2 Staff complements through the Library Conditional Grant in Heidelberg and Sicelo

The findings are presented, interpreted, and discussed from library managers, library workers and library users on staff complements. The first research question of the study was "How many staff members were employed through the Library Conditional Grant in the Heidelberg and Sicelo communities?" The question looked at five aspects, namely budget allocation for staff appointment, whether staff were appointed under the Library Conditional Grant, sections where staff worked, whether library staff were local people, and staff competence.

6.3.2.1 Library managers

The findings on staff complements from library managers show that 100 per cent (DAC, GDSACR, Lesedi and Midvaal) of the library managers agreed that there was budget allocated for staff. The findings suggest that there was a budget to appoint staff to manage the Heidelberg and Sicelo libraries. The Library Conditional Grant allocated the budget which, in turn, contributes to the economic status of the two communities. Local people appointed in the libraries earn salaries from the Library Conditional Grant and the earnings are used to support their families in different ways, which ultimately contribute to the economic status of the communities.

According to the findings presented, 50 per cent (DAC and GDSACR) of the library managers agreed and the other 50 per cent (Lesedi and Midvaal) did not agree that the budget was sufficient for the operation of library services at municipal level. The findings

suggest that the budget allocation at the Heidelberg and Sicelo libraries had to be revised because the library managers from Lesedi and Midvaal who manage libraries, including Heidelberg and Sicelo, state that the budget was not sufficient. An increase in the staff budget through the Library Conditional Grant allocation is expected to contribute to both the social and economic status of the communities. Economically, more people will have an opportunity to be employed at the library, which will decrease the community's unemployment rate.

The findings show that 75 per cent (DAC, GDSACR and Midvaal) of the library managers agreed while 25% (Lesedi) did not agree that staff were appointed on a permanent basis. The findings suggest that only staff at the Heidelberg library were employed on contract basis. The findings suggest that both the DAC and the GDSACR allowed money from the allocation for the appointment of permanent staff. It is concerning that library staff were appointed on a contract basis in Heidelberg. Job security is an important aspect for community economic stability and turnover of staff who are on contract basis is higher than those employed in permanent positions, and the turnover might affect the service delivery of a library to a community.

According to literature in chapter two, KPMG (2006:9) ranked staffing in libraries as one of the most serious concerns and recommended to the Department of Arts and Culture that staffing must be allocated R40 million during the birth of the community Library Conditional Grant programme. The study objective of "Establish the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities" was achieved because through the Library Conditional Grant, budget for the appointment of staff in public libraries in Heidelberg is allocated.

6.3.2.2 Library workers

The findings on staff complements from library workers show that 88 per cent of library workers who participated in the study were appointed through the Library Conditional Grant budget. From the 88 per cent of the library workers, 100 per cent of library workers from the Heidelberg library and 75 per cent of library workers from the Sicelo library were appointed through the grant. The findings suggest that only 12 per cent of the library workers who participated on the study were appointed using the municipal voted/equitable share budget. Equitable share is a budget that derives from the revenue raised through taxes and is

allocated to provide basic services. This budget does not come with conditions like the conditional grant has conditions through the grant framework. The library workers contribute to the community's economy because when people earn salaries received, they spend money in one form or another. Money may be used to buy food, clothing, pay school fees, pay transport, or any other economic activity in the community. Therefore, the social lifestyle of the library workers in a community is determined by the employment status.

According to the findings, 75% of respondents believed that most staff members in the Lesedi and Midvaal libraries were employed under the Library Conditional Grant budget. The findings suggest that the majority of library workers appointed in the Lesedi and Midvaal municipal libraries, including Heidelberg and Sicelo, were appointed through Library Conditional Grant budget allocation. The findings were an indication that communities benefitted economically through employment from the Library Conditional Grant. Library workers shared a social space as employees of the municipality through library events, workshops, and conferences because of the employment opportunity created by the Library Conditional Grant.

The findings indicate that 75 per cent of library workers worked from Monday to Saturday. The findings suggested that most library workers worked 40 hours or more per week. The Monday to Saturday working days might suggest that additional workers might have to be appointed to cover the library operational hours. Library appointments contribute to an increase in the community employment rate.

Pilerot and Lindberg (2018:2) emphasise that in library work, the expectation is from the management, organisation, and controls of collection. Maslow's hierarchy covers the basic and psychological needs, as people work to provide for their family and to belong and to have a feeling of accomplishment. The appointment of local people in libraries is part of community economic empowerment. Nengwekhulu (2009:344) states that for the public service to perform optimally, there needs to be neutrality in the employment and placement of public servants in the higher echelons of public institutions. The study objective of "Establish the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities" was achieved because library workers in the Heidelberg and Sicelo libraries are appointed through Library Conditional Grant.

6.3.2.3 Library users

The findings on staff complements from library users show that 68 per cent of library users who participated in the study knew the library staff by name. The findings also suggest that library users shared a social space with the library workers and again communicated with the library workers whenever visiting the library. The library staff at the Heidelberg and Sicelo public libraries were accessible to the library users to the extent that the users knew the staff members who provided services to them by name. The reason for this might also be that staff members wore nametags while at work. The nametag is a way of identification that assists the library users to receive library services as required.

Findings presented show that 72 per cent of library users believed that most of the staff appointed at the Heidelberg and Sicelo libraries were local people. The findings suggest that library users might know the library workers as community members other than as employees at the libraries. The findings show that library users might share the same social space with the library workers outside the library. Based on the findings presented, the Library Conditional Grant contributes to the local economy through the employment of locals as library staff.

The findings show that 97 per cent of the library users who participated in the study agreed that library staff were always helpful and competent. The findings suggest that staff appointed at the library were appointed on merit and did the work that they were appointed for. The findings suggest that the appointment of library staff follows a recruitment process that outlines the skills, qualifications, and experience required for a particular position. The Library Conditional Grant budget contributes to the attraction and appointment of competent staff members in the Heidelberg and Sicelo public libraries.

The findings presented show that 98 per cent of the library users who participated in the study agreed that library workers operated both libraries in line with the library operating hours. The findings suggest that staff opened the libraries to the public on time and that all sections of the libraries throughout the operational hours had a staff member to attend to the public.

Based on the findings, the library users believed that competent library workers were appointed at both public libraries. On the PAIA theory, the public and the media have the

right to access records from job adverts, with requirements, interviews, scoring criteria, qualifications of the preferred candidates, and the promotion records of an individual. Cheriyan *et al.* (2012:2) support the theory by stating that access to information is a pre-condition to good governance that makes democracy more vibrant and meaningful. The study objective of "Establish the staff complements through the Library Conditional Grant in Heidelberg and Sicelo communities" was achieved because library users in the Heidelberg and Sicelo libraries were appointed through the Library Conditional Grant.

6.3.3 Level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities

The second research question of the study was "What is the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities?" The findings were presented, interpreted, and discussed from library managers, library workers and library users on library awareness, library infrastructure and resources.

6.3.3.1 Awareness

Findings were presented, interpreted, and discussed from library managers, library workers, and library users on library services awareness.

6.3.3.1.1 Library managers

Findings on library services awareness from library managers show that 100 per cent of the library managers who participated in the study were responsible for the Library Conditional Grant implementation. The findings suggest that the library managers determine the library services needs that the Library Condition Grant is expected to support over a period of time. The Library Conditional Grant addresses the social needs through ensuring the library provides a social space for the users. The Library Conditional Grant addresses the economic needs by creating employment during the construction of library buildings for the operation of the library on completion. The Library Conditional Grant contributes to the economic development of the community by procuring goods or services needed at the library from local businesses.

Findings show that 100 per cent of library managers who participated in the study were responsible for the SLA and business plan between the DAC and the GDACR or the GDSACR and Lesedi/Midvaal. The findings suggest that the Library Conditional Grant allocation and the transfer to provincial and municipal coffers depended on a signed SLA and business plan. The SLA and business plan are guiding documents that determine grant implementation in terms of addressing the social and economic activities of library services in the communities.

The findings on library services awareness from library managers indicate that 100 per cent of library managers who participated in the study were responsible for communicating the Library Conditional Grant framework. The findings suggest that the Library Conditional Grant has conditions, and provincial or municipal officials may not deviate from the conditions without prior approval for deviation. The conditions state the percentages on which the budget is expected to be spent, including staffing, building maintenance, and resources, which address social and economic activities of the library.

6.3.3.1.2 Library workers

The findings on library services awareness from library workers showed that 100% of the library workers who participated in the study knew what the Library Conditional Grant was. The findings suggested that library workers were aware of the activities that were funded by the Library Conditional Grant. The Library Conditional Grant contributes to the community social, educational, and economic activities through library space, educational programmes, and job creation.

The findings show that 38 per cent of library workers agreed that libraries were marketed at local schools and churches. The findings suggest that library workers were not robustly marketing the library services to the communities of Heidelberg and Sicelo. According to the literature presented in chapter three, most parents view a public library as important for their children because in a library, children access information and use resources that are not available in their homes (Joo & Cahill, 2017:7). Libraries were pillars in the communities in terms of knowledge and information access and there was a need to market them regularly at local schools and churches. For appropriate marketing, there was a need for a marketing plan to be implemented to market the libraries to local structures.

The findings show that 88 per cent of library workers agreed that first-time library users receive orientation. The findings suggest that the Heidelberg and Sicelo libraries had a programme for library user induction visiting the library for the first time about the services offered at the library. Library orientation contributes to the library social inclusion and educational empowerment.

6.3.3.1.3 Library users

The findings on library services awareness from library users show that 75 per cent of library users who participated in the study visit the library to use the Wi-Fi. The findings suggest that the majority of library users visit the Heidelberg and Sicelo libraries to access the Wi-Fi. In terms of attractions for library users, it seems that Wi-Fi is the main contributor, and it contributes to the social and economic activities of the community, as people meet at the library and some apply for job opportunities or receive business opportunities due to the Wi-Fi they access at the library.

6.3.3.2 Library building infrastructure

Findings are presented, interpreted, and discussed from library managers, library workers and library users on library building infrastructure.

6.3.3.2.1 Library managers

The findings on library building infrastructure obtained from library managers show that 100 per cent of library managers agreed that there was a budget allocation for the procurement of furniture. The findings suggest that the Heidelberg and Sicelo libraries had appropriate furniture in all sections of the library. The Library Conditional Grant contributes to the community's social activities through ensuring that library users interact at the social space using the library furniture in place. Local economic development is promoted through procurement of furniture from local businesses where possible.

According to the findings, 100 per cent of library managers agreed that there was a budget allocation for maintenance of the library. The findings suggest that the Heidelberg and Sicelo libraries should not experience building maintenance problems because budget was allocated for the maintenance. The Library Conditional Grant contributes to the social and

economic activities of the Heidelberg and Sicelo libraries through the appointment of local business or people to maintain the libraries; For instance, the companies that cut grass in the library yard create local employment.

According to the findings on library building infrastructure from library managers, 100 per cent of library managers agreed that there was a maintenance plan document in place. The findings suggest that the library was maintained periodically in line with the maintenance place. The Library Conditional Grant assists in planning the social and economic activities of the communities. Libraries inform library users of the periods when certain library social spaces are restricted due to planned maintenance. Maintaining the buildings ensures that the buildings are compliant and safe, ensuring that the building is not an OHS risk to the lives of the people entering the building. Libraries plan at the beginning of the financial year when procurement for maintenance will be done, for instance, painting the roof during the winter would mean that the procurement process would start around March and local businesses would have sufficient time to source funding to procure materials needed to maintain the libraries in case they are appointed. The Library Conditional Grant assists the Lesedi and Sicelo municipalities to maintain the library buildings.

The findings show that 100 per cent of library managers agreed that there was a budget allocation for the upgrade of libraries. The findings also suggest that where certain library sections are deemed appropriate for the service due to building structure, budget is available for building upgrades. Regarding Maslow's Hierarchy of Needs theory and how it relates to library infrastructure, people can visit the library for safety and warmth in case of cold weather. The Library Conditional Grant contributes to the social activities of the community by ensuring that library users meet at a safe and well-maintained building. The grant contributes to the community activities by including local businesses in the procurement process for the building upgrades when needed.

6.3.3.2.2 Library workers

The findings on library building infrastructure from library workers show that 100 per cent of library workers agreed that the newspaper and magazine areas had appropriate furniture. The findings suggest that there was a newspaper and magazine stand for display as well as chairs and tables for use by library users while reading. The Library Conditional Grant contributes to social activities through the supply of furniture, where it is used by the users,

while maintaining an appropriate social distance space. The Library Conditional Grant contributes to the growth of local businesses through library furniture specifications that lead to the production of quality furniture in a library space.

