


Official Publications Depository Manual

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OFFICIAL PUBLICATIONS DEPOSITORY MANUAL

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i. Acknowledgements:

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In addition, the following people were consulted or contributed:

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Susan Battison
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Dr Peter J. Lor
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The National Library of South Africa wishes to gratefully acknowledge the United States Embassy for all the assistance, support and encouragement given in bringing the official publications depository concept to South Africa. Dr Peter J Lor worked with various representatives from the United States, over the years, including Dr Donna Switzer, Bernadine E. Abbott-Hoduski, and Marc Dobson from the United States Embassy.

Joey van Zyl and André Roos of the Subdirectorate of Meta-information, Department of Arts and Culture, (formerly the Department of Arts, Culture, Science and Technology) provided invaluable assistance, support and guidance.

This Manual takes as its point of departure, the Manual and Instructions for the United States Federal Depository Library Program, although it has been very much adapted to suit the local South African context. The final form is very different. We owe our debt for the concept, however, to the United States Federal Depository Library Program, which has served as a best practice role model for us.

ii. List of relevant legislation:

- ✓ The Legal Deposit Act, 1997 (Act No.54 of 1997) and Regulations
- ✓ The Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996) (Subsection 32(1)).
- ✓ Promotion of Access to information Act, 2000 (Act No.2 of 2000)
- ✓ Public Finance Management Act, 1999 (Act No.1 of 1999). Chapter 1 (Section 3 and section 18) and Chapter 6.
- ✓ Reporting by Public Entities Act (Act No. 93 of 1992)
- ✓ (Note: this Act is referred to in related legislation, such as the Legal Deposit Act, but was repealed by the Public Finance Management Act No 1 of 1999. The Legal Deposit Act, 1997, will be amended accordingly in the near future).
- ✓ Occupational Health and Safety Act of 1993 (Act 85 of 1993)

1. Introduction and background to the OPD concept

The concept of official publications depositories (OPDs) evolved after discussion between Dr Peter J Lor (at the time, in his capacity as Director of the former State Library), and Dr Donna Switzer (at the time, from the United States Information Service [USIS]), regarding the American Federal Depository Library Program.

These discussions culminated in a Seminar on official publications depositories, held at the American Embassy in Pretoria, from 1 – 3 October 1997. This seminar was organized and sponsored by USIS, in co-operation with the State Library and the Committee of Legal Deposit Libraries. Ms Bernadine Hoduski from the United States was invited by USIS as depository program consultant.

Arising from the seminar, a number of task teams were formed to investigate the different aspects of establishing official publications depositories in South Africa. This Manual is based in part on the work done by these task teams.

The official publication depository concept is informed, in addition, by relevant legislation. The Legal Deposit Act (no 54 of 1997) is discussed in more detail further on, but an even broader legislative framework supports the OPD concept, namely:

1) The Constitution of the Republic of South Africa Act, 1996 (Act no 108), devotes Chapter 2 to the Bill of Rights. Access to information is a right enshrined in the Bill of Rights:

“32. Access to information. --(1) Everyone has the right of access to—
(a) any information held by the state; and
(b) any information that is held by another person and that is required for the exercise or protection of any rights.”

2) The Promotion of Access to Information Act, 2000 (Act no 2) arises from the constitutional right outlined above, and provides more detail:

“9. Objects of Act. ----The objects of this Act are---
(a) to give effect to the constitutional right of access to----
(i) any information held by the State; and
(ii) any information that is held by another person and that is required for the exercise or protection of any rights;
(b) to give effect to that right---

- (i) subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance; and
 - (ii) in a manner which balances that right with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution;
- (c) to give effect to the constitutional obligations of the State of promoting a human rights culture and social justice, by including public bodies in the definition of “requester”, allowing them, amongst others, to access information from private bodies upon compliance with the four requirements in this Act, including an additional obligation for certain public bodies in certain instances to act in the public interest;
- (d) to establish voluntary and mandatory mechanisms or procedures to give effect to that right in a manner which enables persons to obtain access to records of public and private bodies as swiftly, inexpensively and effortlessly as reasonably possible; and
- (e) generally, to promote transparency, accountability and effective governance of all public and private bodies by, including, but not limited to, empowering and educating everyone---
- (i) to understand their rights in terms of this Act in order to exercise their rights in relation to public and private bodies;
 - (ii) to understand the functions and operation of public bodies; and
 - (iii) to effectively scrutinize, and participate in, decision-making by public bodies that affects their rights.”

Although the official publications depositories are not mentioned in this Act, when read in conjunction with the Legal Deposit Act No.54 of 1997, it can be seen how crucial a role the official publications depositories have in ensuring the practical application of the promotion of access to information (in this case, specifically official government information). Thus official publications depositories have a duty to be pro-active, and spread awareness and educate the public with regard to the use of government information held within their depositories.

3) Finally, the Task group on Government Communications, Comtask, produced a report entitled “Communication 2000: a vision for government communications in South Africa.” This report produced a number of recommendations, and the two which are relevant here are:

“Recommendation 75

It is proposed that all non-secret government documentation be made available to the public via the new government information technology network as well as public libraries and other information centres throughout the country.”

The development of a network of official publications depositories throughout the country is clearly in line with this recommendation.

“Recommendation 76

It is proposed that cataloguing of all government documentation, past and present, takes place.”

The National Library of South Africa is in the best position to carry out this recommendation, and in fact, has already done so for the most part. More detail on this will be provided in chapter 8: Bibliographic control.

2. Purpose of the OPD Manual

Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, published on 8 June 2001, stipulates in Part XI, as follows:

- “29. The NLSA may appoint an official publications depository coordinator to coordinate the official publications depository service nationally. The official publications depository coordinator will be charged with developing training programmes to be approved by the Legal Deposit Committee, training and assisting of official publications depository staff, marketing the official publications depository project, establishing links and coordination between official publications depositories, applying the legislation, collecting statistics and compiling an annual report to be submitted to the Minister and the Legal Deposit Committee.
31. The NLSA should compile a manual on procedures and guidelines to be followed by official publications depositories to ensure effective and efficient management and service rendering.”

The OPD Manual has been compiled in order to assist OPDs in South Africa to adhere to best practice guidelines. The Manual is generic: that is, it does not set down policy for each OPD to follow. Rather, the OPDs themselves must draw up their own policy, and work out reciprocal collections management policies with other OPDs in their region. However, the policies must comply with the generic guidelines laid down in this Manual. The OPD Manual also serves as the reference point on which the OPD Training Programme is based.

MECs will have a copy of the OPD Manual available, in order to assist them in evaluating applications for OPD status, in conjunction with the relevant legislation (The Legal Deposit Act No. 54 of 1997). The OPD Manual is available in print format, and is also available electronically on the National Library of South Africa's website:

<http://www.nlsa.ac.za/docs/opdmanual.pdf>

With the frequent changes in government structures and their publications, and the rapid developments in technology, it is envisaged that regular updates will need to be issued. These will be issued by the National Library of South Africa on its website, and to all existing OPDs via an e-mailing list which the National Library will maintain for OPDs around the country. The purpose of this list is to facilitate communication, cooperation and excellent service delivery. For those OPDs with no access to on-line facilities, postal updates will be sent. However, since Internet access is one of the criteria to be met in order to acquire official publication depository status, as outlined in the Regulations (referred to in more detail later), it is assumed the official publication depository will soon acquire Internet access as a priority.

Although the Manual is conceptually based on the American Federal Depository Library program's publications, "Federal depository library manual, 1993, revised edition and supplements", and "Instructions to Depository Libraries, 2000, revised edition", the structure and content have been simplified, and adapted to suit the South African context.

3. Official Publication Depository status

In the Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, published on 8 June 2001, Part VIII outlines the process to be followed to be designated as an Official Publications Depository as follows:

- "24. The governing authority of an institution, other than an existing place of legal deposit, may approach the relevant MEC and request to be designated as an official publications depository. The MEC will submit a report to the Minister on available facilities, funding, and the capacity to render the service as required in section 6, 7(1), 7(4), 7(5) and 7(6) of the Act.
25. The Minister may require additional information and may investigate the capacity of the institution to render such services. If the Minister is satisfied that the minimum standards can be met, he may declare the said institution to be an official depository in terms of 6(2) of the Act."

"Part IX

NAMES OF PLACES OF OFFICIAL PUBLICATIONS DEPOSITORIES

26. After designation in terms of section 6(2) (a) or (b) of the Act the Minister shall publish the name of the place of official publications depository in the Gazette."

In order to place the above quoted process in context, the relevant sections of the Legal Deposit Act (Act No. 54 of 1997) are quoted here:

(Note: even though there is a differentiation between places of legal deposit (which are entitled to receive ALL South African publications) and official publications depositories (which are entitled to receive Official Publications), these functions can overlap.

From the Legal Deposit Act, 1997 (Act no 54)"

" Places of legal deposit

6. (1) The places of legal deposit shall be-
- (a) the City Library Services, Bloemfontein;

- (b) the Library of Parliament, Cape Town;
- (c) the Natal Society Library, Pietermaritzburg;
- (d) the South African Library, Cape Town;
- (e) the State Library, Pretoria
- (f) the National Film, Video and Sound Archives, Pretoria, for purposes of certain categories of documents described
- (g) any other library or institution prescribed by the Minister for purposes of certain prescribed categories of documents”.

