The role of the public library in realizing the Millennium Development Goals (MDGs): a case study of Groenheuwel Public Library.

by

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DECLARATION

"I hereby declare that the mini-thesis entitled:

The role of the public library in realizing the Millennium Development Goals (MDGs): a case study of Groenheuwel Public Library is my own work, that it has not been submitted before for any other degree or assessment in any other university and that all the sources I have used or quoted have been indicated and acknowledged by means of complete references.

Mercia Sias

Signature _M. Sias_

Date: February 2013

DEDICATION

This thesis is a dedication to the people who contributed positively to my life and inspired me in my studies and career path.

My father **ATTIE MATTHEE (1943-2010)**, who always showed a very special interest in my career growth and life since I started as Librarian in 1988.

My mother, **KARLIEN MATTHEE,** who continuously supported me throughout my studies.

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ABSTRACT

The Millennium Development Goals (MDGs) is a tool through which the present government in South Africa wants to implement transformation in regard with raising the standard of living of the people in all spheres of life. Libraries are often seen as important agencies for information dissemination and other services. Public libraries have a vital role to play in the achievement of the MDGs. Stakeholders all over the spectrum need to collaborate with libraries to achieve these goals by 2015. The study investigated the role of the public library in realising some of the MDGs by means of a case study of Groenheuwel Public Library. The aim of this case study was to determine how this public library contributes to the development of Groenheuwel.

Empirical research techniques were used to determine whether public libraries contribute to the well-being of the community of Groenheuwel and to the achievement of certain targets for the Millennium Development Goals. The Millennium Development Goals (MDGs) provide a framework for libraries and information services to develop and align their strategies and access their contribution towards their countries (Kaniki, 2008:16). The methodology applied was a quantitative questionnaire which included open-ended questions, which explored the role of the public library in the respondents' lives. The study made use of random sampling; the population of the study was adult library users. Every third library user was asked to complete a questionnaire over a period of two weeks. The data collected, informed the researcher what the purpose of the adult users' visit to the library was and whether the library addresses MDGs directly or indirectly.

The findings should provide empirical evidence of the impact of public libraries, with reference to Groenheuwel public library, in addressing some of the Millennium Development Goals. The researcher hopes that this study will convince local government and decision makers to expand the library to a bigger library, to render an effective and efficient library service with added staff members and that the community find the library valuable and vital for their information needs.

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LIST OF ACRONYMS AND ABBREVIATIONS

CBP   Community based Plan

CPLS   Cape Provincial Library Services

CSR   Case Study Research

CV   Curriculum Vitae

CWDM   Cape Winelands District Municipality

DAC   Department of Arts and Culture

DRAKLIS   Drakenstein Library Services

EFA   Education for all

GHS   General Household Survey

GPL   Groenheuwel public library

HIV/AIDS   Human immunodeficiency virus

ICT   Information Communication Technology

IDP   Integrated Development Plan

IFLA   International Federation of Library Associations

LIS   Library and Information Services

LIS Charter   Library and Information Science Charter

MDGs   Millennium Development Goals

MTS   Medium Term Strategy

NCLIS   National Council for Library and Information Services

NGOs	Non-Governmental Organizations
NPL	Network of Public Libraries
SCECSAL	Standing Conference of Eastern, Central and Southern African Libraries
TB	Tuberculosis
UN	United Nations
UWC	University of the Western Cape

CHAPTER ONE: BACKGROUND OF THE STUDY

1.1 Introduction

According to Dos Santos (2009:1), the role of the public library is to serve as a focal point for information provision in a community. MacKenzie (2000:1) believes that the role of public libraries is to serve as a lifelong learning institution. Groenheuwel library is one of eight branch libraries within the district of Drakenstein Municipality. This library is situated centrally in an area of the community with a very high poverty rate.

In urban areas, the poor are often identified as the so-called "problem", holding back development. Groenheuwel area is a newly developed area, which grows rapidly by the day. Geographically, Groenheuwel Library is centrally situated, in Groenheuwel area, Paarl with a population of round about 6000 residents. It is near to the taxi rank, schools, clinic and a community hall. There are two primary schools and one Junior high school and fourteen crèches/ kindergartens within this vicinity: Dalweide Primary school, school population 1300 learners and 30 teachers; Daljosophat Primary school, 497 learners and 18 teachers; and Groenheuwel Junior High school, 1240 learners and 35 teachers.

Health service is also available in the area in the form of a clinic, which serves the surrounding areas. Groenheuwel community is divided into different small areas or segments, namely Smartie Town, Groenheuwel village, Spooky Town, Milky Town and Fairyland. This area also has informal settlements, which are serviced by Groenheuwel Library. The vision and mission of Groenheuwel Library is in line with the IDP (Integrated and Development Plan) of Drakenstein Municipality namely *"A Place of Excellence"* ((Drakenstein Municipality: Integrated Development Plan, 2011/2012:32). Groenheuwel Public library is faced with many challenges daily, such as people looking for information on jobs, information on health issues.

The research topic derives from the researcher's involvement as a community worker and librarian within the services of Drakenstein Municipality. Public libraries are expected to play a crucial role giving their strategic position to the impact on ordinary lives in the community where they function. 1

It is also important that the libraries should play a meaningful role and address certain needs of the underprivileged and marginalized. The researcher believes that a public library is a force for development and Groenheuwel library is a good place to start.

Nowadays public libraries are adapting their services to address the needs of active users and also potential users. There is more than one area where public libraries can assist in realising the MDGs. Public libraries are used by school children for learning and working, as their homes cannot offer good learning conditions.

The study investigated how public libraries contributed to the development of the MDGs directly or indirectly and whether Groenheuwel public library contributed to some MDGs. It uses the MDGs as a framework. The project is a case study of a library in a disadvantaged community in Drakenstein Municipality namely Groenheuwel public library.

1.1.1 Social role of public libraries

According to the IFLA/UNESCO Public Library Manifesto, a public library is a "gateway to knowledge" which should provide"…basic conditions for lifelong learning, independent decision-making and culture development of individual and social groups" (IFLA, 2004: 12). The manifesto highlights the mission of public libraries to foster information literacy, education and culture and look at public libraries as a vehicle for peace, development and growth.

A quote from Wigell-Ryyanen (2011:2) "the world opens up in the library and the library is, open to everyone". She described the library as a vital institution in the community, well worth all the maintenance and investments. Public libraries collaborates with day-cares centres, schools, host groups for story-time, book education sessions, cooperate with cultural departments, etc. Public libraries offer different services to the communities they serve which include internet facilities and also acts as a meeting place. Public libraries contribute positively to the operation of the whole information society. It offers a unique and exceptional service:

- They respond to the particular questions and needs of individuals (IFLA report, 2009:8).
- Are essential for well-informed citizens and transparent governance.

- Build capacity by promoting information literacy
- Provide support and training for effective use of information resources, which includes ICT. The internet brings sizable changes to central roles and expectations of libraries in society.

These above-mentioned services rendered by public libraries are very important because human resources are central to economic progress. The UNESCO Public Library Manifesto (1994) listed the following important missions:

- Create and strengthen reading habits in children from an early age

- Support both individual and self-conducted education at all levels

- Stimulate the imagination and creativity of children and young people

- Support the oral tradition

- Give access for citizens to all sorts of community information

- Facilitate the development of information and computer literacy skills

- Provide adequate information services to local enterprises, associations and interest groups

- Give access to cultural expression of all performing

- Promote cultural diversity

1.1.2 Library and Information Services (LIS) CHARTER

The Library and Information Services (LIS) Charter brings new Challenges for the LIS sector. The scope of the LIS charter was to define the challenges facing the sector to provide a framework for affecting them, to eliminate illiteracy, eradication of inequality in the sector, to promote social cohesion and to build an informed reading nation.