According to the findings, 100 per cent of the library workers agreed that the library hall was safe for library and community meetings. The findings suggest that community members using the library hall at Heidelberg and Sicelo have not yet experienced a building accident such as a wall or roof collapse or even electrical faults while at the library hall. The Library Conditional Grant contributes to economic activities through opportunities to tender or through the appointment of local businesses where building maintenance or upgrade is required. The Library Conditional Grant contributes to social activities of the community through the library hall as various community structures use the library hall for various social reasons at a safe building.

The findings on library building infrastructure from library workers indicate that 88 per cent of library workers agreed that the library parking area was safe for use. The findings suggest that library workers and other customers used the library parking bays, as there was no security threat to the cars parked at the libraries. The Library Conditional Grant contributes to the community social activities where library workers and other users have the right to use the parking at the library for both business and social purposes. The Library Conditional Grant contributes to economic activities of the community by not charging the library users a fee to park their cars in the library parking area.

6.3.3.2.3 Library users

According to the findings on library building infrastructure obtained from library users show that 61 per cent of library users agreed that the newspaper and magazine area had appropriate furniture. The findings suggest that there was a newspaper and magazine stand for display as well as chairs and tables for use by library users while reading. The Library Conditional Grant contributes to social activities because library users can sit comfortably and not share personal space with other users while reading newspapers and magazines due to the furniture provided at the Heidelberg and Sicelo libraries. The Library Conditional Grant offers library users an economic development opportunity through advertising the business opportunities offered by the libraries or other companies on the library notice board. Furthermore, the findings show that 55 per cent of the library users agreed that the

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library hall was safe for library and community meetings. The findings suggest that library users used the library hall in Heidelberg and Sicelo and felt safe. According to the literature presented in chapter three, most parents view a public library as important for their children because in a library, children access information and use resources that are not available in their home (Joo & Cahill, 2017:7). The Library Conditional Grant contributes to economic activities through opportunities to tender or by appointing local businesses where building maintenance or upgrade is required. The Library Conditional Grant contributes to social activities of the community because the community uses the library hall for various reasons, from study to meetings, and the hall is considered safe. According to the findings on library building infrastructure from library users, 35 per cent of library users agreed that the library parking area was safe for use. The findings suggest that most of the library users did not use cars to access library services.

6.3.3.3 Library ICT infrastructure

Findings are presented, interpreted, and discussed from library managers, library workers and library users on library ICT infrastructure.

6.3.3.3.1 Library managers

According to the findings on library ICT infrastructure from library managers, 75 per cent of library managers agreed that the libraries had Wi-Fi for public access. The findings suggest that the Heidelberg and Sicelo public libraries provide free Wi-Fi access to the library users. The Library Conditional Grant leads to the Heidelberg and Sicelo libraries being the preferred social space. The Library Conditional Grant creates opportunities for Heidelberg and Sicelo community members to change the economic status using Wi-Fi to connect to the internet to apply for employment or facilitate business opportunities.

The findings indicate that 75 per cent of library managers agreed that libraries had computers with a reliable internet connection. The findings suggest that the Heidelberg and Sicelo public libraries had a computer section with computers connected to the internet for public use. Stilwell (2016:137-138) states that the Gauteng Library and Information Service directorate transfers funds to municipal libraries to strengthen ICT infrastructure, thereby enabling them to provide free internet and computer access (Gauteng Province, n.d.). The Library Conditional Grant contributes to the social and educational activities as library users

meet at the library to conduct projects using the library computers. Furthermore, the Library Conditional Grant contributes to the economic activities of the community because members can be trained in how to use and access the internet, especially finding the job sites.

The findings on library ICT infrastructure obtained from library managers show that 75 per cent of library managers agreed that libraries had a gaming room and tablets for use by children. The findings suggest that through the Library Conditional Grant, a gaming room for children has been established. According to the findings presented and the researchers' observation, only the Heidelberg public library has a gaming room. The Sicelo public library is yet to receive the equipment for the gaming room. The Library Conditional Grant, through Mzansi Libraries Online (MLO), changed communities through the supply of equipment such as tablets, laptops, and gaming room equipment for use by children. The Heidelberg library is one of the beneficiaries of the MLO project. The gaming room is a place where children meet, socialise and interact through playing with the various computer games. Local businesses benefit from the gaming room because the public library procures additional gaming room accessories such as batteries from the local businesses.

The findings indicate that 100 per cent of the library managers agreed that libraries had printers and copiers for library users. The findings suggest that the Heidelberg and Sicelo libraries had functional printers and copiers for public use. The Library Conditional Grant contributes to the social activities of the community, as some members of the communities use the printing service provided by the libraries. The Library Conditional Grant contributes to the economic activities of the communities because some community members print business advertisements at the Heidelberg and Sicelo public libraries because the price for printing is reasonable at the library, compared to other businesses providing printing services.

The Findings on the library ICT infrastructure obtained from library managers show that 100 per cent of the library managers agreed that libraries subscribe to electronic databases. The findings suggest that the Heidelberg and Sicelo public libraries provide electronic databases to the communities. The Library Conditional Grant at provincial level subscribes to Overdrive, Britannica Online, Press Reader, SABINET and Ebsco on behalf of the public libraries, including Heidelberg and Sicelo in the Gauteng province. The Library Conditional Grant contributes to community social activities because library users have access to

databases within the comfortable social spaces, including access from home. The Library Conditional Grant also contributes to economic activities of the community because library users spend less money on buying physical copies of newspapers and magazines since they accessed them online free of charge.

6.3.3.3.2 Library workers

The findings on library ICT infrastructure obtained from the library workers show that 75 per cent of library workers agreed that the library's Wi-Fi is operational and reliable. The findings suggest that the Heidelberg and Sicelo public libraries provide reliable free Wi-Fi to the library users. The Library Conditional Grant contributes to the Heidelberg and Sicelo public libraries' social activities through the provision of free Wi-Fi. The Library Conditional Grant creates opportunities for the Heidelberg and Sicelo community members to change their economic status using Wi-Fi to connect to the internet in order to apply for employment or facilitate business opportunities.

The findings show that 100 per cent of library workers agreed that the library had computers with a reliable internet connection. The findings suggest that the Heidelberg and Sicelo public libraries had a computer section with computers connected to the internet for public use. The Library Conditional Grant contributes to the social activities where library users meet at the library to access social pages such as Facebook using the library computers. The Library Conditional Grant findings contribute to the economic activities of the community by training members in how to use and access the internet at no cost.

The findings on library ICT infrastructure from library workers show that 50 per cent of library workers agreed that libraries had a gaming room and tablets for use by children. The findings suggest that the gaming room for children had been established through the Library Conditional Grant. According to the findings presented and the researcher's observation, only the Heidelberg public library had the gaming room. The Sicelo public library had not yet received the equipment for a gaming room. The Library Conditional Grant, through MLO, changed communities by supplying equipment such as tablets, laptops, and gaming room equipment for use by children. The Heidelberg library is one of the beneficiaries of the MLO project. The gaming room is a place where children meet, socialise, and interact through playing with the various computer games. Local businesses benefit from the gaming room

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because the public library procures additional gaming room accessories such as batteries from the local businesses.

Findings show that 100 per cent of library workers agreed that the library computers were connected to the printer. Findings suggest that library users can print their work from the public library computer that was connected to the printer. The Library Conditional Grant contributes to the social activities of the communities where library users meet to do type or search work and print out within the public library social space. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo public libraries because the community members do not have to travel to a shopping mall to access a computer and a printer.

The findings on library ICT infrastructure obtained from library workers show that 62 per cent of library workers agreed that the library offers e-books and e-newspapers to library users. The findings suggest that the Heidelberg and Sicelo public libraries provide e-books and e-newspapers to the communities. The Library Conditional Grant at provincial level subscribes to Overdrive, Britannica Online and Press Reader on behalf of the public libraries, including Heidelberg and Sicelo in the Gauteng province. The Library Conditional Grant contributes to community social activities because library users have access to databases in comfortable social spaces, including access from home. The Library Conditional Grant contributes to economic activities of the community because library users spend less money on buying physical copies of newspapers and magazines since they accessed them online at no cost.

6.3.3.3.3 Library users

The findings on library ICT infrastructure obtained from library users show that 90 per cent of library users agree that library Wi-Fi is operational and reliable. The findings suggest that the Heidelberg and Sicelo public libraries had a reliable Wi-Fi facility accessed by the library users. According to the researcher's observation during the data collection stage, the majority of the youth connected to the library Wi-Fi using personal cell phones while they were outside. The observer also connected to the Wi-Fi facilities of the libraries to test the reliability of connection. The Library Conditional Grant contributes to the Heidelberg and Sicelo public libraries' social activities because most of the youth meet up at the libraries to access free Wi-Fi. The Library Conditional Grant creates opportunities for the Heidelberg

and Sicelo community members to change the economic status using Wi-Fi to connect to the internet to apply for university admissions, employment or facilitate business opportunities.

The findings show that 91 per cent of library users agreed that they used library computers to access the internet. The findings suggest that most of the library users used the computers at the public libraries to access the internet. The Library Conditional Grant contributes to the social activities where library users access the computers through a booking system where time is allocated to use the computer to ensure that all community members have a fair chance to access the computers. The Library Conditional Grant contributes to the economic activities of the community because library users attend free computer literacy classes at the libraries that enhance the chances of employment.

The findings on library ICT infrastructure from library users show that 85 per cent of library users agreed that the library had computers with reliable internet connection. The findings suggest that the Heidelberg and Sicelo public libraries had a computer section with a stable internet connection. The Library Conditional Grant contributes to the local social activities by providing a computer section with a stable internet connection, which the majority of library users use for completion of school projects. The Library Conditional Grant contributes to the economic activities in the Heidelberg and Sicelo communities by providing a computer and a stable internet service to the library users at no cost.

Findings show that 50% of library users agree that that the library has a gaming room and tablets for usage by children. The findings suggest that through Conditional Grant, gaming room for children has been established. According to the findings presented and the researcher's observation, only the Heidelberg public library had a gaming room. The Sicelo public library had not yet received the equipment for a gaming room. The Library Conditional Grant, through MLO, changed communities by supplying equipment such as tablets, laptops, and gaming room equipment for use by children. The Heidelberg library is one of the beneficiaries of the MLO project. The gaming room is a place where children meet, socialise, and interact through playing with the various computer games. Local businesses benefit from the gaming room because the public library procures additional gaming room accessories such as batteries from the local businesses.

The findings on library ICT infrastructure from library users show that 80 per cent of library users agreed that the library computers were connected to the printer. The findings suggest that library users worked on a computer and print out their work efficiently without much movement from one place to the next. The Library Conditional Grant contributes to the social activities of the communities as library users meet to do typing or to search for work and print it out in the public library social space. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo public libraries because the community members walk to the public libraries to access a computer and a printer. The only financial cost involved is printing of work at a reasonable cost, compared to other printing businesses.

The findings show that 100 per cent of the library users agreed that the library offered e-books and e-newspapers to library users. The findings suggest that the Heidelberg and Sicelo community library users accessed e-books and e-newspapers provided by the public libraries. The Library Conditional Grant at provincial level subscribes to Overdrive, Britannica Online and Press Reader on behalf of the public libraries, including Heidelberg and Sicelo in the Gauteng province. The Library Conditional Grant contributes to community social activities because library users have access to databases in the comfort of their homes using their cell phones or laptops. The Library Conditional Grant contributes to economic activities of the community because library users spend less money on buying physical copies of newspapers and magazines since they access them online at no cost.

6.3.3.4 Library information resources

Findings are presented, interpreted, and discussed from library managers, library workers, and library users on library information resources.

6.3.3.4.1 Library managers

According to the findings on library information resources obtained from library managers, 100 per cent of the library managers agreed that a budget was allocated for the procurement of books. The findings suggest that budget to procure information resources is allocated on an annual basis. The Library Conditional Grant contributes to social activities of the Heidelberg and Sicelo libraries by furnishing them with the budget to cater for the information needs of the library users. The Library Conditional Grant contributes to the

economic activities of the Heidelberg and Sicelo activities by inviting them to be part of the list of service providers through registering to the National Treasury CSD.

The findings further show that 50 per cent of the library managers agreed that there was a book tender in place. The findings suggest that both the Lesedi and Midvaal municipalities had book tenders in place for the procurement of information resources. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo through displaying tender advertisements on library notice boards. The Library Conditional Grant contributes to economic activities of the Heidelberg and Sicelo communities through invitation to local service providers to bid for tenders.

The findings on library information resources from library managers show that 75 per cent of library managers agreed that new books were procured and delivered to libraries annually. The findings suggest that the Heidelberg and Sicelo libraries receive new books each financial year and that books are on the shelves for circulation. The Library Conditional Grant contributes to social activities in the Heidelberg and Sicelo communities by procuring the books that cover the needs of community members. The Library Conditional Grant contributes to the economic activities through the supply of Do-it-Yourself (DIY) books that assist the community members to save costs and learn how to do certain household services themselves.