(Note that (a) is now known as “Bloemfontein City Library”, (c) will be amended in the revised Act (d) is now the “National Library of South Africa, Cape Town” and (e) is the “National Library of South Africa, Pretoria.”). The name changes will be amended in the revised Act

The relevant sections of the Act further outline and explain what is expected of an official publications depository and/or place of legal deposit:

“6. 2 (a) The Minister shall, on the recommendation of the Member of the Executive Council responsible for libraries in each province, designate at least one place of legal deposit in each province to serve as an official publications depository, which shall be entitled to receive a copy of every official publication but not of other categories of documents.

(Note: this implies that official publications depositories are also “places of legal deposit.”)

(b) Except in the case of subsection (1) (b), an official publications depository may be designated in an existing place of legal deposit if the Minister deems this advisable: Provided that such a place of legal deposit shall retain its right under section 2(1) also to receive documents other than official publications”

“7. (4) An official publications depository shall-

(a) serve as a centre for promoting public awareness of, and access to, official publications and information held by the government and the institutions listed in terms of section 3 of the Reporting by Public Entities Act, 1992 (Act 93 of 1992); and

(b) provide public access to databases and other information sources to which the public may gain access under any law.”

“7. (6) If a place of legal deposit consistently fails to comply with subsection (1), (2), (3), or (4), the Minister may, upon the recommendation of the Committee, by notice in the Gazette exempt all publishers from the obligation to supply to that place of legal deposit the documents contemplated in section 2 (1).”

The full Act should be read by the official publications depository management and staff, in order to understand fully the requirements of the Act and subsequent regulations.

Finally, to add to these requirements, the Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, of 8 June 2001, outlines the criteria to be met in order to be designated as an official publications depository in Part VII:

- “20. An official publications depository shall be established in a library or community information centre which is located in an area with a large or growing population, and is easily accessible to its users. The official publications depository shall provide access for individuals with disabilities.
21. The participating library must have a minimum of 100 square metres of floor space available to accommodate the collection and equipment, and provide seating space for at least five users.
22. Equipment shall include workstations with Internet access, CD-ROM readers, and printers.
23. At least one professionally qualified librarian shall be allocated to the official publications depository on a full- or part-time basis, as required.”

The above legislation outlines very clearly and concisely, the procedure to be followed in applying for official publication depository status, and the minimum requirements and criteria to be met in order to have the application considered.

It is also noteworthy that should a library or community centre fail to meet the standards outlined, and fail to carry out the legal requirements of an official publications depository as set out in the above quoted legislation, official depository status can be withdrawn at any stage by the MEC.

4. Physical facilities and equipment

Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, of 8 June 2001 outlines the minimum requirements for physical facilities and equipment as follows:

Part VII:

- “20. An official publications depository shall be established in a library or community information centre which is located in an area with a large or growing population, and is easily accessible to its users. The official publications depository shall provide access for individuals with disabilities.
21. The participating library must have a minimum of 100 square meters of floor space available to accommodate the collection and equipment, and provide seating space for at least five users.
22. Equipment shall include workstations with Internet access, CD-ROM readers, and printers.”

In terms of physical facilities, adequate shelving for paper-based collections needs to be provided for. (To house a current core collection of 3 years, 160 units comprised of 5 shelves of 1 metre across each, would be a minimum requirement. To house a collection of several years, an additional 250 units would be needed). There should be an area dedicated to the shelves housing paper-OPs, desk and seating facilities for both the OPD Librarian, and for clients.

Clients with disabilities should have easy access to the OPD, with adequate ramps installed for wheelchair access.

The physical layout of the OPD should be in compliance with the Occupational Health and Safety Act of 1993 (Act 85 of 1993). The Occupational Health and Safety Act is administered by a Chief Directorate of the Department of Labour. There are provincial offices in all provinces. If the OPD is uncertain as to whether their premises comply with the Act, they may seek assistance and guidance from any of the Department of Labour’s regional branches. (Contact details provided in Chapter 12: Useful contacts and additional sources of information).

It is recommended that the OPD should, in addition to having at least one computer with Internet access, CD-ROM, and printer connections, have fax, telephone and photocopying facilities. In addition, there should be cabinets for housing of maps of the OPD has decided to collect these.

5. Human Resources

Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, of 8 June 2001, outlines the criteria to be met in order to meet the human resource requirements for an official publications depository in Part VII:

“23. At least one professionally qualified librarian shall be allocated to the official publications depository on a full- or part-time basis, as required.”

This professionally qualified Librarian should have extensive knowledge of the workings of government, and computers. Although specialized training will be provided by means of an on-line Training Programme delivered by the National Library of South Africa, (costs for this training will be covered by the OPD), it is recommended that the OPD librarian have existing experience in delivering a reference service, as well as familiarity with acquisitions, cataloguing and document delivery procedures.

Depending on the size of the official publications depository, and the number of clients expected, it may be advisable to appoint, in addition to the OPD librarian, a Library Assistant, who would also receive training in assisting the OPD Librarian.

It is vital that the network of OPD Librarians are connected to each other, to share information and expertise. This will also facilitate the identification of best practices, and the replication thereof. The National Library of South Africa will co-ordinate a list-serve to facilitate this communication.

Job description for an OPD Librarian:

Job descriptions can be adapted to suit the particular needs of the official publications depository, but it is recommended that the following minimum requirements are included in the job description:

Qualifications:

A BA degree, preferably majoring in Political Science, and a post-graduate Library Science qualification, or BBibl, or equivalent. At least three years' experience in providing a reference service, as well as in cataloguing and acquisitions.

Key Performance Areas:

- ✓ **Acquisitions:** Responsible for collecting, processing, recording (accessioning) official publications and ensuring the acquisition of complete holdings (following up on missing items).
- ✓ **Cataloguing:** responsible for downloading bibliographic materials, adding holdings, and ensuring correct labeling of material for retrieval from shelf (paper, CD-ROM material). The librarian is expected to understand a catalogue record, differentiate between monographs, monographic series and serials. They will be able to successfully match a bibliographic record to the item in hand, be conversant in Anglo-American cataloguing rules, Dewey Decimal classification, Library of Congress subject headings and MARC 21.
- ✓ **Reference service:** Providing a reference service to clients, to help them retrieve required information, and adding value by providing additional information that could be useful
- ✓ **Document supply:** where necessary, using Inter-library loan (Inter-OPD loan) to access material that may be kept at another official publications depository, by means of accessing copies (using fax, post, or Ariel) for the client
- ✓ **Marketing, education and liaison:** actively participate in the OPD network, and form partnerships with relevant agencies to market the official publication depository to clients who are not yet aware of the facility; run educational sessions for clients new to the concept.

A qualified and experienced Librarian will find the management of an official publications depository to be well within the scope of their training. However, since there is currently no provision in any of the Library schools around the country for the management of South and Southern African government publications, and official publications specifically, it is necessary to supplement the generic library skills of acquisitions, cataloguing, reference work, document supply and marketing, and apply them to the official publication depository context.

For this, reason, the Training Programme, based on this Manual, has been developed. The Programme has a number of practical exercises, as well as a theoretical component. It is vital that the OPD librarian understands fully the purpose of official publications depositories, and can then meaningfully apply his or her skills to achieving the outcomes listed in the Training Programme.

6. Collection Management:

In the Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, published on 8 June 2001, the process of Deposit of official publications to the designated OPDs is outlined:

27. Official publications depositories shall be entitled to receive a copy of each official publication published in South Africa. The official publications depositories shall give free access without charge to these documents, and to official publications in electronic format as well as to official on-line information that is made available to the public. The MEC may approve access from other centers, such as community centers, to an official publications depository which allow free on-line access to the information of official publications depositories.
28. Each official publications depository should acquire the core collection as approved by the Legal Deposit Committee. In addition, official publications depositories may select official publications according to the need of its (sic) users, with particular emphasis on selecting publications emanating from their province. In the case of more than one official publications depository in a province, they should enter into an agreement regarding division of responsibility in collecting publications emanating from that province. They should make prior arrangements with publishers of documents they do not wish to receive.”

It is recommended that an Official Publications Depository should collect at least the following core publications (listed alphabetically):

Acts

Acts are the final approved Bills that have become legislation. They are published in final form in the Government Gazette, and as collections of Statutes (published by Butterworths, and now available in CD-ROM format – these will not be received on Legal Deposit by OPDs).

Annual reports of:

- ✓ National government departments
- ✓ Provincial government departments (collected regionally)
- ✓ Budget reports
- ✓ Reports of the Auditor-General

Bills

Draft Bills are published in the Government Gazette for general information, and to allow for comments by citizens and interested parties. Bills can be amended, and so different versions are published. They do not necessarily become Acts, although many do. The discussion of Bills is documented in Hansard. (See Paragraph 6 below).

Committee reports of:

- ✓ National government
- ✓ Provincial governments (these should be collected on a regional basis, ie the official publications depository should collect all provincial committee reports published by the province in which it is located.)

Commission reports of:

- ✓ National government
- ✓ Provincial governments (official publications depository should collect all provincial commission reports published by, and related to the province in which it is located.)
- ✓ Commissions of Inquiry are appointed by the President to investigate specific matters, and make recommendations.

Debates of Parliament (Hansard) and National Council of Provinces

Record word for word what members of Parliament say. They are published in English and Afrikaans, appearing approximately two weeks after the period covered. They are bound, with comprehensive indexes.