The LIS charter discusses the following aspects:

- The "as is" analysis of library and information services

- The elaboration of the principles and values required to transform the sector

- The development of a framework of principles that will guide the funding of the sector

- The establishment of an efficient and effective monitoring and evaluation system

- Development of an action plan with clearly defined priorities within the framework of the strategic plan of the Department of Arts and Culture.

1.1.3 Millennium Development Goals (MDGs)

In September 2000, 189 nations attended the summit of which 149 Heads of states signed the agreement in Beirut. They signed the agreement to improve the lives of people of the World; this is known as the Millennium Development Goals, (www.un.org/millenniumgoals). The UN MDGs are an integrated framework of specific targets and commitments to halve global poverty by 2015 as agreed by all members of the nation. The United Nations (UN) of 2002 set out eight MDGs, to be achieved by 2015.

MDG1: Eradicate extreme poverty and hunger

- ❖ **UN MDG Target 1,** is to reduce half the proportion of people living on less than a dollar a day.
- ❖ **UN MDG Target 2,** to achieve full and productive employment and decent work for all, including women and young people.
- ❖ **UN MDG Target 3**, to reduce by half the proportion of people who suffer from hunger.

MDG 2: Achieve universal primary education
- ❖ For education the **UN MDG Target 1,** should ensure that all boys and girl complete a full course of primary education.

- **MDG 3: Promote gender equality and empower women**
  - ❖ **UN MDG Target 1,** Eliminate gender disparity in primary and secondary education, preferably by 2005, and to all levels of education no later than 2015.

- **MDG 4: Reduce child mortality**
  - ❖ **UN MDG Target 1,** to reduce the under-five mortality rate with two-thirds by 1990-2015.

- **MDG 5: Improve maternal health**
  - ❖ **UN MDG Target 1,** to reduce the maternal mortality ratio with three-quarters by 1990-2015.

- **MDG 6: Combat HIV/AIDS, malaria and other diseases**
  - ❖ **UN MDG Target 1,** halt and begin to reverse the spread of HIV/AIDS
  - ❖ **UN MDG Target 2,** to be achieved by 2010, universal access to treatment for HIV/AIDS for all those who need it.
  - ❖ **UN MDG Target 3**, halt and begin to reverse the incidence

- **MDG 7: Ensure environmental sustainability**
  - ❖ **UN MDG Target 1**, integrate principles of sustainable development into country policies
  - ❖ **UN MDG Target 2,** halve the proportion without safe water and basic sanitation by 1990-2015.
  - ❖ **UN MDG Target 3,** significant improvement in lives of at least 100 million slum dwellers by 2020.

- **MDG8: Develop a global partnership for development, bridging of the digital divide forms part of this MDG and in cooperation with the private sector, makes available benefits of new technologies, especially information and communication**
  - ❖ **UN MDG Target 1,** fairer trading and financial systems.
  - ❖ **UN MDG Target 2,** address special needs of least-developed, landlocked and small island states.
  - ❖ **UN MDG Target 3,** deal with debt problems
  - ❖ **UN MDG Target 4,** strategies for work for youth
  - ❖ **UN MDG Target 5,** access to affordable essential drugs

❖ **UN MDG Target 6,** in cooperation with the private sector, makes available benefits of new technologies, especially information and communication

The attainment of the MDGs is a high priority development initiative of the UN and the concerned national governments in partnership with the international community, however the responsibility to meet the MDGs include numerous players (Kabamba, 2008:145).

1.1.4 Public libraries in realising the MDGs in South Africa

According to Kabamba (2008:146) there are many factors that can contribute to MDGs for example on national level, economic growth, public investments and good governance as fundamental, having stated that it must be emphasised to attain these goals is not alone with national government but also with local governments and municipalities.

It is therefore important that public libraries in whatever domain they might fall, are expected to play a critical role in supporting the attainment of the millennium development goals.

Public libraries in South Africa and in every community are inevitable and can play an important role in sharing its resources and having free access to overcome obstacles in their communities. They should learn to use the information to rise above the challenges.

The Library and Information Services(LIS) Transformation Charter was commissioned by the Department of Arts and Culture (DAC) and National Council for Library and Information Services (NCLIS) in April 2008 DAC and NCLIS brought seven people together to form a Library and Information Services Charter Technical team. The LIS charter is reserved in the South African Constitution. LIS charter contributes to the transformation of South African society.   Conditional grants from DAC have a positive impact on South African libraries, which promise a pleasurable future for LIS in South Africa. The LIS Charter aims to readdress the inequity in the LIS sector and will allow LIS to fulfil its social mission, which is:

- The role that LIS play in the free flow of information and exchange of ideas for debate and research in a democracy.

- LIS information resources and ICT facilities should be available to the information society and marginalised groups. Only 10% of the South African population are users of the internet.

- The Charter also emphasizes children, school learners and youth with reading needs.

  Hart (2010:82) quoted the vision statement of the charter as follows:

- "The overarching social goal of LIS is to build the human, intellectual and social capital crucial to the knowledge society" and

- "The model of LIS presented in the Charter is developmental."

The Charter's vision makes it clear that libraries will be easily accessible for everyone and will bring about inclusion or social cohesion and justice. The Charter addresses developmental issues at community libraries.

The vision of the Charter promises that LIS are in reach of all South Africans free of charge. There are many sub- sectors, which ensure a LIS system, which is free of barriers and equality for all citizens. The needs of citizens with disabilities will be fulfilling which are included in the norms and standards of LIS. The staff will be professionals; they will have codes of ethics and are held responsible. The Charter provides the inclusion of all in society.

The Charter is of the opinion that the MDGs can be achieved, when the library and information services follow the vision of the Charter as stated. The eight MDGs, with targets and progress, were formulated in previous meetings in 1990 and should be achieved by 2015.

1.2. Research Problem

The study investigated how public libraries contribute to the realisation of the different MDGs. The project is a case study of a library in a disadvantaged community in Drakenstein Municipality (Groenheuwel Library)

1.2.1 Research sub-questions

The research problem led to the following research sub-questions:

- What contributions can the public library make in alleviating poverty?

- What is the developmental role of the library in terms of building health in the community?

- What is the role that ICT plays in bridging the so-called digital divide at the library?

- How is the library networking with other development agencies?

- What MDGs are realised by the Groenheuwel public library?

- Who uses the library and for what purpose?

1.3 Research methodology

The research was conducted at Groenheuwel Public Library (Paarl). The study used a quantitative survey, by means of a questionnaire. The questionnaire included open –ended questions which related to the role of the public library in the lives of its patrons.

The questionnaire survey included adult library users. The study used observation and counting. The study used random sampling; the population was adult library users. Every third adult library user was asked to complete the questionnaire over a period of two weeks.

The data collected informed what the purpose of the adult users' visit to the library was and whether the library addresses MDGs directly or indirectly.

The usage of the ICT facility was counted to determine how many adults are using this facility (ICT/Internet) daily and how many adults are attending the other projects at Groenheuwel library, namely skills training projects such as beadwork, gardening workshops, arts and crafts, home-base care and learners' and drivers' licenses

Prior to the study the researcher has been counting the adult readers per day. Averages of 100 adults are using the library daily for different reasons and with an average of 60 using the ICT/Internet facility. The aim is to get everybody (adult users) in, over a two week period. Volunteers will assist with administration of the questionnaire. A pilot study was done at a similar public library in Drakenstein Library services, to test the clarity of the questions. The questionnaire was translated into a Xhosa version and Afrikaans (see Appendix B) because some users are Xhosa and Afrikaans speaking in the community of Groenheuwel.

