



## **OPERATING POLICIES AND PROCEDURES**

### **RESOURCE CENTRE**

**DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION**

**April 2005**

## **1. WHAT IS THE RESOURCE CENTRE?**

The Department recognized the need to establish an Information Management Unit and within it, a Resource Centre, during the restructuring process that took place in 2003. Background work had to be undertaken in 2004 in preparation for operationalising the Resource Centre. This included a needs assessment process, infrastructural development, the establishment of networks in the Information and Knowledge Management sector and the formulation of operating policies and procedures.

Having completed the necessary preparatory work, the Resource Centre will become operational in April 2005. A special event to launch the Resource Centre will be held on Friday, 8 April 2005.

The primary function of the Resource Centre will be to promote the dissemination of information through the following functions:

- Dissemination of research findings and data, both from the Directorate's work, work commissioned for the Department, and research sourced elsewhere
- Scoping and dissemination of information regarding strategic social issues
- Co-ordination of appropriate social information

## **2. WHAT SERVICES WILL THE RESOURCE CENTRE PROVIDE?**

The following services will be provided in the Resource Centre:

- Baseline data on population and demographic issues
- Publications on issues of strategic importance
- Discussion groups on topical issues
- Electronic monitoring and dissemination of strategically relevant information
- A website on which relevant information will be placed – [www.capegateway.gov.za/ulwazi](http://www.capegateway.gov.za/ulwazi)
- Use of the Internet for work-related purposes
- Assistance with electronic searches for information through search engines such as Sabinet

### **3. HOW WILL THE RESOURCE CENTRE OPERATE?**

#### **3.1 WHO CAN USE THE RESOURCE CENTRE?**

All Departmental officials will be able to use the Resource Centre. Officials of other Departments and the general public will be able to access the Resource Centre electronically, through its website at: *www.capegateway.gov.za/ulwazi*

#### **3.2 OPERATING HOURS**

The Resource Centre will be open from Monday to Friday from 8h00 until 16h00. It will be closed daily between 13h00 and 14h00 as well as on a Wednesday and Friday afternoon.

#### **3.3 REQUESTING INFORMATION FROM THE RESOURCE CENTRE**

Information from the Resource Centre should be requested as far as possible, in writing, and well in advance in order to allow the Centre to respond effectively. All requests for information will be acknowledged within 24 hours with an indication of the amount of time required to obtain or produce the required information.

Yanga Depha, the Manager of the Resource Centre should be contacted for information at 021- 483 3685 or [ydepha@pgwc.gov.za](mailto:ydepha@pgwc.gov.za)

#### **3.4 COST OF USING THE RESOURCE CENTRE**

The use of the Resource Centre is free of charge. Photocopying will also be without cost but limited to a maximum of 5 pages a time. Officials who have to make more copies will be given assistance with electronically forwarding the required information to their respective Directorates.

#### **3.5 STAFF AND MANAGEMENT OF THE RESOURCE CENTRE**

The Resource Centre is located within the Directorate Research and Population Development on the fifth floor of Union House.

The Resource Centre has the following staff:

- Yanga Depha, Resource Centre Manager  
*[Tel. (021) 483-3685/ Fax (021) 483-5602/ E-mail [Ydepha@pgwc.gov.za](mailto:Ydepha@pgwc.gov.za)]*
- Alma Crotz, Admin Officer  
*[Tel. (021) 483-5671/ Fax (021) 483-5602/ E-mail [Alcrotz@pgwc.gov.za](mailto:Alcrotz@pgwc.gov.za)]*
- Shanon Thomas, Intern

The functioning of the Resource Centre will be supported by a Working Group, consisting of representatives of different Directorates. The Working Group meets on a two monthly basis and assists the Resource Centre with, amongst others, the sourcing and selection of material and scheduling of specific events and activities.

The Resource Centre falls within the Sub-Directorate: Research which is managed by Petro Brink.

#### **4. GENERAL RULES**

The following general rules will apply to the functioning of the Resource Centre:

- The Resource Centre should be used for work related purposes only.
- Noise levels should be kept low to ensure that that the Resource Centre is an effective learning and working environment.
- Cell phones should be turned off or kept on silent.
- No eating will be allowed.
- Users will be responsible for the safety of their own property.