Debates of Provincial Parliaments (the official publications depository should collect all debates of provincial parliaments published by, and relating to the province in which it is located.)

Directory of contacts (GCIS)

Available from GCIS.

Government forms

- ✓ Application for employment in the Public Service
- ✓ Health questionnaire
- ✓ Dept. of Transport: CCF Drivers License Project
- ✓ Registration of births, deaths, etc.

Government directory (GCIS)

Available from GCIS.

Government gazette and indexes

Government gazettes are published weekly, and are one of the most essential sources of government information. Citizens are expected to keep up to date with all legislation published in the Government Gazette, and ignorance is not permitted as a defense for violating a law or regulation. Acts are published in separate Government Gazettes, while Regulations are also published in separate regulation gazettes, and have their own numbering. Government Gazettes also publish Proclamations, government notices signed by a Minister, and general notices.

Green papers

Green papers are discussion documents that accompany Bills, and White papers.

Local government publications (selectively)

There are a variety of publications that are published at local government level. The official publications depository can decide on which material to collect, that will best serve the province in which they are located.

Maps

A variety of maps are available from the government printer, including:

- ✓ A four-sheet wall map of South Africa
- ✓ Magisterial districts and provinces
- ✓ Southern Africa
- ✓ Topographical
- ✓ Topo-cadastral
- ✓ Aeronautical
- ✓ Special edition topographical
- ✓ Provincial

Media Directory (GCIS)

A directory of contacts for media workers, maintained by the Government Communication and Information System

Patent journal

The patent journal publishes applications for old, new and existing patents, trade marks, designs and copyright in cinematographic films.

Provincial government gazettes and indexes (collected regionally)

Provincial gazettes are published weekly. (For Provincial publications, the OPD should concentrate on collecting those published in their Province).

South African Law reports (subscription)

These are published monthly by Juta, and contain reports of cases decided in the various divisions of the Supreme Court.

South African yearbook

Published by GCIS, gives valuable information on a wide range of subjects.

Statistics South Africa documents:

- ✓ Census reports
- ✓ Earning and spending in South Africa
- ✓ Gender statistics
- ✓ Monthly abstracts of trade statistics

Tender bulletins

Government Tender bulletins contain all tenders invited by the National Government, and all private suppliers that are listed on the national list maintained by the Department of Public Works may also publish invitations to tender.

White papers

White papers give the policy of the government on important issues.

Note: Government information is also available via a number of electronic sources. See Section 7: Electronic publications for more information.

It is highly recommended that the OPD Librarians familiarize themselves fully with all government structures and departments, in order to keep track when Departments or Structures change, merge, or dissolve. A good basic publication to consult (although already out of date) detailing the full range of OPs available, is:

Government publications of Southern Africa as Information sources. – 4th ed. – Pretoria: Department of Arts, Culture, Science and Technology, 1998. (ISBN: 0-7970-3440-4)

The OPD Librarian should also keep in regular contact with the Government Printing Works, and other publishers of government information, to ensure that all OPs are received timeously. The Librarian should follow up when OPs are not received, or are missing. An accessions register, either paper or electronic, is essential in keeping track of publications.

Note: for Provincial Gazettes, there are three exceptions, currently, where printing is outsourced, and thus the OPD Librarian should liaise with these publishers where applicable. The exceptions are:

- 1) Free State provincial gazettes are published by the Free State Provincial Administration
- 2) KwaZulu-Natal provincial gazettes are published by Natal Witness Commercial printers (Pty) Ltd.
- 3) Western Cape provincial gazettes are published by Creda communications.

At this stage, the publishing of Government Information in South Africa is not coordinated or centralized, and there are many publishers, apart from the Government Printing Works, of official publications, including government departments themselves. This makes keeping track of all published material a particular challenge for OPD librarians, and this is why it is essential that a network of OPD Librarians be supported via the e-mail listserv maintained by the National Library of South Africa. In this way, Librarians may alert each other to any new or obscure publication, or may put out requests for copies of publications that they could not acquire due to insufficient print runs.

In addition, if a publisher is not complying with the requirement to supply the agreed-upon titles of publications to the official publications depository, the official publications depository may follow the guidelines laid out by the advisor to the Legal Deposit Committee.

The recommended process is as follows:

- ✓ If a publisher fails to supply the documents as agreed upon, to the official publications depository, an officer authorized thereto by the Minister may in the prescribed manner demand that such documents be supplied to the designated official publications depository within 30 days.
- ✓ If, on the expiration of that period, such documents have not been received by the OPD in question, such officer may forthwith by purchase acquire the documents or, if copies are no longer available, cause a reproduction of acceptable quality to be made thereof and recover the cost of that purchase or reproduction from the publisher.
- ✓ If the officer is unable to acquire or reproduce the documents or recover the cost thereof, the officer may, in consultation with the official publications depository and the Department, institute civil proceedings against such publisher.

An example of a form of letter that may be sent to a publisher appears at **Appendix A**, at the end of this Manual.

7. Electronic publications

With the rapid developments in technology, and the advent of “born digital” documentation, a host of new challenges have arisen for Librarians, which could change the way in which OPDs are administered in the future. At present, the Government Printing Works (and other out-sourced publishers as outlined in Section 6 above) is the primary publisher of government documentation.

Many secondary publishers, such as Juta and Butterworths, produce print and electronic versions of government publications. Sabinet-Online produces many secondary electronic versions of OPs which are available on subscription, such as Government Gazettes, Bill-tracker, Tenders, and a range of other products. These products are not currently received as legal deposit, but will have to be subscribed to at the expense of the official publications depository. The OPD will need to make a policy decision based on the needs of their clients and internal budget considerations, whether to pay for subscription to electronic OPs in addition to receiving free of charge OPs from the Government Printer.

In addition to the published, subscription based publications, government information is available free of charge from a number of websites:

1) General government information:

<http://www.gov.za> (South Africa: Government online website. Has information on the Government system, the Presidency, Ministers, Deputy Ministers, Government Departments, Documents, reports and forms, speeches, Provincial government, local government, key issues, and travel and tourism.)

<http://www.polity.org.za> (Has draft Bills, Bills, Acts, Notices and regulations, policy documents, speeches and budget information)

<http://www.gcis.gov.za> (Home page of the Government Communication and Information System, listing services, documents and publications, speeches and statements, news and events, and excellent links).

2) Government Tender Bulletin:

<http://www.gov.za/tenders/>

3) South African court cases:

<http://www.concourt.gov.za/> for the Constitutional Court

<http://wwwserver.law.wits.ac.za/labourcrt/index.html> : Labour Courts of SA

<http://wwwserver.law.wits.ac.za/lcc/> Land Claims Court of SA

<http://wwwserver.law.wits.ac.za/sCRTappeal/scaindex.html> Supreme Court of Appeal of SA

4) Parliament:

<http://www.parliament.gov.za> (Home page of the Parliament of South Africa, listing members of Parliament and the National Assembly, Committees, Parliamentary papers, Bills, Acts, programmes of the National Assembly and the National Council of Provinces).

<http://www.pmg.org.za/> for the Parliamentary Monitoring Group
The PMG aims to make available minutes of the proceedings of South African Parliamentary Committees

5) Political parties (main ones):

<http://www.acdp.org.za/> African Christian Democratic Party

<http://www.anc.org.za> (Home page of the African National Congress, good source of new legislation, Bills, Acts).

<http://www.afrikanerbond.org.za/> Afrikanerbond

<http://www.azapo.org.za/> Azanian People's Organization

<http://www.da.org.za/DA/Site/Eng/DEFAULT.htm> Democratic Alliance

<http://www.vryheidsfront.co.za/a/index.asp> Freedom Front Plus

<http://www.ifp.org.za/> Inkatha Freedom Party

<http://www.natweb.co.za/> New National Party

<http://www.paca.org.za/> Pan Africanist Congress

<http://www.udm.org.za/> United Democratic Movement

6) South African search engines:

<http://www.aardvark.co.za/>

(This is the best search engine to use for South African government and official documents, as it retrieves information even when full titles of documents are uncertain).

<http://www.ananzi.co.za>

Currently, these are the best sites from which to obtain free government information. OPD Librarians should familiarize themselves fully with these websites, in order to be able to easily access Acts, Bills, and other documents for their clients, as well as be able to instruct their clients in the searching of the sites themselves. (Encouraging information literacy in clients is an essential part of empowering people, and this aspect should be included in mini-induction to official publications depository courses for the public. More on this appears in Chapter 11: Marketing of OPDs).

The nature of electronic publications is that they tend to disappear, website addresses change or close, and thus it is essential for the OPD librarian to keep track of these changes. The OPD listserve will serve as a vehicle through which OPD Librarians can alert each other to any changes, or new sites.

8. Bibliographic control

Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, of 8 June 2001, in Part XI states:

“32. Cataloguing of official publications will be done centrally by the NLSA, and bibliographic records will be available on the database of the NLSA and the Internet free of charge.”

In addition, the **Task Group on Government Communications, Comtask**, produced a report entitled “Communication 2000: a vision for government communications in South Africa” , in which it is recommended:

“Recommendation 76

It is proposed that cataloguing of all government documentation, past and present, takes place.”

8.1 Cataloguing

The National Library of South Africa catalogues South African material using internationally recognized cataloguing practices. These records will be used by the official publications depositories to build up their own databases. Should the National Library not have a particular record available for use by the official publication depository, alternative library catalogues may be consulted, especially the Library of Congress. Should this library not have a suitable record, the librarian will be required to input a short record, or wait until the National Library has catalogued the work. It is envisioned that very little alteration to the record will be made once it has been downloaded into the official publications depositories’ system.