1.4 Significance and limitations of the study

The study hopes to achieve the following:

- To emphasize the value of public libraries
- How other libraries can also contribute positively to the development of their communities
- To reflect the true impact of the ICT/Internet at Groenheuwel library in a poor and disadvantaged community
- To emphasize the role that public libraries can play towards health issues or health information.
- To address poverty (job creation and skills training) to empower the community of Groenheuwel

The limitations of the study are that its only focus is on one public library and cannot be generalized to all the public libraries in South Africa. Another limitation is that the Millennium Development Goals are time bounded and should be attained by 2015.

The findings of the research might influence the decision makers to make public libraries a funded mandate and build and equip libraries with better facilities and services.

1.5 Theoretical framework

The purpose of this study is to investigate the role of the public library in realising the MDGs which will be the theoretical framework upon which this study will be based. In chapter 2, a detailed account will be given of: Millennium Development goals and public libraries in Africa, progress reports in Latin America and the Caribbean and South America, India, Sub-Saharan Africa and Drakenstein Municipality (Paarl).

1.6 Key terms used in the study

The following are the definitions of terms used in this study:

Public Libraries, Millennium Development Goals (MDGs), Case study, Groenheuwel public library.

Public Library

According to the IFLA/UNESCO Public Library Manifesto a public library is a "gateway to knowledge" which should provide…"basic condition for lifelong learning, independent decision-making and culture development of the individual and social groups" (IFLA, 2004:2). The manifesto highlights the mission of public libraries to foster information literacy, education and culture and looks at a public library as a vehicle for peace, development and spiritual growth. A public library is a library, which is accessible to the public and generally funded from public sources, such as tax money and may be operated by civil servants. Public libraries exist in most places in the world and are often considered an essential part of having an educated and literate population. Public libraries are lending libraries, which allow users to take books and other materials, off the premises temporarily. They also have non- circulating references and offer services such as photocopying, faxes, internet and various programmes (IFLA/UNESCO, 2004: 1).

According to the Oxford Dictionary, a public library is an organization in a building or room containing a collection of books and periodicals or other library materials for the use by the public, or members of the institution (Soanes & Stevenson, 2008: 821).

Millennium Development Goals (MDGs)

The United Nations adopted the Millennium Development Goals (MDGs) and the Millennium declaration in 2002. Since then the MDGs have become a universal measure of and a basis upon which developing countries can work together to alleviate poverty and improve socio-economic circumstances. The majority of MDGs targets have a baseline of 1990 and should be reached by 2015.

Halfway down the line progress was reported in a number of areas but many challenges were also identified. "The number of extremely poor people in sub-Saharan Africa has levelled off, and the poverty rate declined by nearly six percentage points since 2000. Nevertheless the region is not on track to reach the goal of reducing poverty by half by 2015" (United Nations, 2007:4).

Case study

The appropriate research strategy for this study is considered to be the case study method. Payne & Payne (2004:31) define a case study as "a very detailed research inquiry into a single (social process, organisation or collectively) seen as a social unit in its own right and as a holistic entity" Theodorson & Theodorson as referred to by Punch (2005:145) a case study is described as a method of studying social phenomena through the thorough analysis of an individual case.

Case studies, in which the researcher explores a single entity or phenomenon ("the case") bounded by time and activity (a program, event process, institution or social group) and collects detailed information by using a variety of data collection procedures during a sustained period of time (Merriman, 1998 and Yin 1989).

Groenheuwel Public Library

Groenheuwel Library is a branch library of Drakenstein Library Services in Paarl. It is situated in a disadvantaged community in Goenheuwel .The library renders the following services:

➢ Issuing and receiving of library materials (books, DVD's, CD's) to library users

➢ Internet

➢ Photocopying

➢ Availability of daily newspapers and weekly and monthly magazines

➢ Renting/using of library hall for community

➢ Skills Training workshops

1.7 Ethics

- I respected the rights of the respondents. At all times, I have adhered to the ethical guidelines of the Senate Higher Degrees Committee, UWC and have gained informed consent from my research participants (see appendix C). The anonymity of respondents was respected and assured, participation was voluntarily and I have informed respondents that they can withdraw any time they feel uncomfortable or decide not to partake in this research.
- My position in the library meant that extra care had to be taken not to influence the data collection. A team of volunteers administered the questionnaires and I remained distant from the process, so that respondents felt free to answer as they wished.
- I received permission to conduct the research at Groenheuwel public library from the Municipal Manager of the Drakenstein Municipality (see Appendix D).

1.8 Chapter outline

The mini thesis has five chapters.

Chapter 1 discussed the background to the study, which will include the research sub-questions, the significance and limitations of the study and a description of the key terms used in the study.

Chapter 2 presented the literature review, which aims to look at research on the role of the public library in realising the MDGs. This chapter will also focus on existing literature progress reports of some countries, such as Latin America and the Caribbean, India, Sub Saharan Africa (South Africa). A strategic development plan for Drakenstein Municipality in Paarl will also be presented.

Chapter 3 described the research design and methodology, the target groups and data collection methods.

Chapter 4 provided the presentation of the findings and analysis of the study.

Chapter 5 concluded the research and makes some recommendations for further study.

1.9 Conclusion

This chapter outlined the rationale of the research project, namely "the role of the public library in realizing the Millennium development Goals (MDGs): a case study of Groenheuwel Public Library". It also discussed the background to the research questions, the research methodology and the limitations and the benefits of the study and presented an outline of the study. The literature on how public libraries realise the MDGs is reviewed in the next chapter.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

The chapter focuses on how public libraries are achieving the eight Millennium Development Goals (MDGs). The chapter presents an introduction to the MDGs and how they have been realised in public libraries in South Africa. The researcher has found it useful to make use of research done by various researchers who did research on the role of libraries and how they contributed to the achievement of the Millennium Development Goals (MDGs). This chapter will also focuses on existing literature progress reports of some countries, such as Latin America the Caribbean and South America, India, Sub Saharan Africa (South Africa) and Africa.   It also includes studies relating to public libraries realising the MDGs in South Africa. A particular focus is the Drakenstein's (Paarl) Municipality's Integrated and Development Plan (IDP) with special emphasize on Paarl. Groenheuwel Library is an institution (library) which falls within the Drakenstein Municipality and which is rendering a service to the community of Groenheuwel in Paarl, (Drakenstein Municipality: Integrated and Development Plan 2011/12).

The study areas covered were adult users and their purpose of using the library. The study also covered the usage of the ICT, and programmes or projects at the library.

The literature review clearly shows a great concern about the worrying aspect of the realisation of some of the MDGs and whether it will be achieved by 2015. Existing literature review progress reports reveal this concern.

2.2 Millennium Development Goals (MDGs)

The MDGs and targets come from the Millennium Declaration, signed by 189 countries including 147 heads of State and Government in September 2000. There are eight Millennium Development Goals (MDGs) as pointed out in Chapter 1 with its targets.

Progress towards the eight MDGs is measured through 21 targets and 60 official indicators. Most of the MDG targets have a deadline of 2015 using 1990 as a baseline against which progress is measured. The MDGs have raised awareness and shaped a broad vision that remains the overarching framework for the development activities of the United Nations, (United Nations 2000).

According to Ki-moon (2005:42) Secretary General of the United Nations, the MDGs have already helped millions of people who lived in abject poverty, many lives were saved and the MDGs also ensured that children attend school. Maternal deaths have reduced, expanded opportunities for increased access to clean drinking water and many people were saved from deadly and debilitating diseases.

2.2.1 Millennium Development Goals (MDG's) and Public Libraries

The Millennium Development Goals (MDGs) is a huge project, which was set out and accepted by World leaders to be achieved by 2015. The twenty first century came with many problems such as hunger, disease e.g. HIV/AIDS, poverty and illiteracy particularly in developing countries (Lya, 2009: 96).