Findings show that 100 per cent of the library managers agreed that the book budget is always spent on an annual basis. The findings suggest that the Lesedi and Midvaal municipalities fully spent their allocated book budget every financial year. Budget expenditure might be caused by the book tenders that are active and in place. The Library Conditional Grant contributes to the social activities of the community through transparency caused by the publication of municipal annual reports and gazetting of the budget by the Provincial Treasury. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo libraries through business plan implementation by Lesedi and Midvaal to ensure that they fully spend their book budget instead of returning funds to the treasury.

In terms of the theories presented in chapter three on the Batho Pele principles, the public has a right to access documents while the building is under construction to ensure the services received are worthy and of a good standard. The study objective of "Determine the

level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities" was achieved because it was discovered that library managers had a business plan in place and an allocated budget for maintenance of physical infrastructure, maintenance of ICT equipment, and budget for procurement of information resources in the Heidelberg and Sicelo public libraries.

6.3.3.4.2 Library workers

The findings on library information resources from library workers show that 88 per cent of library workers agreed that library books were adequate and up to date. The findings suggest that the information resources budget allocated to the Heidelberg and Sicelo public libraries was sufficient to procure the information resources for the two communities. The Library Conditional Grant contributes to the social activities of the communities by involving the library workers in determining the book budget of the community that is informed by the library users' needs. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo communities by advertising the book budget on the provincial gazette and invitation of local suppliers to participate in the book supply tender.

The findings show that 50 per cent of library workers agreed the library book collection balanced the needs of community members, from children to the elderly. The findings suggest that the book collection might or might not be inclusive of the information needs of community members. The Library Conditional Grant contributes to the social activities through inviting the library users at public libraries to participate in selecting information resources that meet the community needs. The Library Conditional Grant contributes to the economic activities of the communities through organising the book exhibition where library users select the books for the library to buy. The exhibition is cost-effective for both the library and the library users since no additional travelling cost is incurred during the exhibition.

The findings on library information resources from library workers show that 100 per cent of library workers agreed that the library receives new books annually. The findings suggest that the Heidelberg and Sicelo libraries receive, shelve, and make available new books for circulation every financial year. The Library Conditional Grant contributes to social activities in the Heidelberg and Sicelo communities by procuring the books from early childhood to academic categories. The Library Conditional Grant contributes to the economic activities

through the supply of DIY books that assist the community members to save costs and learn how to do certain household services themselves.

The findings show that 88 per cent of the library workers agreed that the library procured books that were recommended by users. The findings suggest that library workers request library users to suggest books that the Heidelberg and Sicelo public libraries should procure. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo public libraries by involving library users to participate in book selection. The Library Conditional Grant contributes to economic activities of the communities through involving local ECDs in the selection of books and the procurement of books that ECDs could borrow in bulk, thereby saving costs of buying the books for the children.

The findings on library information resources from library workers show that 50 per cent of library workers agreed that the library book security system was functional. The findings suggest that book security system at the Heidelberg and Sicelo libraries did not always work. The researcher's observation during the collection of data was that both book security systems were functional, as the researcher tested them. The Library Conditional Grant contributes to the social activities of the communities by using the lockers at the library entrance to ensure that library users, particularly school learners, do not go to the library shelves with school bags. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo public libraries through the activation of book security systems whenever a book is not scanned at the circulation desk.

On the PAIA theory, a state that is open, transparent, and accountable relies on the public's freedom to access information (Public Service Commission Report, 2007:10). Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision-makers (Marais *et al.*, 2017:41). The study objective of "Determine the level of awareness and usage of library infrastructure and resources by Heidelberg and Sicelo communities" was achieved because it was discovered that library workers believed the library services were communicated to the community, building furniture was appropriate, ICT equipment was sufficient and library resources covered the needs of the community members.

6.3.3.4.3 Library users

The findings on library information resources from library users show that 91 per cent of library users agreed that library books were adequate and up to date. The findings suggest that the information resources budget allocated to the Heidelberg and Sicelo public libraries was sufficient to procure the information resources for the two communities. The researcher's observation during the collection of data was the section that displays new books next to the entrance to the library. The Library Conditional Grant contributes to the social activities of the communities by involving the library users in the selection of books, which ultimately leads to compiling the book budget for the libraries. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo communities through advertisement of the book budget in the provincial gazette and invitation of local suppliers to participate in the book supply tender.

The findings show that 88 per cent of the library users agreed that the book collection covers the needs of community members, from children to the elderly. The findings suggest that the book collection includes the information needs of community members, from toddlers to elderly categories. The Library Conditional Grant contributes to the social activities through inviting the library users at public libraries to participate in selecting information resources that meet the community needs. The Library Conditional Grant contributes to the economic activities of the communities through organising the book exhibition where library users participate in the book selection for the libraries. The exhibition is cost-effective for both the library and the library users since no additional travelling cost is incurred during the exhibition.

The findings on library information resources from library users show that 85 per cent of library users agreed that they always find the books they need in the library. The findings suggest that the library users participate in the selection of information resources; therefore, the books that are part of library collection are the books selected by the users. The Library Conditional Grant contributes to social activities of the Heidelberg and Sicelo libraries through library users' invitation to participate in the book selection for the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo communities by providing the books that are in demand and saving the library users costs of buying books not in public library shelves.

The findings show that 64 per cent of library users agreed that they recommended books to the librarian. Findings suggest that library users participated in building the library

collection at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities through creation of the book suggestion by title or author and placing to the suggestion box or sending the suggestion through email to the librarian. The Library Conditional Grant contributes to the economic activities of the community by covering all newly procured books, which results in books having a longer shelve life.

The findings on library information resources from library users show that 65 per cent of library users agreed that the library procured books that they recommended. Findings suggest that library users contribute to the final list of books for procurement before books are ordered by library workers at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo public libraries by involving library users to participate in book selection. The Library Conditional Grant contributes to economic activities of the communities through involving local schools in selection of books and procuring books that local schools borrow in bulk and saving them the costs of buying the books for the learners.

Citizens should not be perceived as mere consumers or recipients of services, but as an integral part of governance, and, therefore, need to be involved in decision-making processes on services that affect them (Mpehle, 2012:217). The study objective of "Determine the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities" was achieved because it was discovered that library users were aware of library services offered, used the different sections of the library regularly, and used ICT equipment and information resources at the Heidelberg and Sicelo public libraries.

6.3.4 Library programmes offered to Heidelberg and Sicelo communities

The findings are presented, interpreted, and discussed as received from library managers, library workers and library users on library programmes offered in Heidelberg and Sicelo. The third research question of the study was "Which information programmes are offered by the libraries to the Heidelberg and Sicelo communities?" The question focused on the four areas, namely youth programmes, ECD and storytelling, homework assistance, and public speaking and debating.

6.3.4.1 Library managers

The findings on library programmes from library managers show that 100 per cent of the library managers agreed that reading programmes were allocated a budget. Findings suggest that the Lesedi and Midvaal municipal libraries, including the Heidelberg and Sicelo libraries, had an allocated budget for the implementation of library programmes. Public libraries are in many cases the only source of information for poor people, according to LIASA (2015:41), and public library services could address poverty through library programmes implemented from early childhood until old age. The Library Conditional Grant contributes to the social activities of communities by implementing various library programmes where various groups meet and participate. The Library Conditional Grant contributes to the economic activities of the communities by promoting the culture of reading through implementing library programmes.

The findings show that 50 per cent of library managers agreed that programmes were implemented according to the library programmes plan. Findings suggest that library programmes plans were available at both the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the community social activities by publishing the library programmes plan for the year on the Heidelberg and Sicelo public libraries notice boards. The Library Conditional Grant contributes to the economic activities of the communities by distributing the plan well in advance to allow for ECDs and schools to arrange transport for the participating learners.

Findings on library programmes from library managers show that 50 per cent of the library managers agreed that library programmes were marketed to the communities. Findings suggest that library programmes might be marketed at municipal level and not necessarily at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to community social activities by including a library marketing plan in the municipal marketing strategy document. The Library Conditional Grant contributes to the economic activities of the local communities through printing of promotional materials such as branded T-shirts and banners from local service providers to market library programmes.

In many cases, public libraries are the only source of information for poor people, according to LIASA (2015:41), and public library services could address poverty through library programmes implemented from early childhood until old age. The study objective of

"Determine the library programmes offered to the Heidelberg and Sicelo communities" was achieved because it was determined that library managers allocated the budget for library programmes, crafted a plan at library level and implemented the library programmes according to the plan.

6.3.4.2 Library workers

The findings on library programmes from library workers show that 100% of the library workers agreed that youth reading programmes were implemented at the library. The findings suggested that youth reading programmes were implemented at the Heidelberg and Sicelo public libraries. According to literature presented in chapter three, library programmes address social issues such as unemployment, poverty, social inequality, and illiteracy (Mnkeni-Saurombe 2010:92; Klasen & Woolard, 2008:2). The Library Conditional Grant creates a social space for youth to meet and participate in youth programmes at the Heidelberg and Sicelo public libraries through implementation of library programmes. The Library Conditional Grant contributes to the economic activities of the community through prize-giving for the winners of the youth library programmes.

The findings show that 100% of library workers agreed that ECD and storytelling were offered at the library. The findings suggest that library programmes focusing on toddlers to children in lower primary school were offered at Heidelberg and Sicelo public libraries. On the PAIA theory, Adams (2018) states that reading programmes expose children to books through story time, puppet shows, crafts, rhymes, songs, and poetry. This theory supports the continuous need for reading programmes in communities such as Heidelberg and Sicelo. The Library Conditional Grant supports social activities at the Heidelberg and Sicelo public libraries through schedules that showed which group attends which programmes when. The Library Conditional Grant contributes to the economic activities of the local ECDs and primary schools by appointing a dedicated programmes librarian whose focus is implementing library programmes.

The responses from library workers on library programmes showed that 100 per cent of the library workers agreed that homework and after school assistance was offered at the library. The findings suggest that the Heidelberg and Sicelo public libraries had a dedicated worker to assist school learners with homework and other school projects. The Library Conditional Grant contributes to social and educational activities at the Heidelberg and Sicelo public

libraries through assisting struggling learners with school homework and projects. The Library Conditional Grant contributes to the economic activities through the appointment of a dedicated library worker to assist learners with school homework and projects.

From the findings, it was found that 88 per cent of the library workers agreed that public speaking and debating were implemented. The findings suggest that public speaking and debate competitions were hosted at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the community by making it possible for the library to invite various book clubs and public speaking teams to compete in the Heidelberg and Sicelo public libraries' social space. The Library Conditional Grant contributes to the economic activities of the Heidelberg and Sicelo communities by arranging for local taxi businesses to transport participating learners to and from the public libraries.

It was clear from the findings on library programmes from library workers that 100 per cent of the library workers agreed that reading games and competitions were offered at the library. The findings suggest that the Heidelberg and Sicelo public libraries offered programmes that promote reading in the form of games. The Library Conditional Grant contributes to the social activities by creating a social space in the Heidelberg and Sicelo libraries that allows for the implementation of reading games and accommodating participants as well as the audience. The Library Conditional Grant contributes to the local economic activities through the procurement of reading games from local service providers.

Citizens need to be consulted about the quality of the services they receive (Department of Public Service Administration, 2003). In trying to continuously improve the service that is provided, the delivery of quality services is expected to be upheld as promised (Mofolo & Smith, 2009). The study objective of "Determine the library programmes offered to Heidelberg and Sicelo communities" was achieved because it was found that library programmes that required the participation of children, learners, and the youth had been implemented at the Heidelberg and Sicelo public libraries.

6.3.4.3 Library users

The findings on library programmes from library users show that 67 per cent of the library users agreed that youth reading programmes were implemented at the library. The findings

suggest that youth reading programmes are implemented at the Heidelberg and Sicelo public libraries. Public libraries need to develop library programmes after assessing user needs as a social support initiative for unemployed community members (Stilwell *et al.,* 2016:98). The Library Conditional Grant creates a social space for youth to meet and participate in youth programmes at the Heidelberg and Sicelo public libraries by scheduling and implementing youth library programmes. The Library Conditional Grant contributes to the economic activities of the community through prize-giving for the winners of the youth library programmes.

The findings also indicate that 67 per cent of library users agreed that ECD and storytelling were offered at the library. Findings suggest that the Heidelberg and Sicelo public libraries implemented programmes for children under the age of 10 years. The Library Conditional Grant supports social activities at the Heidelberg and Sicelo public libraries through schedules that show which group attends which programmes when. The Library Conditional Grant contributes to the economic activities of the local ECDs and primary schools by appointing a dedicated programmes librarian whose focus is implementing library programmes.