8.2 System requirements

The official publications depository should have a library management system that includes Z39.50 functionality and supports the MARC 21 format. The Z39.50 functionality allows the official publications depository librarian to download records from the National Library of South Africa’s database (or the Library of Congress’ database) into the OPD database via the Internet. Training on how to do this will be provided by the National Library.

8.3 Librarian skills required

The librarian is expected to understand a catalogue record, differentiate between monographs, monographic series and serials. The librarian will be able to successfully match a bibliographic record to the item in hand, be conversant in Anglo-American cataloguing rules, Dewey Decimal classification, Library of

Congress subject headings and MARC 21. The official publications depository librarian will set up a cataloguing procedure manual suited to his/her own OPD requirements and aligned to this manual.

8.4 Shelving of OPD material

The librarian will be responsible for devising a suitable shelving plan/scheme for the official publications depository material, assign shelf numbers based on this scheme, input the shelf number to the correct bibliographic record, do the final processing of the material to get it shelf ready, and then shelve the item. The National Library could help the OPD librarian to devise a suitable shelving scheme if necessary. Note: The OPD material would not be shelved with other library material, but would be shelved separately.

9. Access

Regulation Gazette No. 7075, Vol 432, Government Gazette No. 22340, of 8 June 2001, outlines the provisions for access and use, in Part XIII:

- “34. Users may be allowed to use the facilities of the official publications depository subject to the conditions laid down by the head of the official publications depository.
35. Official publications depositories will provide reference and document supply services to users regarding published official documents.
36. The head of the official publications depository may limit the time for utilizing a copying machine, computer terminal or other facility provided by the official publications depository.
37. User fees may be charged for certain services, as determined by the head of the official publications depository, but not for the provision of basic government information.”

9.1 On-site access (Reference service)

The aspect which adds the most value to the official publications depository is the provision of a quality reference service. The official publications librarian should have excellent reference skills.

The provision of a quality reference service means that not only should the librarian be able to locate and retrieve items requested, but also be able to assist clients who may not be sure of what it is they require. Also, the librarian should keep up to date on all developments in parliament, and be able to inform clients of additional information that they may not be aware of, relating to their topic of interest.

The librarian should conduct themselves in a professional and helpful manner, and show courtesy to all clients, as well as patience with clients who experience difficulties in understanding the system. (Further expansion on this aspect will be provided in Section 11: “Marketing of OPDs”).

Librarians can expect to provide a reference service to clients who physically come to the official publications depository, as well as to clients who telephone, fax or e-mail requests for information. Information should be provided speedily.

In the event that the information required is not located on-site, in the official publications depository itself, the librarian should then search other sites to locate the required information.

9.2 Remote access (Document supply)

The established Southern African Interlending Scheme (SAIS), run by the National Library of South Africa, provides a focal point for libraries in the SADC region to conduct resource sharing. SAIS will provide a new membership category, free of charge, to official publications depository libraries around the country, and cater specifically for the needs of OPDs. For those official publications depositories not able to afford subscriptions to Sabinet Online's databases, the National Library of South Africa will conduct searches on their behalf, at cost-recovery charges.

The National Library will, once the item is retrieved, provide a copy of the article via post, fax or e-mail (Ariel), depending on the choice of the requesting official publications depository. Standard cost recovery tariffs for document supply will be levied. (The tariffs are revised annually by the National Library of South Africa, and clients are informed of the periodic tariff adjustments. These tariffs apply to all members of the Southern African Interlending Scheme).

The National Library of South Africa sets policy on Interlending, in consultation with other role players in the Interlending field, and is advised by an Advisory Committee composed of experts in the field. Thus official publications depositories will be kept informed of all developments in the field of document supply that are relevant to them.

Given that it should be possible to satisfy the majority of information requests from the core collection of the official publication depository, the cost factor of utilizing the SAIS Interlending scheme should be minimal. This should be the exception, rather than the rule. If an official publications depository should find itself relying on fulfilling requests for information through Interlending on a large scale, this indicates that the collections management policy and acquisitions procedures of the official publications need to be reviewed.

10. Preservation and maintenance

The official publications depository is responsible for maintaining and preserving the collection, including paper, microform (including microfiche and microfilm), maps, and electronic publications. Failure to maintain and keep the collections in a good condition and ensure their preservation and protection from theft, deterioration, insect damage, mold, etc., can lead to the loss of official publication depository status. (Note: this does not prevent the OPD librarians from doing selective weeding of material from time to time).

10.1 General maintenance and conservation

Maintaining, preserving and conserving the collections of the official publications depository needs to take into account the differing ideal conditions for different formats.

10.1.1 Paper format

Paper materials need a proper storage environment. This includes temperature and humidity control with proper air circulation, and minimal exposure to ultraviolet light. In planning the storage environment for paper, the librarian need to take into account the following factors:

- ✓ High temperatures and humidity encourage pests and mildew
- ✓ Too little humidity causes paper to dry out
- ✓ Dust, dirt and light all damage paper
- ✓ Eating and drinking encourage pests
- ✓ Smoking causes environmental pollution and a fire hazard
- ✓ Improper shelving, such as jamming books into too small a space, can damage the collection

The librarian needs to ensure that the climate is temperate, and there is a regular cleaning schedule, and a policy in place for the correct handling of materials. Eating, drinking and smoking are all prohibited in an official publications depository. Collections of paper materials should be bound in acid-free board. Badly deteriorating items need to be considered for microfilm conversion, or preservation photocopying.

10.1.2 Microform format

The term “microform” includes any materials that are published or converted to microfilm, microfiche, microprint, or micro card. Microform requires climate control (temperature no more than 21 degrees Celsius), and a constant relative humidity of plus/minus 40%. They should not be stored on outer walls, basements, near air vents, photocopiers, direct sunlight or drafts.

For microfiche in particular, the different media should be stored separately. Diazo, vesicular and silver halide each need to be stored separately, or the chemicals may react to each other and cause deterioration. Paper used to store fiche should be acid-free, and the fiche should be stored vertically. Diazo microfiche requires a dust-free, light-free, and moisture-free environment. Stainless steel, aluminum, or baked enamel cabinets are ideal containers for storage of fiche.

Regular inspection of microform should take place, to ensure that deterioration is not occurring. Microform should be handled according to a policy drawn up by the librarian (for example, always wear material gloves when handling microform).

10.1.3 Electronic format

Publications in electronic format, such as CD-ROMs, are required to be stored in environments that protect them from bending, being crushed, or scratched. They should not be exposed to temperature extremes or magnetic fields (including telephones and security strip desensitizers). Electronic formats should be stored in cases and cabinets especially designed for them, and should also be easily and readily accessible.

10.2 Security and insurance

The official publications depository is required to ensure that adequate security measures are in place to prevent theft. Depending on the location and budget of the official publications depository, this can be anything from a sensitizing gate, which will detect the attempted removal of any publications from the official publications depository, to closed circuit television. The primary requirement is to take measures to ensure the security of the collection.

The collection should also be insured against disasters, including fire, flooding, and other disasters that could destroy the collection.

10.3 Disaster preparedness

It is essential that the librarian prepare a good disaster plan, to minimize as much as possible, any damage caused by disasters. The librarian should consult with local experts, or can consult with staff of the National Library of South Africa when preparing their plans. It is recommended that Official publications depositories to keep a disaster recovery box, and the following is a recommendation of what should be kept in a disaster box:

Contents: Disaster boxes

	Units
Aprons (plastic or rubber)	1 pack
Bags (polyethylene)	1 pack
Bags (plastic refuse)	1 pack
Basins	2
Buckets	1
Cling film & dispenser	1
Clipboard	1
Crepe bandages	2
Cups (plastic)	2
Disaster guidelines	1 manual
Felt pens	2
Globes (100W)	1
Gloves (latex)	2
Knife / cutter	1
Labels (tie-on)	1 pack
Lead(extension cord, 2 metres)	1
Lighting (batteries)	3 sets
Lighting (lead light)	1
Lighting (super flashmate torch)	1
Lighting (torches)	2
Note paper	1 pad
Paper (waxed)	1 pack
Paper (absorbent)	1 pack
Paperclips	1 box
Pencils	1 pack
Scissors	1
Sheeting (heavy plastic)	1 pack
Sponges (dry chemical)	3
String	2 roll
Tape (brown)	1 roll
Tape (magic)	1 roll
Towels (paper)	1 roll
Water spray bottle	1

Contents: Disaster store

Broom & dustpan	1
Buckets	3
Crates (plastic)	3
Disaster box	1
First aid box	1
Hard hats	2

Ladder	1
Mops	2
Protective masks	1
Rubber boots	2 pairs
Tool kit (hammer, pliers, screwdriver)	1
Water pump (portable)	1
Wet-vacuum	1
(Estimated total cost):	R1 806.00

11. Marketing of OPDs

11.1 Marketing

One of the most essential functions of the official publications depository is to promote awareness among the public of the official publications depository. This requires pro-active marketing of the official publications depository, through promotional campaigns, advertising, and partnering with government departments equipped to assist with promotion. The most important government department in this regard is the Government Communication and Information System (GCIS). GCIS is responsible for establishing a network with Thusong Service Centres (TSCs) and it is highly recommended that the official publications depository librarian contact the regional branch of GCIS, as well as establish links with the TSCs if there is one in their region. An extensive list of branches has been provided in Chapter 12: “ Useful contacts and additional sources of information”.