The cause of this problem has necessitated the United Nations to convene a summit of World leaders to plan on how to combat these problems. In September 2000, 189 nations attended the summit of which 149 Heads of states signed this agreement. They signed this agreement to improve the lives of people of the World; this is known as the Millennium Development Goals (MDGs). There are eight Millennium Development Goals as set out by the United Nations, (htpp://www.un.org/millenniumgoals) namely:

MDG 1: Eradicate extreme poverty and hunger: MDG1 is one of the biggest challenges of the MDGs. Poverty is a multifaceted phenomenon and actions geared towards the alleviation of poverty and imply that the facets that manifest should be progressively and comprehensively attended in order to improve the material well-being of citizens.

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In 2001, about 47% of the world's population was living below the international poverty line. Agriculture can play a meaningful role in addressing this challenge. In comparison to other regions of the developing world, Sub-Saharan Africa faces the largest challenge of realising MDG1.

MDG 2: Achieve universal primary education and to ensure that all boys and girls complete a full course of primary education.

MDG 3: Promote gender equality and empower women and to eliminate gender disparity in primary and secondary education, by 2015.

MDG 4: Reduce child mortality by two-thirds, especially the mortality rate among children under five. The overall level of the health of children is reflected in a number of indicators such as infant and child mortality as well as immunization against preventable diseases, such as tuberculosis (TB), measles, meningitis and polio.

MDG 5: Improve maternal health: Studies in South Africa shows that every year 500 000 women die from pregnancy and childbirth related complication and at least 10 million suffer seriously from injuries or disabilities. Thousands of women throughout the world experience pregnancy and childbirth problems and sometimes even death. The total of 536 000 maternal deaths worldwide in 2005 are mainly within developing countries, they accounted for more than 99 percentage of these deaths.

MDG 6: Combat HIV/AIDS: There are various programmes in place, which have an impact on patients who are HIV positive.

Dr Mitch Besser's programme, the imaginative mother2mothers programme is specially developed and integrated in the medical plan and emphasises social and psychological support. The Millennium Goal to combat HIV/AIDS certainly has resonance in South Africa. The challenge of dealing with HIV/AIDS remains, a huge global and regional health priority.

MDG 7: Ensure environmental sustainability to integrate the principles of sustainable development into country policies and programmes to reverse loss of environmental resources. Environmental sustainability underpins the achievement of the majority of the other seven goals. Analyses reveal that environment preservation is an essential foundation for sustainable development and poverty alleviation. The failure to achieve biodiversity stability will undermine social and economic development efforts.

MDG 8: Develop a goal partnership for development includes a commitment to good governance, development and poverty reduction, both nationally and internationally.

Progress to these goals has so far been slow. The responsibility to meet specific MDGs includes numerous role players. Public libraries are expected to play a critical role giving their strategic position to impact on ordinary lives in the community.

The public libraries should target the underprivileged and marginalized to play a meaningful role in national building, in general and the realization of the MDGs in particular.

According to Askt, (2005:147) the Carnegie Foundation commissioned a large-scale study of public libraries. The primary focus of the study was to define the purpose of the public library. The study validated earlier observation, which confirms that public libraries are mainly used for reading and leisure and for recreational purposes.

The internet is a new era and public libraries are increasingly used as centres for e-based communication and information transfer. There is an influx to the libraries; the scale study of Carnegie Foundation confirms that children are being attracted by public space available for study purposes.

According to Mchombu, (2007:11) adults and learners identified an existing communication information centre (ICT) as crucial to support education, and given that most homes are "too small" and do not have electricity, study tables or chairs, school children find public libraries as convenient places to study to complete their homework and to prepare for class tests and examinations. For these reasons public libraries will be advised to embrace human development for a philosophical basis, advocacy and a programme of action.

Human development is not much about wealth of a nation but setting a foundation upon which society can create opportunities to improve social and economic conditions. In this respect human development can be described as a process of empowerment that will enable individual members of the community to access food, health, shelter, sanitation, education. Other attributes are adding value to life and here libraries can play an important role by empowering the community by means of developmental programmes and activities.

2.3 Studies completed on the role of public libraries in reaching the MDGs in Africa

The following literature will discuss research related to this subject. Resources such as books, articles and reports have been consulted related to the aim of this study.

2.3.1 Andrew M. Kaniki's study 2004

The title of the study is **"Libraries and Information Service in facilitating knowledge production and management for the Millennium Development Goals".** The study investigates the MDGs as a tool to address poverty.

According to the author, the complexity of development issues to be addressed in MDGs requires manipulation and the combination of existing varied knowledge and production of new knowledge. The library is a place where people have access to existing information and they can create new knowledge. The author challenges the role of African libraries and services in knowledge and knowledge management in contributing to the MDGs.

The study was based on data collected from reports such as the Dutch Government report on mobilizing knowledge to achieve MDGs. Data were also collected from existing literature.

The study found that African libraries, librarians and information specialists can and should play an important role in facilitating the production and management of knowledge for meeting the MDGs.

2.3.2 G.E. Gorman's study 2006

The title of the study is **"For whom is the new information millennium?** "sought to gain a better understanding for who the new information millennium is?

This study investigates the digital divide in countries with new centres of Information Technology and how they create well-being and how on the other hand, deprive many people of basic human needs.

The study was based on data collected from the UN Millennium project and the Gyandoot project in India, which produced action plans to alleviate poverty on a local and global basis.

The findings revealed that information professionals were not included in the study, despite this fact some mechanisms were put in place to get some results.

The professional's librarians and information workers were not available, not interested and not adequately trained, but local people can be trained with local skills to operate local information kiosks to reach out to the community and to assist to bridge the information divide.

2.3.3 Jaya Raju's study 2008

The title of the study is **"Re-Thinking boundaries in the African LIS work place: A contribution to the attainment of the Millennium Development Goals"** This study focuses on the need for LIS in Africa, particularly in the context of current based society and the realities facing African communities, to contribute to the attainment of the MDGs in Africa. The study uses a qualitative approach, by using semi-structured interviews to collect data from purposively selected managers and staff from a sample of academic, public and special libraries in South Africa. The study recommended that African LIS work places must not allow it to be constrained by qualifications and other work place boundaries that are legacies of the past and should instead focus on development.

2.3.4   Vicky Lawal's study 2008

The title of the study is **"Library and Information Services and Human Resource Development: Imperatives for meeting the Millennium Development Goals (MDGs)"** The researcher investigated the influence of development and necessary skills of LIS professionals.

According to the researcher the developing of human resources has become a major concern among librarians. Current development in Information Communication Technology (ICT), gender issues, HIV/AIDS proved that LIS professions would have to re-position themselves to meet up with the challenges of the growing information society.

Data was collected from curriculum reports of Library and information services education. Policies were viewed to collect data and this research was supported by observation. Statistical reports were also evaluated to collect data.

 The study found that there is an urgent need for a coherent plan of action to align to the roles and responsibilities of LIS professionals in Africa in order to achieve the MDGs.

2.3.5 Juliano M. Kabamba's study 2008

The title of the study is **"Libraries re-loaded in service of the marginalised"** The author points out that there are too many flaws in the governing and functioning of public libraries. According to the author the lower stratum of the society, the poor, illiterates, unemployed and those in rural communities, are excluded and it is the underprivileged and marginalized that should be targeted at public libraries to attain the MDGs.

The data were obtained from progress reports and government documents on the MDGs.

The findings of the study include that there is a need for more of a complete overhaul of public libraries in Africa. This should be more inclusive and relevant to the community development information system. One that is uniquely African is needed that will help to advance the mission of the MDGs to help alleviate poverty and mitigate the suffering of African people.