#### **5. POLICIES**

##### **5.1 Lending Policy**

The lending of books and publications from the Resource Centre will be allowed only in exceptional circumstances due to the Centre not having duplicate copies of publications. Application for the lending of publications must be made to the Manager of the Resource Centre. If approved, the following conditions will apply:

- **Loans:** Not more than two publications can be taken out at a time. The lending period will be five days.
- **Overdue Items:** A fine of R10-00 per day will be charged for overdue items.
- **Renewals:** Application for the renewal of items will be considered unless it has already been reserved.
- **Reservations:** Applications for the reservation of publications can be made 24 hours in advance.
- **Missing/Lost/Damaged Publications:** Officials will be held responsible for the full cost of missing, lost and damaged publications.

##### **5.2 IT Policy**

All existing IT policies of the Provincial Government of the Western Cape will apply to users of the Resource Centre, specifically the following:

### **5.2.1 Internet Use**

Users of the Internet in the Resource Centre are expected to use it in a responsible manner and abide by the following general principles:

- Only authorized copies of copyrighted or licensed software or data can be made.
- Time limits for Internet usage should be respected. When necessary, the use of the Internet should be yielded to the next signed-up person.
- Violation of the acceptable use of the Internet is defined as Internet abuse, and could include the following:
  - Using the Internet to access, display, download, upload, print, forward or e-mail material with pornographic, criminal or hate literature content.
  - Installation of any software or programs on the Resource Centre computer.
  - Subverting or attempting to subvert any security devices in either software or hardware format which the host site (the Provincial Government web site) has installed on its Internet workstations.
  - Installing or attempting to install viruses or other programs designed to damage or alter software on the workstations, the LAN or the Internet, or seeking unauthorized access to any computer system.
  - Using e-mail to send unsolicited commercial material, spamming or mail bombs.
  - Misrepresenting oneself as another user.
  - Attempting to gain access to files, passwords or data belonging to others.
  - Attempting to modify, or vandalizing and theft of the host site property.

### **5.2.2 Workstation Use**

- Internet workstations are available for use on a sign-in basis.
- Officials may not bring their own software or download software and install it for use on the Host site.
- Officials may use the CD- writer to copy data and not music on their own blank CD's, if permission is given.
- At the end of Internet sessions, users must exit the Internet.

- Users in violation of the Resource Centre's Internet use and IT policies will have their Internet privileges revoked or may be banned from Centre in future.  
**Users using the Internet for illegal purposes will be subject to disciplinary hearings.**

### **5.2.3 Training in the use of the Internet**

- Although Resource Centre staff will assist users with use of the Internet, in-depth training in the use of the Internet cannot be provided. Users are encouraged to make use of training in the use of the Internet and MS Office provided by the Provincial Internet Café.
- The Resource Centre endeavours to make basic MS Office packages and self-help Internet training materials available for users.

## **6.3 Collection Development and Acquisition Policy**

The purpose of this Collection Development Policy is to provide a framework for the selection of materials in order to meet the information needs of users of the Resource Centre.

### **6.3.1 Nature of Resource Centre Collection**

- The Resource Centre will house documents related primarily to social development issues and material related to strategic objectives of the Department.
- Materials will be available both in hard copy and electronic format. This includes books, journals, statistical packages and datasets as well as maps, reference works and government gazettes. In addition, relevant material from different government Departments as well as conference papers, research and project reports will be included.

### **6.3.2 Selection and acquisition of materials**

- The selection of materials will be done on an ongoing basis guided by reviews of relevant publications, subject bibliographies, annual lists of recommended titles and publishers' catalogues.
- The Resource Centre Working Group and the Resource Centre Management will develop criteria for the selection and acquisition of materials. These criteria will include the strategic relevance of material and budgetary constraints. The

Working Group will also assist with the selection of material relevant to the line functions of individual Directorates.

- The Resource Centre collection will be maintained by regular updating of the collection and the systematic removal and replacement of outdated or irrelevant material.
- The Resource Centre will accept donations in the form of social development information if it contributes to its overall objectives.

## **7. COMPLIANCE WITH LEGISLATION AND POLICIES GUIDING THE INFORMATION MANAGEMENT SECTOR**

The Resource Centre undertakes to abide by key legislation guiding the Information Management sector such as the Access to Information Act (no 54 of 2002), the National Archives Act (no 43 of 1996) and legislation in respect of copyright.

## **8. EVALUATION AND REVIEW OF OPERATING POLICIES AND PROCEDURES**

Operating procedures and policies of the Resource Centre will be reviewed on an ongoing basis and adapted in order to remain effective and appropriate.