The National Library of South Africa will maintain a list of official publications depositories and contact details on its website.

11.2 Induction courses

Another aspect of raising awareness is the education of the public about the official publications depository. While advertising will raise awareness of what resources and services are available at the official publications depository, many members of the public may benefit from short induction courses on the use of the official publications depository. The librarian may use the National Library of South Africa’s training programme as a guideline for devising induction courses for the general public, although the detail and complexity will need to be adapted and modified for the general public. All librarians are trained in providing library instruction to their clients, and will be able to assess the level of complexity required. It may be that they provide two levels of instruction: introductory, and advanced.

A short induction course should include:

- ✓ A brief outline of official publications – what they are, and what range are available
- ✓ An introduction to search tools – instructing the clients on how to search catalogues and the Internet to locate government information (this will also promote information literacy in the public)
- ✓ A few simple exercises to provide experiential learning
- ✓ A synopsis of services available, and any cost recovery tariffs levied.

11.3 Conduct

The official publications depository librarians should conduct themselves in an exemplary manner – professional and courteous, and display patience and empathy to clients' needs. However, the client is also expected to conduct themselves in a manner that is acceptable, and the librarian has the right to ask disruptive clients to leave. It is recommended that management display a sign outlining the policy of the official publications depository on acceptable behaviour. (For example, no eating, drinking, smoking, loud or rude behaviour, no cell phones, etc.).

It is important that official publications depositories build an image of quality service delivery, and friendly and professional relations with their clients. The librarian is a key component in promoting a position image not only of the official publications depository, but also of the government. Friendliness, sensitivity to clients' needs, and an efficient, quality and value-added service are essential aspects in the promotion of the official publications depositories.

It is recommended that official publications depository staff refer to the White paper on Transforming Public Service Delivery (Batho Pele White Paper), published in Government Gazette No 18340, Vol 388, on 1 October 1997. The White paper is available online at: <http://www.gov.za/whitepaper/1997/18340.pdf>

The eight principles for applying Batho Pele are:

1. Consulting users of services
2. Setting service standards
3. Increasing Access
4. Ensuring courtesy
5. Providing more and better information
6. Increasing openness and transparency
7. Remedying mistakes and failures
8. Getting and giving the best possible value for money

The White Paper gives step by step guidelines for implementing and applying the above principles.

12. Useful contacts and additional sources of information

Government Printing Works:

Physical address:
149 Bosman Street
Pretoria
0002

Postal address:
Private Bag X85
Pretoria
0001

Publication Assistant Director:
Mr M.Z. Montjane
Tel: (012) 334-4653
Fax: (012) 323-9574
E-Mail: montjane@print.pwv.gov.za

Publication enquiries:
Tel: (012) 334-4508/4509/4510
E-mail: asteyn@print.pwv.gov.za

Maps enquiries:
Tel: (012) 334-4714/5
E-mail: dvdmerwe@print.pwv.gov.za

National Library of South Africa (Pretoria)

Physical address:
139 Vermeulen Street
Pretoria
0002

Postal address:
PO Box 397
Pretoria
0001

Enquiries:
Tel: (012) 321 8931 x141
Fax: (012) 325 5984
E-mail: info@nlsa.ac.za

National Library of South Africa (Cape Town)

Physical address:
5 Queen Victoria Street
Cape Town
8001

Postal address:
PO Box 496
Cape Town
8000

Enquiries:
Tel: (021) 442 4343
Fax: (021) 424 1079

Government Communication and Information System

Website: <http://www.gcis.gov.za>

List of Regional offices, including Thusong Service Centres (formerly known as MPCCs):

1. EASTERN CAPE PROVINCE

Centane Thusong Service Centre

Amathole district, Mnquma Municipality
Bell Street, Centani, 4980

Centre Manager	GCIS Officer
Nombulelo Mgidi	Vuyokazi Dube
Tel: 047 498 1207	Tel: 047 498 1207
Tel: 047 497 1207	Fax: 047 498 1011
Fax: 047 498 1011	
Cell: 082 091 7780	

Cofimvaba Thusong Service Centre

District of Chris Hani, Intsika Yethu Municipality
Belleair Avenue, Cofimvaba (next to Post Office)

GCIS Officer
Ayanda Luxomo
Tel: 047 874 0444
Fax: 047 874 0553
Cell: 082 597 1024

Qunu Thusong Service Centre

District of Ukhahlamba, King Sabata Dalindyebo Municipality
PO Box 57082, Qunu Village, Umtata, 5700

Centre Manager	GCIS Officer
Solomzi Ndzendze	Butsha Bomela
Tel: 047 538 0351	Cell: 073 166 6442
Cell: 073 202 3747	

Sterkspruit Thusong Service Service Centre

District of Ukhahlamba, Senqu Municipality
79 Main Street, Sterkspruit, 9762

Supervisor George Xwazi and senior communication officer, Thabo Motlohi

Centre Manager	GCIS Officer
Mlindeli Sunduza	Thabo Motlohi
Tel: 051 611 0042	Tel: 051 611 1004
Fax: 047 611 0042	Fax: 047 611 0042
051 611 1004	Cell: 072 221 9444
Cell: 072 539 5499	

Tambo Thusong Service Centre

District of OR Tambo, Port St Johns Municipality
Tombo Village, R61 (20km from Port St Johns)

Centre Manager	GCIS Officer
Zolile Nongco	Andile Duka
Tel: 047 564 1152	Tel: 047 564 9154

Fax: 047 564 1206 Cell: 073 332 0895
Cell: 073 820 2649

Viegiesville Thusong Service Centre

District of OR Tambo, King Sabata Dalindyebo Municipality
Viegiesville Cluster

Centre Manager	GCIS Officer
Solomzi Ndzendze	Butsha Bomela
Tel: 047 538 0351	Tel: 047 538 9011
Cell: 073 202 3747	Fax: 047 538 9011
	Cell: 073 166 6442

2. FREE STATE PROVINCE

Botshabelo Thusong Service Centre

Motheo District, Mangaung Municipality
PO Box 5208, Botshabelo, 9781
1230 Section E

Centre Manager	GCIS Officer
Julia Matsau	Butsha Bomela
Tel: 015 532 6791	Tel: 047 538 9011
Fax: 051 532 6791	Fax: 047 538 9011
Cell: 083 346 5451	Cell: 073 166 6442

Kopanong/Trompsburg Thusong Service Centre

Xhariep District, Kopanong Municipality
Booyesen Street, Madikgetla, Trompsburg, 9913

Centre Manager	GCIS Officer
Zela Smock	A Topkin
Tel: 051 713 0189/7	Tel: 051 448 4504
Fax: 051 713 0192	Fax: 051 713 0493

Cell: 083 392 4316 Cell: 082 591 1091

Zastron /Mohokare Thusong Service Centre

Khariep District, Mohokare Municipality
Corner of Mothee and Vegkop streets, Zastron, 9950

TI Shasha	Ms M Moshugi
Tel: 051 673 1671	Tel: 051 673 1324
Fax: 051 673 1761	Cell: 072 928 6068
Cell: 073 367 8225	

Namahadi Thusong Service Centre

Thabo Mofutsanyane District, Maluti-A-Phofung Municipality
PO Box 17942, Witsieshoek, 9870
Charles Mopeli Road (Next to Charles Mopeli Stadium), Namahadi

Centre Manager	GCIS Officer
Ishmael Dithebe	M Mahlatse
Tel: 058 789 1147	Tel: 058 789 3585
Fax: 058 789 1147	Fax: 058 789 3585
Cell: 072 416 6276	Cell: 073 250 5955

Phiritona Thusong Service Centre

Fezile Dabi District, Ngwathe Municipality
2264 Hlahane Makoko Street, Phiritona, Heilbron, 9650

Centre Manager	GCIS Officer
Francis Moeketsi	S Moshodi
Tel: 056 213 2795	Tel: 056 213 2795
Fax: 056 213 2795	Cell: 072 634 7164
Cell: 072 634 7164	

Qalabotjha Thusong Service Centre

Fezile Dabi District, Mafube Municipality
1279 Gamede Street, Qalabotjha, Villiers

Fusi Motlounq	S Msimanga
Tel: 058 821 0688	Tel: 058 821 1127
Fax: 058 821 0688	Fax: 058 821 1125
Cell: 072 108 0071	Cell: 083 532 6463

Sediba /Onalerona Thusong Service Centre

Motheo District, Mangaung Municipality

P. O. Box 4627, Sediba Village (next to Sediba Clinic), Thaba Nchu, 9784

Centre Manager	GCIS Officer
SA Thepe	A Phalatsane
Tel: 051 357 0027	Tel: 051 532 2648
Cell: 082 550 8512	Cell: 082 636 8027

3. GAUTENG PROVINCE

Alexandra Thusong Service Centre

Johannesburg District, City of Johannesburg Municipality
8th Avenue and Roseveld Street, Alexandra, 2090

Centre Manager	GCIS Officer
Lefa Molefe	Robbie Senoelo
Tel: 011 531 5599	Tel: 011 443 1358
Fax: 011 531 5599	Fax: 011 443 1358
Cell: 072 641 1384	Cell: 083 621 9533