2.3.6 J.A. Iya's study 2009

The title of the study is "**The role of libraries in achieving the MDGs".** The researcher points out the critical role that the libraries and librarians have to play in the achievement of the goals. The data collected in the study came from annual progress reports on the MDGs and roadmaps from the UN Secretary General. Data were gathered from the following reports

- The 2002 prevention of disease report, including HIV/AIDS report
- The 2003 development report;
- and the 2004 reports on bridging digital divide to reduce poverty.

The results showed that public libraries and librarians do indeed have a role to play to provide information, which either directly or indirectly addresses the MDGs.

The existing research on this topic and discussions by various authors, relates to the topic of the researcher and will be relevant to the topic that will be investigated namely "The role of South African public libraries in achieving the eight Millennium Development Goals (MDGs): a case study of Groenheuwel Public Library."

2.4 UNESCO realization of poverty

The United Nations agency, which played an important role in library development world-wide, is the United Nations Education, Scientific and Cultural Organization (UNESCO). UNESCO has a six year strategic planning cycle, wherein a medium Term Strategy (MTS) is approved every six years by the General Conference. UNESCO has prioritised Africa and gender equality in all its fields of competence for the year, 2008-2013 (Lor, 2007:37). In Africa UNESCO will support the implementation of the action plan of Africa Union and New Partnership for Africa's development, youth, least developed countries and small island developing countries.

During the period of the MTS, UNESCO has identified a number of "global challenges and opportunities for UNESCO's action that might affect UNESCO's strategic priorities, however the most important in our context would be globalisation which implies inter alia which contribute to the following:

- The MDGs of 2000 Millennium Declaration, the themes and languages written within UNESCO's policy and planning documents

- Recommendations of the World Summit on the Information Society

- The education for all (EFA) goals, this was an outcome of the 1990 World Conference on EFA of which UNESCO is responsible for coordinating (UNESCO, 2007a: 30)

UNESCO will enhance its emphasis on establishing information structures, such as the promotion of library and information services with a focus on building digital libraries and the role of archives and record management services.

These mechanisms contribute to democratic practices, accountability and good governance, providing citizens with access to official information (UNESCO 2008:31).

2.5 Progress Reports of Countries: Latin America and the Caribbean, South America, India, Sub-Saharan Africa, Africa (South Africa) and Drakenstein (Paarl) Municipality's Integrated Development Plan (IDP)

The reports below will be based on a master set of data available that has been compiled by Inter Agency and an expert group on MDG indicators led by the Department of Economic and Social Affairs of the United Nations Secretariat for period assessment of progress towards the MDGs. The Drakenstein Municipality Integrated Plan report was compiled by the Directorate: Strategic services and Groenheuwel Library Report was available at the library and forms part of the monthly reports and statistics.

2.5.1 Latin America and the Caribbean and South America Progress Report 2010 and 2011 by the United Nations

In Latin America and the Caribbean 97 per cent of urban population used an improved water source, however only 80 per cent of people living in rural areas have the same access, while 86 per cent of people in the cities have access to improved sanitation; only 55 per cent of rural population has this facility (United Nations, 2010:15).

Although Latin America and the Caribbean progress report of the 2010 and 2011 showed the progress on some MDGs and targets reached, the progress is not so remarkable in other areas such as poverty reduction, education and other related health issues and environmental sustainability.

MDG 1- Eradicate poverty and hunger: in Latin America most of this world's poorest communities lack access to existing knowledge that can be used to alleviate poverty. Libraries and NGOs (non-governmental organisations) served as information hubs by supporting local communities by effectively addressing their needs, through their services rendered.

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Latin America and the Carribean have partnered to help the communities to meet their basic needs efficiently by helping farmers learn modern agricultural techniques and marketing methods and matching workers with available jobs. In Latin America and the Caribbean the proportion of the urban population living in slums dropped from 34 per cent in 1990 to 24 per cent in 2010, according to the report this is in line with an overall drop in slum dwellers worldwide.

The challenge for Latin America and the Caribbean is that the region is not on track to reach the target of halving extreme poverty by 2015. According to the latest data available the proportion of people living on less than $1.25 a day in the Caribbean only decreased from 29 per cent to 26 per cent during 1990 to 2005. According to the MDG report of 2010 the region has nearly reached the target of halving the prevalence of underweight children by 2015, with the proportion of children under five who are underweighted declining from 10 per cent in 1990 to 4 per cent in 2009 (United Nations, 2010:56).

The Tolken public library in Chile creates job opportunities for the community who faced a long history of marginalisation and economic challenges. This library offers ICT facilities which help the community to launch their own businesses and to promote them online. Particularly the women at Tolken public library get training on how to create their own tourism business, agriculture or craft business including jewellery, leather weaving, basket making, which provided them with an income for the first time.

MDG 2- Universal primary education: A library in Burkina Faso serves many villages with primary schools that lack libraries. The public library in southwest Burkina Faso is an example of how communities come together at the library for their literacy needs. This library averages 45 000 visitors per year.

Although the target in gender parity in Latin America and the Caribbean was met, the 2011 progress report still found that the region may not reach the MDG target of universal primary education by 2015 either, because enrolment of primary school increased only marginally by 93 per cent in 1990 to 95 per cent in 2009.

MDG 3- Promote gender equality and empower women:

Latin America and the Caribbean also made huge improvements on gender equality and the empowerment of women. The report finds that women in top-level positions reached 32 per cent in 2000 and 2008. Latin America and the Caribbean have already met the target in gender parity in school enrolment, with a ratio ranging from 97 girls per 100 boys in primary schools and over 100 girls per 100 boys in secondary and tertiary education. The proportion of parliamentary seats held by women increased from 15 per cent in 2000 to 23 per cent in 2010, the highest among all the developing regions.

The Kitengesa public library in Uganda serves as a place where women gather for literacy classes, seminars on small business development and where women discuss health issues of pregnancy and disease prevention.

The public library in Kenya promotes the importance of reading to children while building literacy skills among young mothers, who were not able to complete school. The mothers read locally published stories to the children with the assistance of trained librarians. The mothers are taught to engage children with stories and answer their questions.

MDG 4 and MDG5 - Reduce child mortality and Improve maternal health

According to the 2011 progress report maternal mortality in the Caribbean was still very high with 170 maternal deaths per 100 000 live births. Latin America had the second highest adolescent childbearing rate of all developing regions, 82 births per 1,000 women aged 15-19 in 2008 (United Nations, 2011:46).

According to the Health Information for All 2015 Campaign, thousands of children, women and men die every day due to the lack of simple interventions that are often locally available. Often mothers, caregivers, family or health workers do not have access to information. This is where libraries can play a vital role and be part of the strategy, to help save lives.

In Kenya and Chile librarians have trained 1 600 people, including health workers, students, members of the public to find information they need. The Kenya National Library services (KNLS) is helping to prevent deaths during pregnancy, birth or unsafe abortion by providing healthcare providers with knowledge on how to correctly apply simple inexpensive interventions.

In Chile, child mortality under age five is declining but at 8.8 per 1 000 live births in 2010, the government believe this number is still too high. A number of libraries in Chile have launched programs in partnership with local hospitals that establish early childhood reading corners. This project promotes information from the national Chile Creche, namely Contigo. The theme is " Chile grows with you."

The reading corners allow parents of hospitalized children aged 4 years and under to learn about good parenting skills which include nutrition, health care and the importance of reading to their children as means of stimulating early childhood development.

MDG 6 Combat HIV/AIDS, malaria and other diseases

The Caribbean has the second highest rate of HIV/AIDS infection among developing countries, however the proportion of people living with HIV, who are receiving anti-retroviral therapy in the Caribbean grew from 5 per cent to 38 per cent during 2004-2009. The proportion of women receiving anti-retroviral drugs to prevent mother-to-child HIV transmission grew from 20 per cent to 55 per cent.