The responses from library users on library programmes show that 75% of the library users agreed that homework and after school assistance was offered at the library. The findings suggest that the Heidelberg and Sicelo public libraries had a dedicated worker to assist school learners with homework and other school projects. The Library Conditional Grant contributes to social and educational activities at the Heidelberg and Sicelo public libraries through assisting struggling learners with homework and school projects. The Library Conditional Grant also contributes to the economic activities through the appointment of a dedicated library worker to assist learners with homework and school projects.

Findings show that 52 per cent of library users agreed that public speaking and debating were implemented at the library. Findings suggest that public speaking and debating programmes by school learners and youth in general were implemented at the Heidelberg and Sicelo public libraries. On Maslow's hierarchy of needs, literacy levels of the community improve through reading programmes offered at a library, which assists with self-esteem in the hierarchy of needs. The Library Conditional Grant contributes to the social activities of the community by inviting various book clubs and public speaking teams to compete at the Heidelberg and Sicelo public libraries social space. The Library Conditional Grant

contributes to the economic activities of the Heidelberg and Sicelo communities by arranging for local taxi businesses to transport participating learners to and from the public libraries.

The findings on library programmes from library users show that 55 per cent of the library users agreed that reading games and competitions are offered at the library. Findings suggest that the Heidelberg and Sicelo public libraries offer reading games as library programmes. The Library Conditional Grant contributes to the social activities by creating social space where participants and the audience meet in a common room in the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the local economic activities through the procurement of reading games from local service providers.

On the PAIA theory, Adams (2018) states that reading programmes expose children to books through story time, puppet shows, crafts, rhymes, songs, and poetry. This theory supports the continuous need for reading programmes in communities such as Heidelberg and Sicelo. The study objective of "Determine the library programmes offered to Heidelberg and Sicelo communities" was achieved because it was discovered that library users believed that youth programmes, ECD programmes, homework assistance programmes, reading games, public speaking, and debate were implemented at the public libraries.

6.3.5 Local community structures using the Heidelberg and Sicelo libraries

The findings are presented, interpreted, and discussed from library managers, library workers, and library users on local community structures that were using the Heidelberg and Sicelo public libraries. The fourth research question of the study was "Which community structures have used the Heidelberg and Sicelo public libraries facilities?" This question focused on four types of structures, namely community businesses, religious groups, political groups, and community forums.

6.3.5.1 Library managers

The findings on community structures from library managers show that 100 per cent of the library managers agreed that business used the library for meetings. It was also found that various community business structures in the Heidelberg and Sicelo communities used the library hall for meetings. The Library Conditional Grant contributes to the social activities of

the Heidelberg and Sicelo communities by providing space for businesses to meet at the library. The Library Conditional Grant contributes to the local economic activities because it saves businesses money to hire facilities for meetings, but offers a secured venue for such meetings free of charge.

The findings indicate that 50% of the library managers agreed that religious groups used the library for meetings. The findings, therefore, suggest that religious groups used the public libraries, according to the Lesedi and Midvaal library managers. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities by providing space for various religious groups to meet at the library. The Library Conditional Grant also contributes to the local economic activities because it saves religious groups money on renting facilities for meetings by offering a secure venue for such meetings free of charge.

The findings on community structures from library managers show that 25 per cent of the library managers agreed that political groups used the library hall for meetings. Findings suggest that the library halls are less utilised by political groups. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities through provision of space for various political groups to meet at the library. The Library Conditional Grant contributes to the local economic activities because it saves local political groups money to hire facilities for meetings but offer a secured venue free of charge for such meetings.

The findings show that 75 per cent of library managers agreed that community forums used the library halls for meetings. Findings suggest that the community forums in the Heidelberg and Sicelo public libraries used the library hall for meetings. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities through provision of space for various community forums to meet at the library. The Library Conditional Grant contributes to the local economic activities because it saves community forums money for hiring facilities for meetings and offers a secured venue for such meetings free of charge.

According to literature presented in chapter three, Dent and Yannotta (2005), in a paper "a rural community library in Africa: a study of its use and users", mention that community structures are important for the running of a library within a community that benefits the

community. Dent and Yannotta (2005) state that the community structures consist of schools around the library, community churches, students at tertiary level, teachers, farmers, and business groups that use the library. The study objective of "Establish the different local community structures used in the Heidelberg and Sicelo libraries in the community since 2007" was achieved because, according to library managers, various community structures used the library halls at the Heidelberg and Sicelo public libraries.

6.3.5.2 Library workers

The findings on community structures from library workers show that 75 per cent of the library workers agreed that community businesses used the hall for meetings. Findings suggest that local community business structures used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for business to meet at the library. The Library Conditional Grant contributes to the local economic activities because business community hires and uses the library hall facilities for meetings at no cost.

The findings show that 75 per cent of library workers agreed that religious groups used the hall for meetings and that local religious groups used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provided space for religious denominations to meet at the library. The Library Conditional Grant contributes to the local economic activities because religious groups hire and use the library hall facilities for meetings at no cost.

Findings on community structures from library workers show that 75 per cent of the library workers agreed that political groups used the hall. Findings suggest that local political groups used the library hall at the Heidelberg and Sicelo public libraries meetings. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for various political groups to meet at the library. The Library Conditional Grant contributes to the local economic activities because various political groups hire and use the library hall facilities for meetings at no cost.

The findings show that 88 per cent of library workers agreed that community forums used the hall. Findings suggest that local community forums used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for community forums to meet at the library. The Library Conditional Grant contributes to the local economic activities because local community forums hire and use the library hall facilities for meetings at no cost.

On the PAIA theory, the operation of good governance principles, such as transparency and participation, depends largely on the degree of access that citizens have to government information (Marais *et al.*, 2017:37). The study objective of "Establish the different local community structures used in the Heidelberg and Sicelo libraries in the community since 2007" was achieved because, according to library workers, various community structures used the library halls at the Heidelberg and Sicelo public libraries.

6.3.5.3 Library users

The findings on community structures from library users show that 50 per cent of the library users agreed that community businesses used the library hall for meetings. Findings suggest that local community businesses used the library hall for meetings at Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for local business to meet at the library hall. The Library Conditional Grant contributes to the local economic activities because local business book and use a secured library hall venue for meetings at no cost.

The findings show that 43 per cent of library users agreed that religious groups used the hall for meetings and that local religious groups hardly used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provided space for local religious to meet at the library hall. The Library Conditional Grant contributes to the local economic activities because local religious groups may book and use a secured library hall venue for meetings at no cost.

The findings on community structures from library users show that 59 per cent of the library users agreed that political groups used the hall for meetings. Findings suggest that local political groups used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for local political groups to meet at the library hall. The Library Conditional Grant contributes to the local economic activities because local political groups book and use a secured library hall venue for meetings at no cost.

The findings show that 57 per cent of library users agreed that community forums used the hall. Findings suggest that local community forums used the library hall for meetings at the Heidelberg and Sicelo public libraries. The Library Conditional Grant contributes to the social activities of the Heidelberg and Sicelo communities because the public libraries provide space for local community forums to meet at the library hall. The Library Conditional Grant contributes to the local economic activities because local community forums book and use a secured library hall venue for meetings at no cost.

According to the theories presented as the conceptual framework in chapter three, the Batho Pele principles help the customers and community members to access services holistically and not as fragmented and disjointed bits and pieces. The library hall needs to be easily accessible by all community members; for example, libraries must be designed with ramps for people using wheelchairs. The study objective of "Establish the different local community structures used in the Heidelberg and Sicelo libraries in the community since 2007" was achieved because, according to library users, various community structures, except for religious groups, used the library halls at the Heidelberg and Sicelo public libraries.

6.3.6 Challenges faced by Heidelberg and Sicelo libraries in providing information services to communities

Findings are presented, interpreted, and discussed from library managers, library workers and library users on challenges faced at the Heidelberg and Sicelo public libraries. The fifth research question of the study was "What are the challenges faced by the Heidelberg and Sicelo libraries in providing the information services to the communities?" The question

focused on the challenges faced by library managers, library workers, and library users who participated the main study.

6.3.6.1 Library managers

Findings on challenges in providing information services from library managers show that the library manager at provincial level believed that slow infrastructure implementation was a challenge. Findings suggest that public library construction takes longer to implement and leads to under-expenditure on infrastructure projects. The Library Conditional Grant contributes to the social activities by scheduling meetings to discuss infrastructure implementation with all stakeholders at the communities where a new library project is identified. The Library Conditional Grant contributes to the economic activities by including a clause in the construction tender that local business must be subcontracted while constructing a new library building in a community.

Findings on challenges in providing information services from library manager at the Lesedi municipality show that the procurement process and high staff turnover were challenges. Findings suggest that procurement of library products and services takes longer than anticipated due to slow SCM processes and that the majority of library workers resign because of the contractual nature of the positions. The Library Conditional Grant contributes to the social activities by scheduling meetings with chief financial officers to discuss the importance of spending the Library Conditional Grant allocation fully. The Library Conditional Grant contributes to the social activities by communicating with library managers during the quarterly intergovernmental relations library meetings to appoint library workers on a permanent basis. The Library Conditional Grant contributes to the economic activities through budget allocation for meetings and appointment of staff at public libraries.

The study objective of "Establish the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities" was achieved because library managers stated slow infrastructure implementation, SCM processes, and staff turnover as challenges.

6.3.6.2 Library workers

Findings on challenges in providing information services from library workers show that the library workers believed library hours and study space during school examination time were challenges faced by public libraries. Findings suggest that there was a need to extend library hours to accommodate more library users during school examination periods. The Library Conditional Grant contributes to the social activities through the addition of furniture to accommodate more library users during examination period. The Library Conditional Grant contributes to the economic activities by increasing the staff budget for payment of overtime and appointment of additional staff to work the extended hours in the Heidelberg and Sicelo public libraries.

The study objective of "Establish the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities" was achieved because library workers stated library hours and space as challenges.

6.3.6.3 Library users

The findings on challenges in providing information services from library users show that 22 per cent of the library users believed that library hours during school examination time was a challenge. The findings suggest that extension of library hours during school examination periods was not crucial. The Library Conditional Grant contributes to the social activities through the addition of furniture to accommodate more library users during examination period. The Library Conditional Grant contributes to the economic activities by appointing tertiary students and unemployed graduates to assist during examination period.

The study objective of "Establish the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities" was achieved because a handful of library users stated that library hours were a challenge.

6.3.7 Guidelines to improve library and information services in rural communities

The findings are presented, interpreted, and discussed from library managers, library workers, and library users on guidelines to improve library and information services in rural communities. The last research question of the study was "Were any guidelines offered to improve library and information services rural communities?" The question focused on the

challenges provided by library managers, library workers, and library users from the main study.

6.3.7.1 Library managers

The findings on guidelines towards enhancing information services from library managers show that the library manager should do the following: appointment staff on permanent basis, filling all vacant positions at libraries, less interference from politicians, and library budget allocation in line with municipal needs in business plans. The guidelines suggest appointment of staff on a contract basis had a negative impact on service delivery because of staff turnover. The guidelines suggest that for efficient library service at public libraries, all vacant positions need to be filled. The guidelines suggest that political interference from the political office at provincial and municipal levels lead to deviation of the approved business plans and, ultimately, to under-expenditure on library projects. The guidelines on budget allocation in line with municipal needs suggest that development of needs is crucial in sourcing funds to address the needs, for instance, municipal needs, budget allocation, and business plans need to be aligned. The Library Conditional Grant contributes to the social activities of the community because is transparent on public access to budget allocation. Budget allocation is published in the provincial gazette. The Library Conditional Grant contributes to economic activities by transferring allocated budget to the municipalities for implementation of library projects outlined in the business plans.

The study objective of "Offer guidelines to improve library and information services in rural communities" was achieved because library managers provided some guidelines.

6.3.7.2 Library workers

From the findings on guidelines towards enhancing information services from library workers it could be seen that the library workers did not suggest guidelines. The study objective of "Offer guidelines to improve library and information services in rural communities" was achieved because library workers preferred the current status quo on providing information services to communities.

6.3.7.3 Library users

Findings on guidelines to improve library and information services in rural communities from library users show that some individual library users provided the following: collection development, operating hours, staff appointment, additional computers, internet speed, unlimited Wi-Fi, and smart boards. The guidelines suggest physical magazines need to be procured, operational hours to be received, including operating on weekends and more staff to be appointed. The guidelines suggest that additional computers are needed to cater for more users, internet speed need to be upgraded, and public libraries must offer unlimited Wi-Fi. The guidelines suggest that procurement of smart boards in library halls for meeting use is a need. The Library Conditional Grant contributes to the social activities of the community because public access to budget allocation is transparent. Budget allocation is published in the provincial gazette. The Library Conditional Grant contributes to economic activities by transferring allocated budget to the municipalities for implementation of library projects outlined in the business plans.