Atteridgeville Thusong Service Centre

City of Tshwane District, City of Tshwane Municipality

1770 Komane Street, Mini-munitoria Building, Attredgeville

Centre Manager	GCIS Officer
Thabo Gare	Lebogang Ngakane
Tel: 012 358 7326	Tel: 012 799 5005
Cell: 084 574 0381	Cell: 083 494 2522

Bekkersdal Thusong Service Centre

West Rand District, Westonaria Municipality
Corner of Godlo and Panyapanya Streets, Bekkersdal, 1979

Centre Manager	GCIS Officer
Tebogo Mampe	Mamosa Dikeledi
Tel: 011 755 3837	Cell: 083 584 6856

Boitshepiville Thusong Service Centre

Emfuleni, Sedibeng Municipality
Stand 2013, Phase 2, Tshepisi

Centre Manager
Tebogo Morobe
Tel: 016 590 5432
Fax: 016 950 5000
Cell: 012 451 2883

Brandvlei Thusong Service Centre

West Rand District, Randfontein Municipality
Stand 64 (off Randfontein-Ventersdorp Road, Bradvlei, 1759)

GCIS Officer
M Dikeledi
Cell: 083 584 6856

Daveyton Thusong Service Centre

Ekurhuleni District, Ekurhuleni Metro Municipality
Daveyton Mall, Eiselen Street Daveyton, Benoni, 1520

Centre Manager	GCIS Officer
Joe Maropa	Ishmael Bogatsu
Tel: 011 741 6188	Tel: 011 926 7171
Cell: 082 497 5018	Fax: 011 926 7171
	Cell: 082 683 0011

Diepsloot Thusong Service Centre

City of Johannesburg District, City of Johannesburg Municipality
Stand 381 Diepsloot, West Diepsloot, 2189

Centre Manager	GCIS Officer
Peter Malatjane	Robbie Senoelo
Tel: 011 464 7073	Tel: 011 443 1358
Fax: 011 464 7073	Fax: 011 443 1358
Cell: 083 877 0238	Cell: 083 621 9533

Dobsonville Thusong Service Centre

City of Johannesburg District, City of Johannesburg Municipality
2332 Luthuli Street, Dobsonville, 3536

Centre Manager	GCIS Officer
Benjamin Tshikelaga	M. Panyane
Tel: 011 986 0036	Tel: 011 988 0029
Fax: 011 932 1440	Fax: 011 986 0036
Cell: 082 464 9584	Cell: 083 371 9841

Duduza Thusong Service Centre

Ekurhuleni, Ekurhuleni Metro Municipality
1 Nala Street, Duduza, 1496

Eldorado Park Thusong Service Centre

Johannesburg District, City of Johannesburg Municipality
4064 Link Crescent, Extension 5, Eldorado Park

GCIS Officer
Sibusiso Mkhize
Cell: 072 242 5994

Faranani Thusong Service Centre

Ekurhuleni District, Ekurhuleni Municipality
Modjadjie Street, Tsakane Brakpan, 1550

Centre Manager
Thabang Mokeng
Tel:011 566 7777
Cell: 082 838 5539

Ipelegeng Thusong Service Centre

City of Johannesburg District, City of Johannesburg Municipality
1383 White City Jabavu, Soweto, 1809

Centre Manager	GCIS Officer
Nombuyisela Majova	Mothibedi Panyane
Tel: 011 982 5810	Tel: 011 982 1200
Cell: 011 982 6400	Fax: 011 982 1200
	Cell: 083 371 9841

Kagiso Thusong Service Centre

West Rand District, Mogale Municipality
8740 Kagiso Avenue, Kagiso Central, 1754

Centre Manager	GCIS Officer
Patricia Senoamadi Tel: 011 951 2304 Fax: 011 935 2547 Cell: 083 792 3575	M Dikeledi Tel: 011 414 1888 Cell: 083 584 6856

Kwa-Thema Thusong Service Centre

Ekurhuleni District, Ekurhuleni Municipality
54 Luthumbo Street, Tonardo Section, Kwa-Thema

Centre Manager
Tel: 011 738 8516

Mamelodi Thusong Service Centre

City of Tshwane District, City of Tshwane Municipality
9864 Makhubela Street, Mamelodi, 0122

Centre Manager	GCIS Officer
Mike Nkosi Tel:012 805 9085 Fax:012 805 9085 Cell: 082 936 1072	Esme Modisane Tel: 013 937 0556 Fax:013 937 0556 Cell: 082 930 0267

Mohlakeng Thusong Service Centre

West Rand District, Randfontein Municipality
262 Ralerata Street, Mohlakeng, Randfontein, 1759

Centre Manager	GCIS Officer
Kedibone Kgaswana	Mamosa Dikeledi
Tel: 011 414 1888	Cell: 083 584 6856
Fax: 011 414 0405	

Orange Farm Thusong Service Centre

City of Johannesburg District, City of Johannesburg Municipality
15747 Orange Farm, Extension 4 (next to SAPS)

Centre Manager
Xolili George
Tel: 011 211 1100
Fax: 011 211 1100

Orlando East Thusong Service Centre

City of Johannesburg District, City of Johannesburg Municipality
1425 Sofasonke Street, Orlando East, 1804

Centre Manager	GCIS Officer
Thami Qubeka	Sbusiso Mkhize
Tel: 011 935 8432	Tel: 011 935 6492
Fax: 082 857 2643	Fax: 011 935 6492
	Cell: 072 242 5994

Ratanda Thusong Service Centre

Sedibeng District, Lesedi Municipality
Corner of Heidelbrug and Boskoek Streets, Ratanda

Soshanguve Thusong Service Centre

City of Tshwane district, City of Tshwane Municipality
Shop 49, NAFCOC Shopping Centre, Soshanguve, 0152

Centre Manager	GCIS Officer
David Mabotja	Lebogang Ngakane
Cell: 083 757 1246	Tel: 012 799 5005
	Cell: 083 494 2522

Tembisa Thusong Service Centre

Johannesburg District, Ekurhuleni Metro Municipality
238 Igqagqa Section, corner of George Nyanga & Andrew Mapheto
Drives, Tembisa, 1632

Centre Manager	GCIS Officer
Adelaid Twala	Ishmael Bogatsu
Tel: 011 920 1020	Tel: 011 926 7171
Fax: 011 920 1011	Fax: 011 926 7171
Cell: 082 838 5539	Cell: 082 683 0011

Thokoza Thusong Service Centre

Ekurhuleni District, Ekurhuleni Metro Municipality

8015 Khumalo Street, Thokoza

Centre Manager	GCIS Officer
Ndoli Modisane	Funeka Koto
Tel:011 905 1404	Tel: 011 905 8803
Fax:011 905 0172	Fax:011 905 8803
Cell:082 456 4209	Cell: 082 353 4065

Vaal/Sebokeng Thusong Service Centre

Sedibeng District, Emfuleni Municipality

8015 Khumalo Street, Thokoza

Centre Manager	GCIS Officer
Kate Jacobs	Mokete Mahapa
Tel: 016 988 1502	Tel: 016 988 1960
Fax: 016 988 0586	Cell: 083 457 5501
Cell: 082 469 0586	

Vosloorus Thusong Service Centre

Ekurhuleni Metro District, Ekurhuleni Metro Municipality
No 1 Berry Maree Road, Vosloorus (next to SAPS)

Centre Manager	GCIS Officer
Irvin Moloji	Funeka Koto
Tel: 011 899 4505	Cell: 082 353 4065
Fax: 011 899 4505	

Zithobeni Thusong Service Centre

Metsweding district, Kungwini Municipality
2237 Mothibe Drive, Zithobeni, 1024

Centre Manager	GCIS Officer
James Mahlaba	Esme Modisane
Tel:013 937 0556	Tel: 013 937 0556
Cell:072 152 9756	Cell: 082 930 0267

4. KWA-ZULU NATAL PROVINCE

Archie Gumede Thusong Service Centre

Ethekwini District, Ethekwini Municipality
1106 Zazi Road, Clernaville, Clermont

Centre Manager	GCIS Officer
Acting Centre Manager	Bongiwe Dlamini
Victus Jama	Tel: 031 718 3407
Tel: 031 718 3407	Fax: 031 718 3407
Fax: 031 718 3407	Cell: 076 859 6141

Bhamshela Thusong Service Centre

Ilembe District, Ilembe Municipality
Ngcongcongga, Nwodsberg Road, Ozwathini, 3242

GCIS Officer
Bonginkosi Gumede
Tel: 032 294 9076
Fax: 032 294 9075
Cell: 082 512 9135

Dududu Thusong Service Centre

Ugu District, Vulamehlo Municipality
Dududu Main Road, (near Dududu Police Station)

GCIS Officer
Msawakhe Nyadi
Tel: 039 974 0989
Fax: 039 974 0989
Cell: 082 064 5912

Dukuza Thusong Service Centre

Uthekela District, Okhalamba Municipality
Private Bag X1620, Bergville, 3350
Dukuza Village (next to to Magistrates Court)

GCIS Officer
Patrick Mchunu
Tel: 036 438 6103
Fax: 036 438 6136
Cell: 082 761 9341

Lindela Thusong Service Centre

Uthungula District, Nkandla Municipality
Ntolwana Village, (next to Ntolwana Primary School)