Libraries can play an important role in the prevention of disease efforts, by using their wide networks to serve as focal points of information dissemination.

Effective prevention and treatment awareness campaigns demands a trusted community source of information and a place where the most current information is consistently available, whether in print or online.

The public library in Kyrgystan, is partnering with Red Cross to roll out a "No to TB" campaign where library users, school pupils , teachers, health workers and the media can find information about TB at the library.

MDG 7 – Ensure environmental sustainability

South America shows the largest net losses of forest among all regions at under 4 million hectares per year over the period 2000-2010. According to the report of 2010 environmental sustainability, global deforestation is slowing but continues at a high rate in many other countries. Death and economic loss from natural disasters are on the rise.

The horrific devastation from earthquakes in Haiti and Chile and floods in Brazil, underscore the need to make the environment more resilient in the face of potential hazards.

Public libraries are helping the community by teaching them how to incorporate principles and practices of sustainable development into their daily lives. In Bangladesh the Shidhulai Swanivar Sangstha Project overcame the challenge posed by the frequent flooded ecosystem of Bangladesh and found an innovative way to deliver information and education to residents to alleviate poverty and hunger and to promote sound environmental techniques.

Families from riverside villages are benefiting from improved communication with the outside world, while rural children are learning computer skills to help them become more competitive for jobs, about 100,000 families are benefiting from this project.

MDG 8 - Develop a global partnership for development includes a commitment to good governance, development and poverty reduction, both nationally and internationally.

Dynamic partnership between libraries, government and private sector are helping to shift the perception of libraries from traditional depositing of books to places that offer the benefits of new techniques for personal development and economic improvement.

Public libraries are seen as neutral, safe respected places that are accessible to all and can be vital community centres that have the flexibility to offer programs that respond to community needs.

In Medellin, Columbia a government initiative to build a new future for the city has been transformed with the Network of Public Libraries (NPL) serving as a key for community development and to empower citizens. Among the NPL of 34 libraries, five library parks were located in the most marginalized communities. NPL allows easy outreach to disadvantaged groups and young people who see the libraries as after -school destinations.

2.5.2   India's Progress Report 2005 and 2009 by the United Nations

The importance of India to the MDGs cannot be overstated, because 42 per cent of households in India are without latrines and Indian children make up one-third of the world's malnourished children, every second young child in India is malnourished. Only 4 out of 10 girls who enrol at schools complete eight years of schooling.

India has two prominent trends, namely the:

- Impressive economic growth and wealth creation and;
- Stagnation in key social indicators, particularly among disadvantaged populations.

India's MDGs framework recognizes 53 indicators The United Nations Development Groups 2003 framework for monitoring the eight MDGs. The MDG framework of India has been contextualized through a concordance with the existing official indicator corresponding dimension in the national statistical system.

According to this report (2005) the inception of the ambitious tenth Five year plan in 2003 current rates on many indicators are not sufficient to meet many of the child related National Development Targets by 2007 nor the MDGs by 2015 (United Nations, 2005:64).

The 2009 New Delhi report shows that major progress has been made in fighting malaria, measles and HIV/AIDS. India has done considerably well in making medication available and is curbing the spread of AIDS as they made provision for anti-retroviral treatment to around 230 000 HIV positive patients (United Nations, 2009:51).

India is at the entry level of the Twelfth five-year plan starting from April 2012. The states of India highlighted several important dimensions of its journey to attain the MDGs by 2015. Although India is nearly on track in reducing poverty at national level the situation in respect of food insecurity and malnourishment of children would be even worse by 2015 in India.

The latest data available reveals that India is on track for some MDGs even though the progress is not so encouraging for the other MDGs.

2.5.3 Progress Reports of Countries: South Africa Progress Report (2011) and Sub-Saharan Africa, Africa Progress Report 2011 by the United Nations

MDG 1- Eradicate poverty and hunger

Poor people are vulnerable because of a lack of leisure spaces, lack of educational level and other social and environmental deprivations. Public libraries in South Africa can play a pivotal role by providing these services to the community. People can borrow books and read the newspaper and magazines for free at the public libraries. The public libraries also offer activities such as storytelling, games and many pleasurable activities.

A study done in South Africa has proved that incidents of violence can result in the loss of household income equivalent to 25-30% of the monthly income of poor households. It has also been established that the loss of economic output due to violence against women in South Africa is high, R3 billion per year. In the context of South Africa, poverty and unemployment remain structurally inter-linked. The employment to population ratio in South Africa since 2001 is low, averaging 51% for males and approximately 37% for females.

The national rate is 43% this ratio presents a high level of unemployment in South Africa, although it declined from 29% in 2000 to a low 24% in 2009 (United Nations, 2011b:195).   .

In Kenya, Uganda and Tanzania a network of twelve (12) Maarifa centres (public accessible knowledge centres) annually reach 1.5 million people in the most remote regions. These centres serve as public libraries. These centres offer tools for people to improve their health, increase their income and better their lives. Access through information via the library network promotes sustainable family farming. It addresses hunger, poverty, environmental degradation and climate change. These knowledge centres teach them vital information and ICT (information and communication technology) skills, which gives them access to information and create job opportunities.

Sub-Saharan Africa has made rapid progress towards the MDGs, but to reach all these goals by 2015 remains challenging. Sub-Saharan Africa improved the fastest among all developing regions in many areas, especially on health related MDGs

According to the MDGs report, the number of people in the region of Sub-Saharan Africa with access to safe drinking water increased from 252 million to 492 million between 1990 and 2008. The cities had wide disparities because the poorest 20% of households are 12 times less likely to enjoy piped drinking water at home, than the richest 20% of urban dwellers (United Nations, 2011b:201).   .

MDG 2- Universal primary education

According to the general household Survey in South Africa, school attendance for those aged 7-13 has increased from a high level of 96.7% in 2002 to 98.6% in 2009. The literacy rate which is based on educational achievement of up to Grade 7 has also risen from 88 per cent to 91% during this decade. Evidence from the General Household Survey (GHS) indicates that the literacy among the aged 15-24 years has steadily increased in the past eight years from 88.0 % in 2002 to 91.0% in 2009.

Therefore there is no doubt that South Africa has made remarkable progress in addressing the huge educational disparities and inequalities that were inherited from the past. However South Africa is aware of the quality of education, which holds back development in some instances and the country has a massive backlog on skills training.

In Zambia, the Lubuto public library offers hundreds of computer lessons to children and help them how to read in their mother tongues. The library also helps reach a large target of street children, orphans and other vulnerable groups by providing information and access to learning, literacy, cultural awareness, artistic expression and other social services. This library offers a good collection of library material and provides high quality education and cultural programs and also has a strong outreach to the community.

The South Africa report says Sub-Saharan Africa improved the most of any region in primary school enrolment with an18% gain during 1999 to 2009. Almost half of the world's "out-of-school" children (32 million) live in Sub-Saharan Africa.

MDG 3- Promote gender equality and empower women

In South Africa gender equality is a constitutional imperative. The government provides major implementation challenges in ensuring that constitutional, legislative and policy imperatives on gender equality and women's empowerment are translated into substantive improvements in the lives of women and girls especially those who live in disadvantaged environments. In South Africa the constitutional mandate is clear on gender equality and the legislative process is providing the building blocks for a gender equitable society. In 1996 the female share of wages was 43% the share increased very slowly to 45% in 2010. The proportion of seats held by women in national parliament is another significant indicator of women's increase in national decision making processes. The representation of women in the South African parliament increased from 27.8% in 1994 to 43.3% in 2009. Similarly the representation of women in Provincial legislatures has also increased from 25.4% to 42.4%. South Africa has reached most of its gender equality targets.