The study objective of "Offer guidelines to improve library and information services in rural communities" was achieved because library users provided some guidelines.

6.4   CHAPTER SUMMARY

This chapter discussed and interpreted the study findings, as well as the data, according to the study's objectives. Communities benefitted in a social and economic manner from the Library Conditional Grant according to the findings from library managers, library workers, and library users. The Library Conditional Grant contributes to job creation at community level where locals are employed as library workers. Locals are benefiting socially as they have access to free books, a study space, reading programmes, a venue for meetings, computer services, and Wi-Fi. Local businesses benefit where the libraries implement programmes and services that cater for the needs of local business by procuring promotional materials.

On staffing, the chapter showed that it was established that the budget allocation for staffing was not sufficient and there was a need to increase this budget allocation. It was also established that the Lesedi Municipality had to appoint staff members on a permanent basis to ensure that the Heidelberg library operates efficiently. It was also established that the Gauteng Provincial Library Service needs to appoint library staff to fill the vacant positions.

The Library Conditional Grant empowers local communities through the appointment of local people.

This chapter also focused on library building infrastructure as it has been established that there is a budget allocation for the upgrading of libraries. Where libraries are old and there is a need to upgrade, the Library Conditional Grant assists. The GDSACR needs to fix the infrastructure problems between themselves and the DID to ensure that the entire Library Conditional Grant budget is spent. The chapter then discussed library ICT and it was established that there is a need to implement a gaming room and tablet services to the Sicelo library to benefit the children in the community. Libraries have access to electronic services and there is a need for staff to be trained in the marketing of the e-services. Library workers need to educate the community more on the services offered in the libraries. Regarding the library collection, it was established that respondents were satisfied with the library collection, but there was a need to encourage library users to recommend books for procurement.

Regarding programmes, it was established that there is a need to communicate the programme plans within the earmarked implementation dates. In both libraries, there are sections dedicated to the delivery of programmes. On community structures, it has been established that the community structures utilise the libraries for meetings. The chapter concluded with library challenges where it was established that there were some challenges regarding under-expenditure on infrastructure and staffing. Library operational hours and shortages of staff are some of the other challenges.

The next chapter presents the summary, conclusions and recommendations.

CHAPTER SEVEN: SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

7.1 INTRODUCTION

The previous chapter focused on the interpretation and discussion of the findings. This chapter presents the summary, conclusions, and recommendations, as well as an overall summary of the findings for each of the research objectives and questions using the data presented and interpreted in chapters five and six. It also provides conclusions of the findings for each of the research objectives and recommendations based on the findings of the study and a proposed Library Conditional Grant model. The chapter describes the relevance of the conceptual frameworks of the study to the recommendations.

7.2 RESEARCH OBJECTIVES

To fulfil the purpose of the study, the following specific research objectives guided the study:

- Establish the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities.
- Determine the level of awareness and usage of the library infrastructure and resources by the Heidelberg and Sicelo communities.
- Determine the library programmes offered to the Heidelberg and Sicelo communities.
- Establish the different local community structures using Heidelberg and Sicelo libraries in the community since 2007.
- Establish the challenges faced by Heidelberg and Sicelo libraries in providing information services to the communities.
- Offer guidelines to improve library and information services in rural communities.

7.3 SUMMARY OF FINDINGS

This section presents a summary of the research findings based on the research objectives.

7.3.1 Summary of the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities

The findings of the study as shown in figure 5.3, indicate that 100 per cent of library managers state that there was a budget allocation through the Library Conditional Grant for library staff appointment in the Heidelberg and Sicelo libraries. The findings discovered that 50 per cent of the library managers believed that the budget was appropriate for the operation of library services and the other 50 per cent disagreed. In addition, 75 per cent of the library managers believed that staff were appointed on a permanent basis.

The findings of the study, as shown in figure 5.9, indicate that 88 per cent of library workers were appointed through the Library Conditional Grant budget. The findings discovered that 75 per cent of library workers believed that the majority of the library workers in the Lesedi and Midvaal municipalities were appointed under the Library Conditional Grant budget. In addition, 75 per cent of the library workers stated that they worked at the library from Monday to Saturday.

The findings of the study as shown in figure 5.14, indicate that 72 per cent of library users believed that majority of staff appointed at the library were local people. The findings discovered that 75 per cent of library users believed that library staff were always helpful and competent. In addition, 75 per cent of the library users stated that staff opened the library on time.

7.3.2 Summary of the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities

The findings of the study on the level of awareness, as shown in table 5.5, indicate that 100% of library managers believed that they were responsible for the conditional grant, the SLA, communication of conditional grant framework, business plans, budget allocation, and reporting on Library Conditional Grant activities. The findings discovered that 100 per cent of the library workers knew what the Library Conditional Grant is, 38 per cent believed libraries were marketed in local schools and churches, and 88 per cent believed that first-time library users received library orientation. In addition, table 5.8 in chapter five shows that 72 per cent of library users used the library reading section, while 75 per cent of the library users used the library Wi-Fi facility, and 59 per cent visited the library every day.

The findings of the study on library building infrastructure show that 100 per cent of the library managers believed that there was a budget allocation for the procurement of furniture, maintenance of the library in line with maintenance plan document, and a budget allocation for the upgrade of libraries. The findings discovered that 100 per cent of library workers agreed that there was library signage indicating the operating hours at the entrance of both libraries, the study section had appropriate furniture and was safe for use by the library users, the newspaper and magazine section and that the library hall was safe for library and community meetings, while 75 per cent of library workers agreed that the library was well maintained and not an OHS risk. Lastly, 88 per cent library workers believed that the library had a parking area. In addition, findings presented in chapter five show that 84 per cent of library users said that they used the study section, 61 per cent used the newspaper and magazine area, 54 per cent used the library hall for library meetings, 58 per cent used the business corner for business information, 83 per cent of library users used the library's ablution facilities, and 35 per cent of library users used the library parking area.

The findings of the study on ICT infrastructure presented in chapter five indicate that 75 per cent of library managers believed that the libraries had Wi-Fi for public access, computers with reliable internet connection, and a gaming room with tablets for use by children, while 100 per cent library managers agreed that the libraries had printers and copiers, and subscribed to electronic databases. The findings discovered that 100 per cent of library workers agreed that the library Wi-Fi was operational and reliable, libraries had computers with reliable internet connection, and that computers were connected to the printer. A total of 50 per cent of library workers agreed that libraries had a gaming room and tablets for use by children, and 62 per cent of library workers agreed that the library offered e-books and e-newspapers to library users. In addition, the findings as presented in chapter five show that 90 per cent of library users agreed that the library Wi-Fi was operational and reliable, 91 per cent agreed that they used library computers to access the internet, 85 per cent agreed that the library had computers with reliable internet connection, 50 per cent agreed that the library had a gaming room with tablets for use by children, 80 per cent agreed that the library computers were connected to the printer, and 100 per cent of library users agreed that the library offered e-books and e-newspapers to library users.

The findings of the study on the use of information resources as shown in table 5.6, indicate that 100 per cent of library managers believe that there was a budget allocation for the

procurement of books and that libraries fully spend the budget annually, 50 per cent of managers agreed that there was a municipal book tender in place, and libraries had up to date books on the shelves, and 75 per cent of library managers believed that new books were procured annually for public libraries. The findings discovered that 88 per cent of library workers believe that library books are adequate and up to date, 75 per cent of library workers agreed that the library book collection balanced the needs of community members, 100 per cent of library workers agreed that the library receives new books annually, 75 percent of library workers agreed that the library users recommended new books, 88 per cent of library workers believed that public libraries procured the books recommended by library users, and 50 per cent of library workers agreed that the library book security system was functional. In addition, the findings as presented in chapter five show that 91 per cent of library users agreed that library books were adequate and up to date, 88 per cent agreed that the library book collection covered the needs of community members, 85 per cent agreed that they always find the books that they need in the library, 64 per cent agreed that they recommended books to the librarian, and 65 per cent agreed that the library procured books that they recommended.

7.3.3 Summary of the library programmes offered to the Heidelberg and Sicelo communities

The Findings of the study, as shown in figure 5.5, indicate that 100 per cent of library managers agreed that there was a budget allocated for reading programmes. The findings discovered that 50 per cent of library managers believed that reading programmes have been implemented according to plan. In addition, 50 per cent of the library managers agreed that programmes were marketed to the public.

The findings of the study, as shown in figure 5.11, indicate that 100 per cent of library worker respondents agreed that youth reading programmes, ECD and storytelling programmes, and homework and after school assistance programmes were offered at the library. The findings also discovered that 88 per cent of library workers agreed that public speaking and debating were implemented at the library. In addition, 100 per cent of library worker respondents agreed that reading games and competitions were offered at the library.

The findings of the study, as shown in figure 5.16, indicate that 67 per cent of library users agreed that youth reading programmes were implemented at the library. The findings

discovered that 67 per cent% of library users believed that ECD and storytelling were offered at the library. In addition, 75 per cent of the library users agreed that homework and after school assistance was offered at the library, while 52 per cent agreed that public speaking and debating were implemented at the library. Lastly, 55 per cent of library users agreed that reading games and competitions were offered at the library.

7.3.4 Summary of the different local community structures using Heidelberg and Sicelo Libraries in the community since 2007

The findings of the study, as shown in figure 5.6, indicate that 100 per cent of library managers agreed that businesses used the library for meetings. The findings also discovered that 50 per cent of library managers believed that religious groups used the library for meetings. In addition, 25 per cent of the library managers agreed that political groups held meetings in libraries. Lastly, 75 per cent of the library managers agreed that the community forums used the libraries for meetings.

The findings of the study, as shown in figure 5.12, indicate that 75 per cent of library workers agreed that community businesses, religious groups and political groups used the hall for meetings. The findings discovered that 88 per cent of library workers agreed that community forums use the hall.

The findings of the study, as shown in figure 5.17, indicate that 67 per cent of library users agreed that community businesses used the library hall for meetings. The findings also discovered that 43 per cent of library users agreed that religious groups used the hall for meetings. In addition, 59 per cent of the library users agreed that political groups used the hall for meetings. Lastly, 57 per cent of library users agreed that the community forums used the library hall for meetings.

7.3.5 Summary of the challenges faced by Heidelberg and Sicelo Libraries in providing information services to the communities

The findings of the study, as shown in figure 5.7, indicate that library managers believed that slow infrastructure implementation is a big challenge. The findings discovered that under-expenditure on infrastructure projects was another challenge identified. In addition, the library managers identified slow SCM processes for procurement of library products and

services. Lastly, the library managers identified a high staff turnover as a challenge posed by the contract nature of the positions.

According to the findings of the study as shown in figure 5.13, the library workers identified library hours during school examination periods as a challenge. The findings discovered that library workers agreed that study space during examination period is another challenge.

The findings of the study, as shown in figure 5.18, indicate that library users identified library operating hours during school examination time as the only challenge.

7.3.6 Summary of guidelines to improve library and information services in rural communities

The findings of the study, as shown in figure 5.8, indicate that library managers listed the following guidelines: appointment of staff on a permanent basis, filling of all vacant positions at libraries, less interference from politicians, and library budget allocation in line with municipal needs in business plans.

The findings of the study as reflected chapter five indicate that the library workers did not suggest guidelines.

The findings of the study, as shown in figure 5.19, indicate that library users suggested the following guidelines: collection development, operating hours, staff appointment, additional computers, internet speed, unlimited Wi-Fi, and smart boards.

7.4   CONCLUSIONS OF FINDINGS

This section presents a conclusion of the research findings based on the research objectives.

7.4.1 Conclusions on the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities

The study concludes that the Library Conditional Grant allocates a budget for the appointment of library staff in the Heidelberg and Sicelo libraries. Most of the library workers

at Lesedi and Midvaal libraries were appointed through the Library Conditional Grant. Furthermore, most of the library staff were locals, and the library users knew them. The size of the library staff complement was not adequate to run the libraries, but staff appointed at the public libraries were competent and the library users were happy with the service provided by the staff. Lastly, the library staff in Sicelo were appointed on a permanent basis, whereas in Heidelberg, staff were appointed on a contract basis.