Centre Manager	GCIS Officer
Sebenzile Shange	Nonhlanhla Sithole
Tel: 035 474 4733	Tel: 035 476 4030
Fax: 035 474 4733	Fax: 035 474 4733
Cell: 082 364 7363	Cell: 082 950 8121

Mbabazane Thusong Service Centre

Uthukela District, Imbabazane Municipality
PO Box 750, Escourt, 3310
Off White Mountain Rd, Next to Ntabamhlophe Clinic

GCIS Officer
Patrick Mbatha
Tel: 036 353 3212
Fax: 036 353 3212
Cell: 078 107 9425

Mbazwana Thusong Service Centre

Umkhanyakude District, Umkhanyakude Municipality
PO Box 231, Mbazwana, 3974

Centre Manager
Nana Tsatsi
Tel: 035 571
0138
Fax: 035 571
0138
Cell: 072 51
5553

Nhlazuka Thusong Service Centre

Umgungu District, Richmond Municipality
Nhlazuka Village, Mbuthisweni Tribal Court and Clinic, Richmond

Centre Manager	GCIS Officer
Musa Ndlovu	Khwezi Gcabashe
Cell: 083 692 1259	Tel: 033 897 6892
	Fax: 033 342 5442
	Cell: 082 711 3883

Tugela Ferry Thusong Service Centre

Umzinyathi District
Main Road Tugela, Ferry Village

Centre Manager	GCIS Officer
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Zakhe Nkabinde Sakhile Khumalo
Tel: 033 493 0895 Tel: 033 493 0282
Fax: 034 218 1940 Fax: 033 493 0724
Cell: 076 281 4101 Cell: 082 688 7362

5. LIMPOPO PROVINCE

Babirwa Thusong Service Centre

District of Waterberg, Mogalakwena Municipality
Babirwa Village next to Tauyatswala Tribal Office

Centre Manager	GCIS Officer
M Madiba	Mokgadi Mokoka
Tel: 015 413 0093	Tel: 015 505 5345
Fax: 015 571 5808	Fax: 015 571 5803
Cell: 072 821 6108	Cell: 072 391 6648

Botlokwa Thusong Service Centre

District of Capricorn, Molemole Municipality
PO Box 37, Dwarsrivier, 0812

Centre Manager	GCIS Officer
Acting Manager	M Mohlopi
Maria Mogale	Tel: 076 551 1446
Tel: 015 527 1596	Cell: 083 742 6773
Cell: 082 766 7109	

Bulamahlo Thusong Service Centre

District of Waterberg, Mogalakwena Municipality
Babirwa Village (next to Tauyatswala Tribal Office)

Centre Manager	GCIS Officer
M Madiba	Mokgadi Mokoka
Tel: 015 413 0093	Tel: 015 505 5345
Fax: 015 571 5808	Fax: 015 571 5803

Cell: 072 821 6108

Cell: 072 391 6648

Eldorado Thusong Service Centre

Capricorn District, Blouberg Municipality

Centre Manager	GCIS Officer
Acting Manager	M Mohlopi
Francinah Phalafala	Tel: 015 291 4689
Fax: 015 592 8019	Fax: 015 295 6982
Mobile: 076 551 1446	Mobile: 083 742 6773

Festus Sengaka Mothudi Thusong Service Centre

District of Capricorn, Molemole Municipality
PO Box 1099, Ramokgopa, 0811

Centre Manager	GCIS Officer
Sam Raselaya	M Mohlopi
Tel: 015 5010 243	Tel: 015 291 4689
Fax: 015 501 0419	Fax: 015 295 6982
Cell: 082 463 2221	Cell: 083 742 6773

Kgautswane Thusong Service Centre

District of Sekhukhune, Tubatse Municipality
Box 9, Ohrigstad, Kgautshwane Village

Centre Manager	GCIS Officer
Clara Masinga	W Rasodi
Tel: 013 231 7515	Tel: 015 291 4689
Fax: 013 238 0122	Fax: 013 238 0122
Cell: 082 337 718	Cell: 073 416 0490

Leboeng Thusong Service Centre

District of Sekhukhune, Tubatse Municipality
Leboeng Village at the Safety Centre Burgersfort

Centre Manager	GCIS Officer
KP Senong	W Rasodi

Tel: 013 769 9026 Tel: 015 291 4689
Fax: 015 812 9201 Fax: 015 812 9201
Cell: 082 565 7135 Cell: 073 416 0490

Mabatlane Thusong Service Centre

District of Waterberg, Modimolle Municipality
268 Paul Kruger Street, Vaalwater
Private Bag X1800, Modimolle, 0510

Centre Manager	GCIS Officer
L Lefawane	M Ramoshaba
Tel: 014 755 3751	Tel: 014 755 3751
Fax: 014 755 3534	Fax: 014 755 3534
Cell: 083 446 4970	

Makhuva Thusong Service Centre

District of Mopani, Greater Giyani Municipality
PO Box 30, Phangwani, 0816, Makhuva Village (next to Giyani)

Centre Manager	GCIS Officer
Mr R Mathebula	C Ndlovu
Tel: 015 812 5602	Tel: 015 812 0425
Fax: 015 812 5602	Fax: 015 812 0425
Cell: 083 457 0894	Cell: 083 922 0640
082 766 7109	

Makuya Thusong Service Centre

District of Vhembe, Mutale Municipality
Makuya Village, Thohoyandou

GCIS Officer
M Radzuma
Tel: 015 962 5307
Fax: 015 962 5307
Cell: 072 749 0127

Mapela Thusong Service Centre

District of Waterberg, Mogalakwena Municipality
PO Box 1088, Mapela, 0610, Mapela Village, Polokwane

Centre Manager	GCIS Officer
Andrina Mabusela	M Madiba
Tel: 015 413 0000/2	Tel: 015 413 0093
Fax: 015 413 0023	Fax: 015 491 9755
Cell: 082 884 1183	Cell: 072 821 6108

Mokwakwaila Thusong Service Centre

District of Mopani, Greater Letaba Municipality
Mokwakwaila Village (Next to Mokwakwaila Taxi Rank)
PO Box 36, Modjadjaiskloof, 0835

Centre Manager	GCIS Officer
S Shiluvane	C Ndlovu
Cell: 082 453 3774	Tel: 015 812 0425
Cell: 082 904 5903	Fax: 015 812 0425
	Cell: 083 922 0640

6. MPUMALANGA PROVINCE

Casteel Thusong Service Centre

District of Ehlanzeni, Bushbuckridge Municipality
KaMthakathi Station, Casteel
PO Box 2736, Acornhoek, 1360

Centre Manager	GCIS Officer
Lakious Mosoma	Absalom Malope
Tel: 013 777 6108	Tel: 013 777 6109
Fax: 013 777 6113	Fax: 013 777 6109
Cell: 082 301 6488	Cell: 072 144 7952

Matsamo Thusong Service Centre

District of Ehlanzeni, Nkomazi Municipality
Matsamo Tribal Offices, Schoemansdal
PO Box 743, Shongwe Mission, 1331

Centre Manager	GCIS Officer
----------------	--------------

Tel: 013 781 0659
Fax: 013 781 0659

Mbuso Malale
Tel: 013 781 0659
Fax: 013 781 0659
Cell: 083 771 2254

Mpuluzi Thusong Service Centre

District of Gert Sibande, Albert Luthuli Municipality
PO Box 1408, Fernie, 2339

Centre Manager	GCIS Officer
Mr V Mpila	Mduduzi Phiri
Tel: 017 843 1055	Tel: 017 888 0300
Fax: 017 843 3959	Fax: 017 888 0300
Cell: 083 434 6906	Cell: 083 529 6709

Tholulwazi Thusong Service Centre

District of Gert Sibande, Govan Mbeki Municipality
Main Road Leandra
PO Box 743, Leslie, 2265

Centre Manager
Tel: 017 683 1031
Fax: 017 683 1031

Thuthukani Thusong Service Centre

District of Gert Sibande, Likwa Municipality
New Denmark Building Hostel, (Next to Information Desk Office), Thuthukani,
Standerton

Centre Manager	GCIS Officer
Tel: 017 797 1370	Nomthandazo
Fax: 017 797 1370	Mathebula
	Tel: 017 797 1370
	Fax: 017 797 1370
	Cell: 082 961 2143

7. NORTH WEST PROVINCE

Kgetleng Thusong Service Centre

Bojanala District, Kgetleng Municipality
Swartruggens town next to the SAPS

Centre Manager	GCIS Officer
Lenie Mullet	Karabo Diale
Tel: 014 544 0011	Cell: 078 450 2015

Khutsong Thusong Service Centre

West Rand District, Carletonville Municipality
Portion 1, Stand 1, Khutsong South, Khutsong Township, Carltonville

Centre Manager	GCIS Officer
A Thompson	Ellen Lethake
Tel: 018 783 9032	Tel: 011 414 1888
Fax: 018 783 9033	Fax: 011 414 1888
Cell: 082 850 7981	Cell: 083 797 3537

Leretlhabetse Thusong Service Centre

District of Bojanala, Moretele Municipality
Lebotlwane Village (next to Thulare High School)

Centre Manager	GCIS Officer
James Putuka	Ephraim Mbara
Tel: 012 252 2437	Cell: 078 364 2876
Fax: 012 252 2434	
Cell: 078 364 2876	

Manamela Thusong Service Centre

Bojanala District, Moses Kotane Municipality
Manamela Village (next to community hall)