MDG 4 - Reduce child mortality

The current level of under- five mortality rate in South Africa is far higher than the international average. The set target for South Africa is 20 per thousand lives. The current level of under-five mortality rates are based on the 2001 census and the 2007 community survey which indicate under five mortality rates of 104 per thousand live births in 2007 and 97 per thousand live births in 2001. Immunization is a significant element in the prevention of child mortality as it is associated with child survival and hence infant and under-five mortality rates (United Nations, 2007:122).

The South Africa report also reveals that there is an increase in the proportion of children under 1 year of age who have received their primary vaccines for tuberculosis (TB), diphtheria, whooping cough, tetanus, polio, measles, hepatitis B and haemophilia influenza in South Africa from 2001-2009. The immunization rates for primary vaccines increased from 66.4% in 2001 to 95.3% in 2009 (United Nations, 2011a:88).

The highest level of under-five mortality is in Sub-Saharan Africa. One in eight children died before the age of five in 2009, nearly twice the average in the developing regions and around 18 times the average in developed regions. Sub-Saharan Africa also has the highest maternal mortality level in the world, 640 maternal deaths per 100 000 live births in 2008, which is more than twice the average in developing regions and 38 times average in developed countries.

The report reveals that child underweight prevalence decreased from 27% in 1990 to 22% in 2009, which implies that the region may not reach the MDGs hunger reduction target. The South Africa report also says that Sub-Saharan Africa is not on track to meet the poverty reduction target.

MDG5 - Improve maternal health

According to the report South Africa should attain a level of maternal mortality ratio of 38 death per 100 000 live births by 2015 if the country has to meet the international set target for this goal, however the current level of maternal mortality is far higher than the MDG target.

The proportion of births attended to by skilled health personnel is an important indicator for maternal health. The type of medical assistance provided during delivery has an impact on reproductive health and hence on maternal mortality. Data based on reported live births from the District health Information System (2010) shows that birth occurring in a health facility increased from 76.6% in 2001 to 94.15% in 2009. This indicates a significant improvement in the extent of services provided at health care facilities in South Africa. The data shows that South Africa has demonstrated commitment to reducing maternal morbidity and mortality.

MDG 6 Combat HIV/AIDS, malaria and other diseases

The HIV/AIDS prevalence levels are still high in South Africa compared to other countries in Northern, Western and Middle Africa. HIV/AIDS impact negatively on economic and social development across South Africa; it left many families and children economically vulnerable and also socially stigmatized. The adult prevalence rate of HIV/AIDS in 2008 for Sub-Saharan Africa was 5.2% compared to a global total prevalence of 0.08%. Sub-Saharan Africa leads the world in steadily reducing the HIV infections; treatment for HIV/AIDS has expanded quickly. The proportion of people living with AIDS and who received anti-retroviral treatment increased from 3 per cent in 2004 to 37% in 2009 (United Nations, 2011a:95).

This region had the largest decrease in malaria deaths as of any region during 2000-2009. The report notes that during 2008 to 2010, 290 million insecticide treated nets to prevent malaria were distributed, which is enough to cover 76% of 765 million people at risk.

In Botswana HIV/AIDS has a devastating impact. An estimated 320 000 of the population over the age of 15 or 25% of all adults are living with HIV/AIDS. An estimated 16% of children aged 0-14 is infected with the virus. The Ramotswa public library is playing an active role in reducing HIV/AIDS in its community.

The library has partnered with district HIV/AIDS committees on a "Lifeline Project" to help educate young people aged 14-30 years about important health issues including HIV/AIDS awareness and prevention of teenage pregnancy. Based at the library this Lifeline educates young people to reach out to their peers at schools and on the streets to share their knowledge about health issues and to encourage other youth to visit the library to read more about health topics via the library's computers. To date Lifeline (2011) has nearly 75 youth members in the town who recently in a single day in this community of 72, 000 recruited over 600 other children to visit the library.

MDG 7 – Ensure environmental sustainability

South Africa is particularly vulnerable to the effects of climate change and growing risk of natural disasters. Environmental sustainability and the effects of climate change are major development issues. To achieve environmental sustainability will require interventions at the regional, national and international levels. Unfortunately in South Africa the concept of environmental sustainability does not provide clear operational guidance for choosing policies, strategies and outcome targets (United Nations, 2011a:95).

MDG 8 - Develop a goal partnership for development includes a commitment to good governance, development and poverty reduction, both nationally and internationally.

South Africa has chosen to customise its target for goal 8 in order to track the country's performance against a wide range of macro-economic variables such as income and investments as well as to highlight some key micro-economic constraints to growth and development. South Africa also worked with other countries on continental peace, stability and development, which enhanced international cooperation. South Africa also made great progress in telecommunication for the masses. The percentage of South Africans with access to cell phones is rapidly approaching 9 out of 10.

2.5.4 Drakenstein Municipality: Integrated and Development Plan (IDP) – Groenheuwel Public Library

The main challenge of Drakenstein Municipality is to address poverty and develop prosperous and a self-sufficient society. Prior to 1994, Municipalities only focused on the delivery of basic services. Their key focus nowadays is to eradicate poverty and unemployment.

Drakenstein Municipality maximized community participation by implementing the Community Based Plan (CBP). The Community Based Plan's (CBP) strategies reflects some content of the white paper on Local government, 1996 Municipal system Act no 32 of 2000. The IDP (Integrated Development Plan 2007-2012) represents the strategic Plan of Drakenstein Municipality to address the needs and challenges of the community.

Democracy brings about huge challenges to transform this newly created society and the local government level was identified as the best vehicle to drive this transformation process. Local Government was responsible for this new role plan, lead and manage development to be developmentally orientated.

The Municipalities adapted the IDP, which is a management tool for unique environment and requirements of local government. The IDP (Integrated Development Plan) must ensure that the limited resources are used to achieve the most beneficial results in terms of the development priorities of the community. There is a linkage between the IDP and CBP at Municipal level. The CBP is a partnership between the ward and the Municipality. CBP is a new concept in the Municipality and the community is benefiting from this new concept. According to the then mayor, Manuel, (cited in Drakentein Municipality IDP, 2010:7) significant, progress was made during 2010/2011 financial year in their collective struggle against poverty and inequalities, which enhances the quality of life of all residents, although some communities still live in abject poverty.

Drakenstein Municipality is the second largest economic centre in the Western Cape and the largest contributor towards the Cape Winelands District Municipality (CWDM).

The community survey of 2007 highlighted that the biggest specified employment contributors in 2007 were agriculture, hunting, forestry and fishing, manufacturing, community, social and personal services.

Therefore, economic growth is important for Drakenstein Municipality. Drakenstein economy grew from R5.3 billion in 2001 to R6.8 billion in 2009. Households who receive indigents grants are 12 793 to a total value of R23 287 000.00. Eighteen point two per cent (18.2 per cent) depends on old age pension grant and 16.9 per cent on disability grant.

The majority of the population, 78.4% have some form of education. Illiteracy stands at 23%, over 14 years with less than grade 7. A total of 6.4 % of the residents have no schooling.

There are a total of 23 medical facilities in Drakenstein Municipality. The Western Cape Department of Health reported as in June 2010 that 3 103 patients were receiving anti- retroviral medication this represents a high count of HIV/AIDS in the population.

The percentage of births under 2,5kg is 17% which is higher than the national target rate <10%. The proportion of population less than 1 year old, with first measles immunisation is 83%, which is short of the national target of 90%. The rate of TB is 69%, which is short of the national target of 85%. The death total is 718 and it is expected to increase. There is a general increase in the dependency on and need for public health care, which represents a huge challenge and requires many resources. This dependency stems from the poverty levels in communities, poor housing, services and hygiene.