7.4.2 Conclusions on the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities

It can be concluded that the Library Conditional Grant allocation and transfer to provincial and municipal coffers are done dependent on a signed SLA and business plan. The study concludes that the Library Conditional Grant is governed by the framework with conditions, and provincial or municipal officials may not deviate from the conditions without prior approval for deviation. Since only 38 per cent of library workers agreed that libraries were marketed for local schools and churches, it is concluded that library workers at the Heidelberg and Sicelo public libraries had to market the library services provided to libraries. It was noted that first-time library members received orientation at the Heidelberg and Sicelo public libraries and that both libraries had clear library signage with the operating hours.

The study found that there was appropriate furniture in the Heidelberg and Sicelo public libraries sections and concludes that there is budget allocated for the building maintenance and building upgrade. It is concluded that a maintenance plan was in place and that the Heidelberg and Sicelo public libraries had a parking area for library visitors. The study again concludes that the most used library sections included the study, newspaper and magazines, computer, and circulation sections.

The study noted that the Heidelberg and Sicelo public libraries provided free Wi-Fi access to the library users and had a computer section with computers connected to the internet for public use. The study further concludes that the Heidelberg public library had a gaming room for children while the Sicelo public library did not. The Heidelberg and Sicelo libraries had functional printers and copiers for public use. It is also concluded that the Heidelberg and Sicelo libraries had functional printers and copiers for public use. Lastly, the study concludes that the Heidelberg and Sicelo public libraries provided the access e-books and e-newspapers to the communities.

The study concludes that budget is allocated for the procurement of information resources and that a tender was in place for the procurement of information resources at the Lesedi and Midvaal local municipalities. Books were procured on an annual basis and libraries had up to date stock. The study found that the library book collection was adequate to cater for the Heidelberg and Sicelo communities. It is concluded that the library book collection covered the needs of the community members and library users were satisfied with the book collection of their libraries. Most of the library users recommended books for procurement. The study last concludes that the book security system at the Heidelberg and Sicelo libraries did not always work.

7.4.3 Conclusions on the Library programmes offered to the Heidelberg and Sicelo communities

The study concludes that the Heidelberg and Sicelo public libraries implemented library programmes in the communities and that library programmes are allocated annual budget for implementation. It was noted that library programmes plans were available at the Heidelberg and Sicelo public libraries. Another conclusion of the study is that the Heidelberg and Sicelo libraries implemented the following programmes: youth programmes, ECD and storytelling, homework assistance, public speaking and debating, and games and competitions within the libraries.

7.4.4 Conclusions on the different local community structures using Heidelberg and Sicelo libraries in the community since 2007

It was concluded that various community business structures in the Heidelberg and Sicelo communities used the library hall for meetings. The study concluded with 43 per cent of library users agreeing that religious groups used the hall for meetings, but they might not utilise the library halls at the Heidelberg and Sicelo public libraries effectively. It is further concluded that political groups did not use library halls for meetings and that local community forums used the library hall for meetings at the Heidelberg and Sicelo public libraries.

7.4.5 Conclusions on the challenges faced by Heidelberg and Sicelo Libraries in providing information services to the communities

The study concludes that even though the Library Conditional Grant is benefitting the communities, there are still some challenges that can improve the situation. These challenges included slow infrastructure implementation in terms of the construction of new libraries, which leads to under-expenditure. It is concluded that the procurement of library products and services took longer than anticipated due to slow SCM processes. There was high staff turnover, especially at the Heidelberg public library and the library operating hours and library space were a challenge during school examination period.

7.4.6 Conclusions on guidelines to improve library and information services in rural communities

The study concludes that library managers provided the guidelines that covered the strategic and operational functions of the library. The guidelines are as follows: appointment staff on permanent basis, filling all vacant positions at libraries, less interference from politicians, and library budget allocation in line with municipal needs in business plans. It is found that library workers did not provide guidelines. Lastly, the study concludes that few library users provided guidelines to improve library services and the guidelines included collection development, operating hours, staff appointment, additional computers, internet speed, unlimited Wi-Fi, and smart boards.

7.5   RECOMMENDATIONS

The study proposes the recommendations below based on the findings in the study:

7.5.1 Recommendations regarding the staff complements through the Library Conditional Grant in the Heidelberg and Sicelo communities

In view of the findings on staff complements, the following are recommended:
- The Library Conditional Grant should continue to allocate staffing budget.
- Vacant positions should be filled at provincial and municipal levels.

- The Library Conditional Grant should allocate an additional budget for the appointment of additional library staff in both the Heidelberg and Sicelo public libraries to work on during examination period.
- Library staff at the Heidelberg and Lesedi municipalities should be appointed permanently.
- The Library Conditional Grant promotes the appointment of qualified competent local people at local public libraries.

7.5.2 Recommendations regarding the level of awareness and usage of library infrastructure and resources by the Heidelberg and Sicelo communities

In view of findings on library awareness, infrastructure usage and information resources, the following are recommended:
- The Heidelberg and Sicelo libraries should market the library activities to local community structures such as schools and churches.
- The building maintenance budget should be allocated annually for building safe keeping and maintenance.
- Procurement of outside benches to accommodate library users that visit the Heidelberg and Sicelo libraries to access the Wi-Fi.
- The Library Conditional Grant should consider implementing a gaming room with tablets for children in the Sicelo library.
- The Library Conditional Grant should continue to allocate the budget for subscription of electronic services such as Overdrive, Britannica Online and Press Reader.
- The Heidelberg and Sicelo public libraries motivate library users to continue to recommend books for procurement.

7.5.3 Recommendations regarding the library programmes offered to the Heidelberg and Sicelo communities

In view of findings on library programmes, the following are recommended:
- The Library Conditional Grant should to allocate budget for implementation of library programmes.
- The Heidelberg and Sicelo public libraries should continue to implement library programmes that focus on inculcation a reading culture in children in ECD and

primary school, children in high school, community youth, unemployed youth, and the elderly.

7.5.4 Recommendations regarding the different local community structures using Heidelberg and Sicelo libraries in the community since 2007

In view of the findings on community structures using the public libraries, the following is recommended:

- Library workers at the Heidelberg and Sicelo public libraries need to market the library hall to the community to ensure maximum utilisation by community structures.

7.5.5 Recommendations regarding the challenges faced by the Heidelberg and Sicelo libraries in providing information services to the communities

In view of the findings on challenges, the following are recommended:

- The Library Conditional Grant should consider outsourcing the services of new library building construction to ensure that the project is completed as planned and on time.
- Filling of all vacant library service positions at provincial, municipal, and public library levels.
- Permanent appointment of library staff to counter the high staff turnover.
- Quarterly workshops for municipal chief financial officers on expending the Library Conditional Grant.
- Extension of library operational hours during the May/June and November/December school examination periods.

7.5.6 Recommendations on offer guidelines to improve library and information services in rural communities

In view of findings on challenges, the following are recommended:

- Filling of all vacant library service positions at provincial, municipal, and public library level.
- Permanent appointment of library staff to counter the high staff turnover.
- Budget allocation in line with business plans and municipal needs.

- The Library Conditional Grant should upgrade internet connection speed at public libraries.
- The Library Conditional Grant continues to provide e-library services to augment the physical library collection at the Heidelberg and Sicelo public libraries.

7.6   CONTRIBUTION OF THE STUDY

This section proposed guidelines for Library Conditional Grant implementation at national, provincial, municipal, and library level. Based on the findings of the study, the researcher developed a "Rural Library Conditional Grant Socio-economic Model (RLCSM)" to assist the national and provincial governments in allocating sufficient resources for the functioning of rural libraries. The proposed model is a guideline that will assist in implementing the Library Conditional Grant at local municipalities.

The study demonstrated the relevance of the conceptual underpinnings of the study objectives as illustrated in chapter three.

7.6.1   Staff complements through the library conditional grant in the Heidelberg and Sicelo communities

The study demonstrated the relevance of the conceptual framework's underpinnings of staff complements, as illustrated in chapter three. The relevance is also grounded in Batho Pele, PAIA, Maslow's hierarch and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, staff budget allocation, staff appointment on the Library Conditional Grant allocation, and the appointment of competent local community members must be transparent, open, and value for money. The records must be accessible by the public. The Rural Library Conditional Grant Socio-economic Model may provide guidelines on the utilisation of resources in line with self-actualisation and the change for the community members from assumptions to achieving goals.

7.6.2   Awareness, usage of library infrastructure and resources by the Heidelberg and Sicelo communities

The study demonstrated the relevance of the conceptual frameworks' underpinnings of building infrastructure, ICT infrastructure and information resources, as illustrated in chapter three. The relevance is also based on Batho Pele, PAIA, Maslow's hierarchy, and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, library building infrastructure, ICT infrastructure, and information resources need to be of good service standards, accessible by the public, open, and transparent. The media and the public need permission to apply for and access records pertaining to the infrastructure and other tender awarding such as the book tender. The building needs to be safe for public use in line with the set service standards. The Rural Library Conditional Grant Socio-economic Model may provide guidelines in terms of change implementation of realistic plans of action.

7.6.3 Library programmes offered to the Heidelberg and Sicelo communities

The study demonstrated the relevance of the conceptual frameworks' underpinnings of library programmes as illustrated in chapter three. The relevance is also based on Batho Pele, PAIA, Maslow's hierarchy, and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, library programmes need to be accessible by the public, inform the public about the programmes, must be open and transparent, and be value for money for the library and the community. The media and the public need permission to apply for and access records pertaining to the library programmes implemented. The building needs to be safe for public use in line with the set service standards to implement the library programmes. The Rural Library Conditional Grant Socio-economic Model may provide guidelines in terms of implementation of realistic plans of action for library programmes.

7.6.4 Different local community structures using Heidelberg and Sicelo libraries in the community since 2007

The study demonstrated the relevance of the conceptual frameworks' underpinnings of community structures, as illustrated in chapter three. The relevance is also based on Batho Pele, PAIA, Maslow's hierarchy, and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, community structures need to be informed about the library services and facilities accessible by the public for use to benefit the community. The media and the public need

permission to apply for and access records pertaining the booking system and usage of the library hall for meetings. The building needs to be safe for public use in line with the set service standards for community structures to schedule meetings at the library hall. The Rural Library Conditional Grant Socio-economic Model may provide guidelines in terms of implementation of realistic plans of action for utilisation of a library hall.

7.6.5 Challenges faced by Heidelberg and Sicelo libraries in providing information services to the communities

The study demonstrated the relevance of the conceptual frameworks' underpinnings of community structures as illustrated in chapter three. The relevance is also based on Batho Pele, PAIA, and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, community members need to be informed about the expected library services provided at a public library. The media and the public need permission to apply for and access records pertaining the financial records of the library in case there are service delivery challenges. The Rural Library Conditional Grant Socio-economic Model may provide guidelines in terms of implementation of realistic plans of action to address challenges from the community members.

7.6.6 Guidelines to improve library and information services in rural communities

The study demonstrated the relevance of the conceptual frameworks' underpinnings of community structures as illustrated in chapter three. The relevance is also grounded in Batho Pele, PAIA, Maslow's hierarchy of needs, and the ToC frameworks. In their broadest sense, an appreciation of the perspectives informing each framework was revealed. In addition, community members need to be informed about the expected library services provided at a public library. The media and the public need permission to apply for and access records pertaining the financial records of the library in case there are service delivery challenges. The community members need to act as watchdogs to guard the public library against a lack of service delivery. The Rural Library Conditional Grant Socio-economic Model may provide guidelines in terms of implementation of realistic plans of action to the utilisation of resources from national to community level. The model will assist with monitoring and timeous intervention where needed. Figure 7.1 shows the Rural Library Conditional Grant Socio-Economic Model.
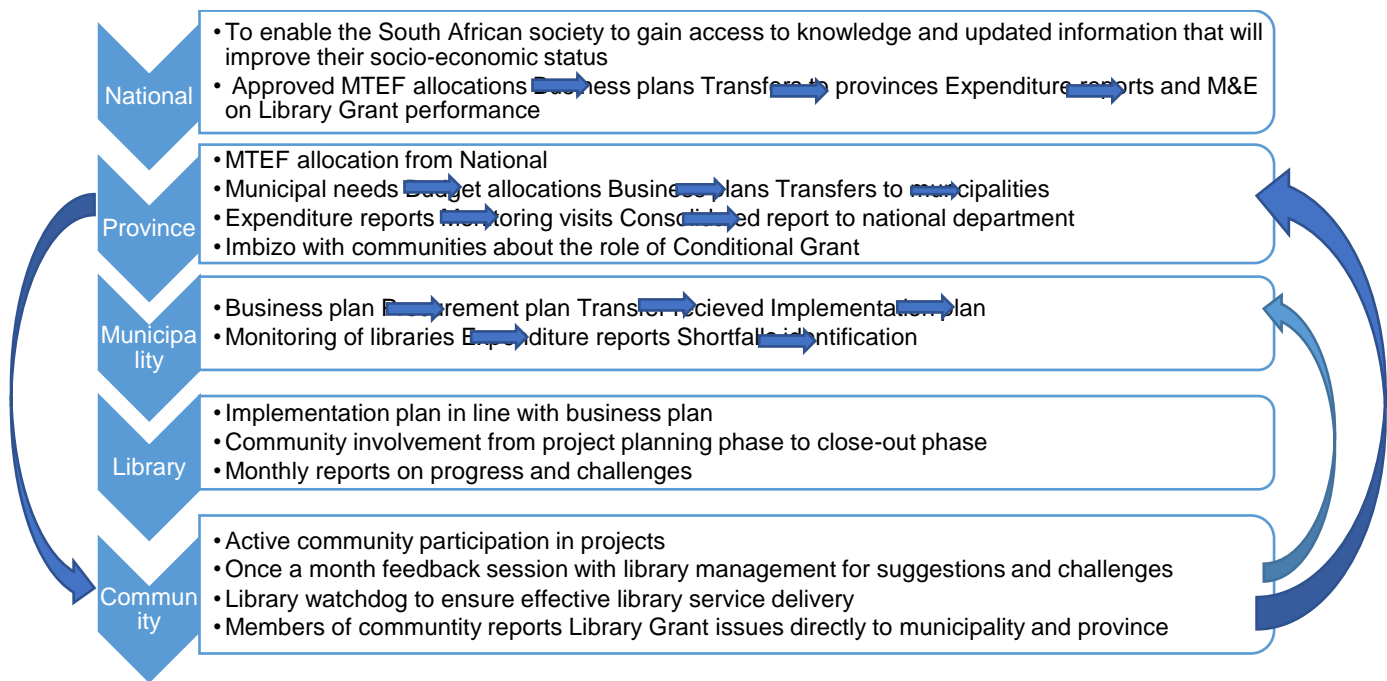
Figure 7.1: Rural Library Conditional Grant Socio-Economic Model Source: Field data (2021)