Centre Manager	GCIS Officer
Nnuka A Mokoka	Karabo Diale
Tel: 014 555 1300	Cell: 078 450 2008
Fax: 014 555 5240	
Cell: 082 926 0488	

Monakato Thusong Service Centre

Bojanala District, Rustenburg Municipality
Monakato Village (next to Post Office)

GCIS Officer
Karabo Diale
Cell: 078 450
2015

Tshedimoseetso Thusong Service Centre

Southern District, Ventersdorp Municipality
PO Box 15, Boikhutso Village, Ventersdorp, 2710

Centre Manager	GCIS Officer
Ivor Kole	Jeanette Tshite
Tel: 018 264 2332	Tel: 018 462 8519
Fax: 018 264 2051	Fax: 018 462 9480
Cell: 082 925 9255	Cell: 082 643 8646

Tshidilamolomo Thusong Service Centre

Central District, Ratlou Municipality
Taung Forum, 1st Floor Office No.3, Taung, 8580

Centre Manager	GCIS Officer
Captain Bokaba	Pius Batsile
Tel: 018 361 0152	Tel: 018 683 0010
Fax: 018 361 0149	Fax: 018 683 0010
Cell: 083 523 6647	Cell: 072 297 5720

Victor Tong Thusong Service Centre

Bophirima District, Kagisano Municipality
Morokweng Village, Phola Section (next to Post Office)

Centre Manager	GCIS Officer
Thulaganyo Keitebetse	Rapuleng Moshwang
Tel: 053 761 1002/8	Tel: 053 761 0093
Fax: 053 998 3369	Fax: 053 761 0093
	Cell: 082 775 9366

Cell: 082 550 4727

8. NORTHERN CAPE PROVINCE

Augrabies Thusong Service Centre

District of Siyanda, Khara/Haiss Municipality
199 Tin Crescent, Augrabies, 8874

Centre Manager	GCIS Officer
Valerie Gouws	Mr A Scholtz
Tel: 054 451 0282	Tel: 054 332 6206
Fax: 054 451 0388	Fax: 054 332 6205
Cell: 084 602 7976	Cell: 082 447 9696

Calvinia Thusong Service Centre

Namaqua District, Hatman Municipality
541 Church Street, Calvinia

Centre Manager	GCIS Officer
Tel: 027 341 1216	Mr R Swartz Tel: 027 341 1216
Fax: 027 341 1216	Fax: 027 341 1216
	Cell: 083 661 3674

Colesberg Thusong Service Centre

District of Pixley Ka Seme, Umsobomvu Municipality
Chamberlain Square, Church Street, Colesberg, 5980 PO Box 101, Colesburg,
9795

Centre Manager	GCIS Officer
Sizwe Dyasi	T Xoliswa
Tel: 051 753 2170	Tel: 051 753 0386

Fax: 051 753 2182
Cell: 082 356 0385

Fax: 051 753 0386
Cell: 082 356 0385

Galeshewe /Rethusaneng Thusong Service Centre

Frances Baard District, Sol Plaatje Municipality
corner of Matanzima and Letsholo Streets, Tlhokomelo, Mankuwane Kimberley,
8300
Private Bag x5016, Kimberly, 8300

Centre Manager
Anastacia Ndebula
Tel: 053 872 1197
Fax: 053 872 2647
Cell: 076 855 7411

GCIS Officer
J Kale
Tel: 053 872 1197
Fax: 053 872 2647
Cell: 076 855 7411

Mothibistad Thusong Service Centre

Kgalagadi District, Ga Sengonyana Municipality
Hauma Family Trust building, Breestraat, Kuruman, 8460

Centre Manager
Tel: 053 712 2769
Fax: 053 712 2769

GCIS Officer
Mr C Moeti
Tel: 053 712 2769
Fax: 053 712 2769
Cell: 076 205 9461

9. WESTERN CAPE RPOVINCE

Beaufort West Thusong Service Centre

District of Central Karoo, Beaufort West Municipality
15 Devreis Street, Rustdene, Beaufort West, 6979

Centre Manager
Mr Russell Maritz
Tel: 023 415 1008
Fax: 023 551 1899

GCIS Officer
Marlene Hendricks
Tel: 023 415 3144
Fax: 023 415 3144
Cell: 072 355 3936

Hartebeeskraal Thusong Service Service Centre

District of Cape Metro, Blaauwberg West Municipality
1 Nottingham Street, Atlantis, 7349

Centre Manager
Julie Mentor
Tel: 021 572 1872
Fax: 021 572 1872
Cell: 084 874 6858

Laingsburg Thusong Service Centre

District of Central Karoo, Laingsburg West Municipality
Corner of Main & 3rd Avenue, Laingsburg, 6900

Centre Manager	GCIS Officer
Steven Scheepers	Marlene Hendricks
Tel: 023 551 1899	Tel: 023 415 3144
Fax: 023 415 1008	Fax: 023 415 3144
	Cell: 072 355 3936

Langebaan Thusong Service Centre

West Coast District, Saldanha Municipality
No. 7 Anton Sien Street, Langebaan

Centre Manager	GCIS Officer
Marie Brand	Liesl Baadjies
Tel: 022 772 2622	Tel: 022 772 2049
Fax: 022 772 2151	Fax: 022 772 2151
Cell: 022 772 2622	Cell: 072 488 6768

Riversdale Thusong Service Centre

District of Eden, Hessekwa West Municipality
Van den Berg Street, Riversdal, Southern Life Centre, Lower Burg Street, Cape
Town

Centre Manager	GCIS Officer
Raymond Hennis	Deirdre Barends
Tel: 028 713 3647	Tel: 044 880 1174
Fax: 028 713 3647	Fax: 044 880 1174
Cell: 073 160 1702	Cell: 082 598 0272

Simunye Thusong Service Centre

District of Eden, Bitou West Municipality

Sishuba Street, Kuranokuthula

Centre Manager	GCIS Officer
Ms Vusumzi Thomas	Deirdre Barends
Tel: 044 501 3134	Tel: 044 880 1174
Fax: 044 533 993	Fax: 044 880
Cell: 083 868 5091	1165
E-	Cell: 082 598
mail: ythomas@tsamail.co.za	0272

Themba lethu Thusong Service Centre

District of Eden, George West Municipality
Corner of Jeriko & Sandkraalweg, Themba lethu

Centre Manager	GCIS Officer
Mr Bam	Deirdre Barends
Tel: 044 880 1711	Tel: 044 880 1174
Fax: 044 880 1711	Fax: 044 880 1194
Cell: 082 592 1493	Cell: 082 598 0272

Van Rhynsdorp Thusong Service Centre

District of West Coast, Matzikama West Municipality
1 Mandela Street, Van Rhynsdorp, 8170
Private Bag X9007, Cape Town, 8000

GCIS Officer
Liesl Baadjies
Tel: 022 772 2049
Fax: 027 219 1574
Cell: 072 488 6768

Vredendal North Thusong Service Centre

West Coast District, Matzikama Municipality
Bultweg, Vredendal Noord, 8160

Centre Manager	GCIS Officer
Marie Dawis	Liesl Baadjies
Tel: 027 201 3311	Tel: 022 772 2049
Fax: 027 219 1574	Cell: 072 488 6768

Waboomskraal Thusong Service Service Centre

District of Eden, George West Municipality
Sandklaar Road, Themba lethu, George, 6530
SA Breweries – Waboomskraal

Centre Manager	GCIS Officer
Samuel Jooste	Deirdre Barends
Tel: 044 886 0040	Tel: 044 880 1174
Fax: 044 886 0040	Fax: 044 880 1174
Cell: 076 731 1035	Cell: 082 598 0272

Zolani Thusong Service Centre

District of Cape Metro, City of Cape West Municipality
1 Nottingham Street, Atlantis, 7349

Centre Manager
Mxolisi Gontsana
Tel: 021 386 8656
Fax: 021 386 1034/021 637 3043
Cell: 072 928 2886

Department of Labour (for Occupational Health and safety)

Website: <http://www.labour.gov.za/about/labourcentres.html>

Pretoria Head Office:
Tel: 012 309 4000
Fax: 012 320 2808
Enquiries sharecall: 086 010 1018

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14. Glossary of acronyms and terms

Ariel – System for electronic document delivery

Batho Pele – “People First”

Comtask – Task group on Government Communications

FDLP – Federal Depository Library Program

GCIS – Government Communications and Information System

MEC – Member of the Executive Council

NLSA – National Library of South Africa

OHS – Occupational health and Safety

OP – Official publication

OPD – Official publications depository

PFMA – Public Finance Management Act

SADC – Southern African Development Community

SAIS – Southern African Interlending Scheme

USIS – United States Information Service (No longer in existence, but the United States Embassy still continues the functions of USIS)

TSCs – Thusong Service Centers

15. Appendix A

Sample letter of action to remedy non-compliance:

The Publisher
(Name of Department, Company, etc)

Action to remedy non-compliance

It has come to our attention that your department, _____, has failed to supply the documents contemplated in Section 6 (2) (a) of the Legal Deposit Act, 1997, to the following official publications depository _____ . I hereby demand that such documents be supplied to such official publications depository within 30 days.

If, on the expiration of that period, such documents have not been received by the official publications depository in question, such officer may forthwith by purchase acquire the documents or, if copies are no longer available, cause a reproduction of acceptable quality to be made thereof and recover the cost of that purchase or reproduction from you.

OFFICIAL PUBLICATIONS DEPOSITORY

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