According to the Rural Library Conditional Grant Socio-Economic Model in Figure 7.1, the recommendation from each level is expected as follows:

At a national level

The Department of Arts and Culture avails the Library Conditional Grant to enable South Africans to gain knowledge and information that improve their socio-economic status. This is done through the building of new libraries, the procurement of library collection, staff capacitation, library ICT implementation, including free Wi-Fi to the community, library programme implementation, and library hall usage by the community in which the library is situated. Socio-economic community empowerment can only be realised once: (1) The National Treasury approves MTEF allocations for the three-year cycle for the Library Conditional Grant; (2) The Provincial Library Services submits approved business plans in line with the community needs to the DAC; (3) The DAC accepts the business plans and then transfers funds to provinces on time; (4) Provincial Library Services spends allocated funds for the identified needs; (5) The Provincial Library Services sends expenditure reports to the DAC on a monthly basis to the DAC; and (6) The DAC conducts physical monitoring and evaluation to ensure that funds are spent according to the needs in the business plans.

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At a provincial level

The Provincial Library Services receives MTEF allocations from the DAC in order to plan for the following three financial years. Municipal needs are requested by the Provincial Library Services in order to try to cover them through budget allocations. Once the needs are received, municipalities are allocated budgets and a letter communicating the final financial year allocations are sent to the municipalities. On receipt of allocation letters, municipalities send the business plans to a province. The province accepts the business plans if they are in line with the needs submitted earlier and then transfers funds to municipalities as per the communicated transfer schedule. Municipalities spend the allocated funds for the identified needs. Municipalities send expenditure reports on a monthly basis to the Provincial Library Services. The Provincial Library Services conducts physical monitoring visits to ensure that funds are spent according to the needs outlined in the business plans. The Provincial Library Services consolidates a report on provincial performance and sends it to the DAC. The Provincial Library Services schedules quarterly meetings (imbizos) with communities to discuss the role of the Library Conditional Grant and how to improve on the current delivery model.

At a municipal level

The municipality receives MTEF allocations from the province and prepares the needs of all libraries within the municipality. The municipality sends approved business plans by the municipal manager to the Provincial Library Services. Once the provinces approve the business plans, the municipalities draft the procurement plan to ensure that the budget is allocated and spent in line with the business plan. The municipality receives the Library Condition Grant from the province and starts with the implementation of the plan relating to the items in the approved business plan. The municipality monitors the performance of libraries through daily statistics and physical visits. The municipality sends monthly expenditure reports to the Provincial Library Services. Through monitoring, the municipality identifies shortfalls in terms of service delivery to be considered among the needs of the next financial year.

At a library level

The library receives a budget allocation for the financial year from the municipality and draws up an implementation plan. The implementation plan needs to be in line with the approved municipal business plans submitted to the province. The library staff market the library services to the community. The library needs to involve community members in all projects, so they will be implemented from the planning to the end stages. The library sends monthly statistics and reports with challenges to the municipality.

At a community level

Active community participation is expected from the library's surrounding communities. Community meetings with the library managers to discuss library services and ways to improve the services should take place once a month. A committee that will act as a library service watchdog should exist to ensure that the library implements plans in line with the implementation and business plans. The watchdog will report to the municipality and the province in cases where the library is under-performing and not working according to the business plan.

7.7   FURTHER RESEARCH

It is recommended that a study should be done to investigate the impact of the Library Conditional Grant on public libraries located in rural areas across South Africa. This study will assist in the professional implementation of a workable model for the implementation of the Library Conditional Grant. The study will also assist in determining whether the Library Conditional Grant has an impact on rural communities in terms of empowering members socially and economically.

7.8   REFLECTIONS ON THE STUDY

The final part of the study is providing reflections in order to determine whether the purpose of the study was achieved. The purpose of the study was to investigate the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities in Gauteng, South Africa. The rationale was to assess the benefits to the Heidelberg and Sicelo communities. The study was guided by the research objectives and questions.

7.8.1 Reflections on the purpose

In terms of the purpose of the study on the socio-economic benefits of the Library Conditional Grant in public libraries in the Heidelberg and Sicelo communities, the study managed to achieve its purpose. The study findings presented demonstrated that the community members of Heidelberg and Sicelo might benefit from the public library in a social or economic manner. Staff appointment and procurement of services are some of the examples of economic gains by the communities.

7.8.2 Reflections on the methodology

Regarding the methodology, a survey design was appropriate given that the positivist approach was adopted for this study. The different levels of library management outside the two communities provided opportunity for depth in terms of understanding how the Library Conditional Grant is managed at national, provincial, and municipal levels.

The selected sample of 254 participants consisted of one participant overseeing the Library Conditional Grant at national level, one participant at provincial level, and two participants at municipal level, inclusive of the two communities for the study. Other than participants at management levels, participants that work at libraries contributed to the study. From the 254, 242 participants were library users from the two communities.

Data collection was a challenge, especially in view of the "new normal: in the world due to the covid-19 lockdown. The non-availability of library programmes at the time of data collection was prominent since libraries did not allow children into the library during covid-19 lockdown level three.

Nonetheless, overall, valuable information was gathered with the support of all participants.

7.8.3 Reflections on data analysis and interpretation

In terms of data analysis, the use of software was very helpful and enabled accuracy in analysing the questionnaires. The conceptual framework was a useful guide in both data collection and data analysis. The researcher's involvement in the data collection lowered the possibilities of errors in the distribution of questionnaires.

The study established that the Library Conditional Grant allocates a budget for the appointment of staff and the budget is not spent fully every financial year. The study concluded that vacant positions need to be filled and library staff in Heidelberg should be appointed permanently. The study also suggests that the Library Conditional Grant, through the Gauteng LIS, should consider implementing a gaming room with tablets for children in the Sicelo library.

The study concludes that library programmes need to be marketed to local community structures to ensure support during their implementation. The study also concludes that the library halls of both the Heidelberg and Sicelo libraries need to be marketed to ensure maximum utilisation by community structures.

The study suggests that the Gauteng LIS, the Lesedi municipality, and the Midvaal municipality need to arrange a workshop for CFOs about the Library Conditional Grant to ensure that funds are fully spent. The study finally concludes that the promotion of youth participation is key in library activities and so is the maintenance of libraries.

7.9   LIMITATIONS OF THE STUDY

As indicated, the scope of the study was limited to two communities in Gauteng where the libraries are dependent on the Library Conditional Grant for their operation. Participants were library managers, library workers, and library users. Library managers were from the DAC, Gauteng Library Service, and municipalities. Inputs from library workers and library users who are based in the two communities were sought because of the quantitative nature of the study.

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APPENDICES

APPENDIX A: QUESTIONNAIRES FOR LIBRARY USERS

SECTION A

1. Library usage for

Study facility	
Reading	
Newspapers and magazines	
Business information	
Wi-Fi	
Library hall	
Other; please specify	

2. Use library

Daily	
Once a week	
Once in a while	
Other, please specify	

NB: Please indicate your response making a clear cross (X) in appropriate boxes as provided using the scale of 1-5 (1=strongly disagree, 2=disagree, 3=neutral, 4=agree and 5=strongly agree).

SECTION B: Library infrastructure and resources

1. Library staff

Statements	1	2	3	4	5
I know the library staff by names					
Majority of the staff are local people					
Library staff are always helpful and competent					
Library staff always open the library on time					

2. Library building infrastructure usage

Statements	1	2	3	4	5
I use the study section					
I use the newspaper and magazine area to read newspapers					
I use the library hall for library meetings					
I use the business corner for business information					
I use library ablution facilities and are in good condition					
I use the library parking area					

3. Library ICT infrastructure usage

Statements	1	2	3	4	5
I use the library Wi-Fi					
I use the library computers to access internet					
Library internet connection is reliable					
Library computers are connected to the printer					

4. Library collection

Statements	1	2	3	4	5
Library books are adequate and up to date					
Books balance the needs of community members from children to the elderly					
I always find the books that I need in the library					
I recommend books to the librarian					
The library procures books that I recommend					

SECTION C: Library programmes and community structures

5. The following library programmes are offered

Statements	1	2	3	4	5
Youth reading programmes					
ECD and story telling					
Homework and after school assistance					
Public speaking and debate					
Reading games and competitions					

6. Community structures using the library

Statements	1	2	3	4	5
Community businesses					
Religious groups					
Political groups					
Community forums					

SECTION D: Challenges for delivering information services

7. Library challenges

Statements	1	2	3	4	5
Library operating hours					
Library is always clean					
Library air conditioners are working					
Library equipment working					
Library staff always availed to assist the public					

SECTION E: Guideline to improve library service

Write/type in the provided spaces where appropriate, if space is not enough, please make use of a separate piece of paper.

1. What strategies could be used to improve service in your library?

....
....
....

2. Any other comments?

....
....
....

Thank you for your time

APPENDIX B: QUESTIONNAIRES FOR LIBRARY WORKERS

SECTION A

1. Library section where I work

Statements	Agree	Not sure	Do don't agree
I know what Library Conditional Grant is			
I am employed under the Library Conditional Grant budget			
Majority of staff members are employed under the Library Conditional Grant budget			
I work Monday to Saturday at the library			

2. Library section where I work

Circulation desk	
Reference	
Children	
Acquisition	
ICT	
Activity room – programmes	
Other; please specify	

3. The library is used mostly during

Morning hours	
After school	
Weekends	
Other, please specify	

NB: Please indicate your response making a clear cross (X) in appropriate boxes as provided using the scale of 1-5 (1=strongly disagree, 2=disagree, 3=neutral, 4=agree and 5=strongly agree).

SECTION B: Library infrastructure and resources

4. Library awareness

Statements	1	2	3	4	5
There is library signage with operating hours					
Majority of the library users are aware of library activities					
Library is marketed at local schools and churches					
First time library users receive library orientation					

5. Library building infrastructure usage

Statements	1	2	3	4	5
The study section has appropriate furniture and is safe for use					
The newspaper and magazine area have appropriate furniture					
The library hall is safe for library and community meetings					
The library is well maintained and is not Operational Health and Safety (OHS) risk					
The library ablution facilities are in good condition					
The library parking area is safe for use					

6. Library ICT infrastructure usage

Statements	1	2	3	4	5
Library Wi-Fi is operational and reliable					
The library has computers with reliable internet connection					
The library has the gaming room and tablets for usage by children					
Library computers are connected to the printer					
Library offers e-books and e-newspapers to library users					

7. Library collection

Statements	1	2	3	4	5
Library books are adequate and up to date					
Library book collection balance the needs of community members from children to the elderly					
Library receives new books annually					
Library users recommend new books to the librarian					
Library procures books that were recommended by users					

Library book security system functional					

SECTION C: Library programmes and community structures

8. The following library programmes are offered

Statements	1	2	3	4	5
Youth reading programmes					
ECD and story telling					
Homework and after school assistance					
Public speaking and debate					
Reading games and competitions					
Other, specify:					

9. Community structures using the library

Statements	1	2	3	4	5
Community businesses					
Religious groups					
Political groups					
Community forums					
Other, specify:					

SECTION D: Challenges for delivering information services

10. Library challenges

Statements	1	2	3	4	5
Library operating hours					
Library study space availability during exams					
Library staff sufficient for running the library					
Library equipment (printer, copier, system) working					
Library building well maintained					

SECTION E: Guideline to improve library service

Write/type in the provided spaces where appropriate, if space is not enough, please make use of a separate piece of paper.

11. What strategies could be used to improve service in your library?

   ....

   ....

   ....

12. Any other comments?

   ....

   ....

   ....

Thank you for your time

APPENDIX C: QUESTIONNAIRES FOR LIBRARY CONDITIONAL GRANT MANAGERS

SECTION A

1. Library Conditional Grant Administration

Statements	National	Province	Municipality
I am responsible for Library Conditional Grant management at			
I am responsible for SLAs between the two departments			
Communicates the grant framework			
I am responsible for drafting the business plan			
I am responsible for implementing business plans activities			
I am responsible for budget allocation			
I am responsible for reporting on grant activities			

SECTION B: Staffing, library infrastructure and resources

2. Library staff

Statements	Agree	Not sure	Do not agree
Budget allocated for appointment of staff			
Staff budget appropriate for running library services			

Are staff members appointed on permanently? Yes ☐ No ☐

If no, please detail the reasons why you have not appointed the staff on a permanent basis_____

_____

_____

_____

_____

3. Library building infrastructure

Statements	Agree	Not sure	Do not agree
Budget allocated for procurement of furniture			
Budget allocated for maintenance of library buildings			
Budget allocated for upgrade of library buildings			
Maintenance plan available			

Are there staff members responsible for infrastructure? Yes ☐ No ☐

If no, please detail how often the buildings are maintained and what informs the maintenance_____

_____

_____

_____

_____

4. Library ICT infrastructure usage

Statements	Agree	Not sure	Do not agree
Libraries have Wi-Fi for public access			
Libraries have computers with reliable internet connection			
Libraries have the gaming room and tablets for usage by children			
Libraries have printers and copiers for library users			
Libraries subscribes to electronic databases			

5. Library collection

Statements	Agree	Not sure	Do not agree
Budget allocated for the procurement of books			
Province and municipalities have a book tender			
New books procured and delivered to libraries annually			
Libraries have up to date books on shelves			

Do you spend the allocated book budget every year? Yes ☐ No ☐

If no, please detail how do you ensure that funds are not returned to national treasury

_____

_____

_____

_____

SECTION C: Library programmes and community structures

6. The following library programmes are offered

Statements	Agree	Not sure	Do not agree
Budget allocation for reading programmes			
Reading programmes plan in place			
Reading programmes implemented as per plan			
Reading programmes marketed to the public			

7. Community structures using library halls

Statements	Agree	Not sure	Do not agree
Community businesses			
Religious groups			
Political groups			
Community forums			
Other, specify:			

SECTION D: Challenges for delivering information services

8. What are the challenges that prevent your municipality/department from implementing the business plan effectively?

_____

_____

_____

_____
_____—_____

SECTION E: Guideline to improve library service

9. What strategies could be used to improve service in your library?

_____
_____
_____
_____

10. Any other comments?

_____
_____
_____—_____
_____

Thank you for your time

APPENDIX D: OBSERVATION CHECKLIST

1. Section A – library users selected the facilities that they use in the library and how often they use the library.

   _____

   _____

2. Section A – library workers answered questions on Library Conditional Grant knowledge, library section where they work and the time of the day when the library is busy.

   _____

   _____

3. Section A – library managers indicated the level of responsibility.

   _____

4. Section B – library users answered all questions on library infrastructure and resources.

   _____

   _____

5. Section B – library workers answered all questions on library infrastructure and resources.

   _____

   _____

6. Section B – library managers answered all questions on staffing, library infrastructure and resources.

   _____

   _____

7. Section C – library users answered all questions on library programmes and community structures.

   _____

   _____

8. Section C – library workers answered all questions on library programmes and community structures.

   _____

   _____

9. Section C – library managers answered all questions on library programmes and community structures.

_____

_____

10. Section D – library users wrote the challenges that they face when visiting the library.

_____

_____

11. Section D – library workers wrote the challenges that they face while working in the library.

_____

_____

12. Section D – library managers wrote the challenges that encounter while managing the Library Conditional Grant.

_____

_____

13. Section E – all respondents commented on the strategies for improving information services in the public libraries.

APPENDIX E: RESEARCHER ACKNOWLEDGEMENT FORM

THE COLLEGE OF HUMAN SCIENCES
RESEARCHER ACKNOWLEDGEMENT

Hereby, I (**James Tsakane Chauke**), ID number (**7705015264085**), in my personal capacity as a researcher, acknowledge that I am aware of and familiar with the stipulations and contents of the

- Unisa Research Policy
- Unisa Ethics Policy
- Unisa IP Policy
- SOP for Risk Assessment

and that I shall conform to and abide by these policy requirements.

I furthermore declare that I did not plagiarise and I have referenced all material used in the research paper.

SIGNED: _____

Date: _11 October 2020_____

APPENDIX F: PARTICIPATION INFORMATION SHEET

PARTICIPANT INFORMATION SHEET

11 October 2020

Title: Socio-economic benefits of library conditional grant in public libraries in Heidelberg and Sicelo communities, in Gauteng, South Africa

Dear Prospective Participant

My name is James Tsakane Chauke, and I am doing research with G V Jiyane a professor in the Department of Information Science towards a PhD in Information Science at the University of South Africa. We are inviting you to participate in a study entitled socio-economic benefits of library conditional grant in public libraries in Heidelberg and Sicelo communities, in Gauteng, South Africa.

WHAT IS THE PURPOSE OF THE STUDY?

I am conducting this research to find out the socio-economic benefits of the Library Conditional Grant in public libraries in Heidelberg and Sicelo communities in Gauteng, South Africa, with a view to assess the benefits to the community.

WHY AM I BEING INVITED TO PARTICIPATE?

You have been selected to participate in the study because you are a library user and are familiar with all the services that are offered at the library. We have received your contact details from the librarian in charge and have selected you because you are an active library user who uses the library services regularly. The sample number of participants expected is 221 respondents.

WHAT IS THE NATURE OF MY PARTICIPATION IN THIS STUDY?

Describe the participant's actual role in the study.

The study involves questionnaires where you are requested to complete, and the types of questions are not personal but focus on the services that are provided in your library. You are requested to complete the questionnaire within 3 weeks, and it will take 10 minutes of your time to complete.

CAN I WITHDRAW FROM THIS STUDY EVEN AFTER HAVING AGREED TO PARTICIPATE?

Participation in this study is voluntary and you may withdraw at any time if you wish not to continue participating.

WHAT ARE THE POTENTIAL BENEFITS OF TAKING PART IN THIS STUDY?

Participating in the study will assist me to know if your community needs more resources for library development and the scientific community will benefit from research that focuses on the socio-economic benefits of library conditional grant in rural parts of Gauteng.

ARE THEIR ANY NEGATIVE CONSEQUENCES FOR ME IF I PARTICIPATE IN THE RESEARCH PROJECT?

There are no negative consequences for you for participating in the research project.

WILL THE INFORMATION THAT I CONVEY TO THE RESEARCHER AND MY IDENTITY BE KEPT CONFIDENTIAL?

Your name will not be published anywhere, and the information received will be kept confidential. Your questionnaire will only be accessed by the people working on the study only. Your data may be used for the research report, journal articles and/or conference proceedings. Your privacy will be protected in any publication of the information.

HOW WILL THE RESEARCHER(S) PROTECT THE SECURITY OF DATA?

Hard copies of your answers will be stored by the researcher for a period of five years in a locked cupboard/filing cabinet in Alberton for future research or academic purposes; electronic information will be stored on a password protected computer. Future use of the stored data will be subject to further Research Ethics Review and approval if applicable.

WILL I RECEIVE PAYMENT OR ANY INCENTIVES FOR PARTICIPATING IN THIS STUDY?

Kindly note that you are not going to incur any costs for participating in this research and there will be no financial payments made to you.

HAS THE STUDY RECEIVED ETHICS APPROVAL?

This study has received written approval from the Research Ethics Review Committee of the *Department of Information Science,* Unisa. A copy of the approval letter can be obtained from the researcher if you so wish.

HOW WILL I BE INFORMED OF THE FINDINGS/RESULTS OF THE RESEARCH?

If you would like to be informed of the final research findings, please contact James Tsakane Chauke on 061 408 5458 or **tsakanec@gmail.com**. The findings will be accessible for two years.

Should you require any further information or want to contact the researcher about any aspect of this study, please contact James Tsakane Chauke on 061 408 5458 or **tsakanec@gmail.com**.

Should you have concerns about the way in which the research has been conducted, you may contact Professor G.V Jiyane on 064 546 8719 or **jiyaneg@unizulu.ac.za**.

Thank you for taking time to read this information sheet and for participating in this study. Thank you.

James Tsakane Chauke

APPENDIX G: CONSENT TO PARTICIPATE IN THE STUDY

CONSENT TO PARTICIPATE IN THIS STUDY

I, _____ (participant name), confirm that the person asking my consent to take part in this research told me about the nature, procedure, potential benefits, and anticipated inconvenience of participation.

I have read (or had explained to me) and understood the study as explained in the information sheet.

I have had sufficient opportunity to ask questions and am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw at any time without penalty (if applicable).

I am aware that the findings of this study will be processed into a research report, journal publications and/or conference proceedings, but that my participation will be kept confidential unless otherwise specified.

I agree to the recording of the <insert specific data collection method>.

I have received a signed copy of the informed consent agreement.

Participant Name & Surname…………………………………… (please print)

Participant Signature…………………………………………..Date…………………

Researcher's Name & Surname…………………………………(please print)

Researcher's signature…………………………………..Date…………………

APPENDIX H: ETHICAL CLEARANCE LETTER

UNISA | university of south africa

DEPARTMENT OF INFORMATION SCIENCE ETHICS REVIEW COMMITTEE

11 December 2020

Dear Mr James Tsakane Chauke

DIS Registration #: Rec-11122020

References #: 2020-DIS-0039

Name: JT Chauke

Student #: 34246991

Decision:

Ethics Approval from 11 December 2020 to 11 December 2025

Researcher(s): Mr James Tsakane Chauke
34246991@mylife.unisa.ac.za
061 408 5458

Supervisor(s): Prof G V Jiyane
JiyaneG@unizulu.ac.za
061 546 8719

Socio-economic benefits of library conditional grant in public libraries in Heidelberg and Sicelo communities, in Gauteng, South Africa

Qualifications: Doctoral Study

Thank you for the application for research ethics clearance by the Unisa Department of Information Science Research Ethics Committee for the above-mentioned research.

The *low risk application* was reviewed and expedited by the Department of Information Science Research Ethics Committee on 11 December 2020, in compliance with the Unisa Policy on Research Ethics and the Standards Operating Procedure on Research Ethics Risk Assessment. The proposed research may now commence with the provisions that:
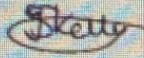
1. The researcher(s) will ensure that the research project adheres to the values and principles expressed in the UNISA Policy of Research Ethics.

2. Any adverse circumstances arising in the undertaking of the research project that is relevant to the ethicality of the study should be communicated in writing to the Department of Information Science Ethics Review Committee.

3. The researcher(s) will conduct the study according to the methods and procedures set out in the approved application.

4. Any changes that can affect the study-related risks for the research participants, particularly in terms of assurances made with regards the protection of participants' privacy and the confidentiality of the data should be reported to the Committee in writing, accompanied by a progress report.

5. The researcher will ensure that the research project adheres to any applicable national legislation, professional codes of conduct, institutional guidelines and scientific standards relevant to the field of study. Adherence to the following South African legislation is important, if applicable: Protection of Personal Information Act, no. 4 of 2013; Children's Act no. 38 of 2005 and the National Health Act, no. 61 of 2003.

6. Only de-identified research data may be used for secondary research purposes in future on condition that the research objectives are similar to those of the original research. Secondary use of identifiable human research data requires additional ethics clearance.

7. No field work activities may continue after the expiry date of **11 December 2025**. Submission of a completed research ethics progress report will constitute an application for renewal of Ethics Research Committee approval.

Note:

The reference number *2020-DIS-0039* should be clearly indicated on all forms of communication with the intended research participants, as well as the Committee.

Yours sincerely

Dr Isabel Schellnack-Kelly
Department of Information Science: Ethics Committee
schelis@unisa.ac.za
012 429 6936