The increase in crime affects seriously on the quality of life and threatens the economic base through a loss in investor's confidence.

Social Infrastructure; there is an unequal and unsustainable provision of sport, recreational amenities and parks throughout the area. Groenheuwel area has a new park close to the library, with space for community development projects.

2.5.5 Groenheuwel Public Library (GPL)

Statistics and monthly reports reveal that GPL offered many programmes to the community. Skills training are taking place every Thursday with groups of unemployed people who are attending these workshops. Soup-kitchen is taking place every Wednesday, as well as the distribution of medicine to the community of Groenheuwel. Workshops, talks and sessions on gardening, learners and drivers' license are also taking place at the library.

The purpose of the workshops is to empower the community to become independent and to learn a new skill in order to find a new job or start an entrepreneurial business to provide a means of employment. Learners and drivers' skills empower the community to drive a licenced vehicle; by obtaining this licence the community member will be able to find a job easily. Ward projects such as drivers licence workshops are also taking place at the library. The library also facilitated the Department of Health to distribute chronic medication for its patients in the community of Groenheuwel.

Monthly reports of the library prove that the Department of Health regularly do the distribution of medication on Wednesdays

Libraries can improve their services by providing more public services to the community, such as photocopying services, faxing, internet, and general information on the town. The libraries can also facilitate talks, workshops on skills training programmes, such as sewing, beading and drivers' licences. Groenheuwel public library is providing most of the abovementioned services to the community of Groenheuwel. The drivers licence can be identified as a ward project (community based planning-CBP), which is funded by local government, but facilitated at the library, whereas the community benefit from this. Empowering of this skill, leads to job creation, which contribute to the alleviation of poverty? Groenheuwel Public Library is currently rendering all these services, mentioned earlier, to the community, which brought about social change within the institution and growth in the community.

Libraries can also have displays on health issues, such as HIV/AIDS, child mortality, and TB. The librarians can take part in library programmes, which address health issues to keep the community informed. The community can also use the library as a meeting place to talk about crime issues. Neighbourhood watch can have their meetings at the library.

The library staff can run various activities that involve the community. The purpose of these activities will be to teach the community to take care of their library and area. VCT (AIDS-tests) testing is taking place at Groenheuwel library. Groenheuwel public library is also doing regular displays on HIV/AIDS. Groenheuwel public library also assist with the campaigning of World Aids day and usually put out a box in the library where the public can donate all sort of things such as toiletries, clothes and non- perishable food.

ICT is a new project of Groenheuwel library and is so much in demand by the community. It empowers the user and contributes to social development and economic well-being. The users can compile their own Curriculum Vitae, they can search for job opportunities, they can advertise their small businesses and they can search for any information they might require to empower them.

According to Minishi-Majanja (2003:159) the use of the Information Communication Technology (ICT) can be used as a tool to alleviate poverty in the world. ICTs offer the potential to empower people to overcome development obstacles and they can help to address the most important scientific, economic, social, cultural and political problems. They also strengthen communities, democratic institutions, a free press and local economies.

2.6 Conclusion

This chapter reviewed the literature on the role of public libraries in realising the MDGs. It established that Africa has made impressive progress in pursuing the MDGs. The literature review revealed that great progress is being made by public libraries to achieve the MDGs in some countries. It becomes very clear that empowerment is so crucial to fight poverty, which implies that access to information becomes the most powerful driver to make the disempowered become aware of options and opportunities.   38

Libraries can therefore play an important role and this places libraries in a very strong position to fast track attainment of MDGs. Although clear progress has been made, there are some worrying aspects such as; will all targets be reached by the due date, 2015? Will countries in the world, South Africa and Africa be able to honour this due date?

The next chapter will present the research methodology required to assess the role of public libraries in achieving the MDGs by utilizing Groenheuwel Public library as a case study.

CHAPTER THREE: RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

The purpose of the chapter is to discuss and describe the research methodology applied in the study, which includes the research design, target group, method of sampling, data collection, data reliability and validity as well as ethical considerations.

3.2 Selection of research location

The research was conducted at Groenheuwel Public Library (GPL). This is a case study. Groenheuwel Public Library first started as a satellite library in 2006. In 2007 it was proclaimed a fully- fledged library with its own capital and operational budget. The library was housed in a small municipal building of only 25 square metres, which could only accommodate fifteen people in the library at a given time due to a lack of space and for safety measures. In 2009 the library moved to a bigger and better site, where a modular building was erected. Statistics has proven that a bigger library was needed. The Library users are adults, children and organisations. The library has 2015 adult members, 2600 children members and 8 organisations such as schools and pre-schools. On average 60 people (35 adults) use the internet facilities per day. The library has a total stock of 6224, Cape Provincial Library Services (CPLS) items and 1008 own stock of books. The library is computerized and is currently using the Brocade system. The staff complement is four which consists of one senior librarian, one library assistant, one contract worker (library assistant) and the cleaner.

The following services are rendered to the community at GPL:

- Lending library material to users
- Newspapers and magazines can be read for free
- Internet facility   40

- Renting or using hall for community projects free of charge

- Photocopies

- The sending and receiving of faxes

- A facility where medicine can be distributed to the community

- Hall can be used as a meeting place.

Groenheuwel is a community, with a diverse culture where people speak three (3) different languages, Afrikaans, English and Xhosa.

3.3 Research design

According to Hoyle, Harris, & Judd, (2002**:** 144**)** there are three main research strategies in research inquiry, namely the use of experiments, surveys and case studies. The use and choice of these research strategies depends to a large extent on what type of research questions a researcher is trying to address.

The appropriate research strategy for this study is considered to be the case study method. Theodorson & Theodorson in Punch (2005:145) describe a case study as a method of studying social phenomena through the thorough analysis of an individual case. According to Woodside (2010:1) case study research (CSR) is an inquiry that focuses on describing, understanding, predicting and or controlling an individual (i.e. process, animal, person, household, organization, group, industry culture or nationality). This definition is intentionally broader than Yin (1994:13) who proposes that "a case study is an empirical inquiry that investigates a contemporary phenomenon within its real life context, especially when the boundaries between phenomenon and context are not clearly evident".

The advantage of a case study is that it provides a great amount of description and detail. Researchers can learn a lot from one case study.   This volume of details, suggests many future research questions to follow up in other studies. It also presents opportunities that researchers could not otherwise have Lanthier (2002:2-3).

The project was selected because Groenheuwel Public Library has a relation to poverty, ICT and health and is an excellent place to evaluate the realisation of MDGs. Scientific research can be classified into groups, namely quantitative research and qualitative research. According to Leedy and Omrod (2005:10) the differences between the two types of research methods are:

Quantitative research methods: to explain and predict; theory get tested; it is more focused; it is context free; it is representative of a large sample; it's standardized and questionnaires are used; it make use of deductive analysis and variables are known; it confirms and validate; it is about counting and statistics and aggregated data.

Qualitative research methods: is to describe and explain; to explore and interpret; to build theory; it is holistic; variables are unknown; it is context bound; it is interpretive and the sample is small; the study makes use of observations and interviews and personal voice and literary style is applicable.

Both approaches have differing strengths and weaknesses and constitute alternative instead of opposing research strategies (Terreblanche, Durrheim & Painter, 1999:47). This study will use the quantitative approach by collecting data through questionnaires and qualitative approach will be used to assess comments from respondents by using open-ended questions.

3.4 Target group and sampling techniques

Population refers to the group of people which is the focus of the study. The population in this study was adult library users who are used the facilities in the library. According to Maree (2007:79) sampling refers to the process used to select a portion of the population for study. The sampling technique used in this study will be random sampling whereby every third adult library user will be approached to complete the questionnaire.

The adult user is a 02 code member of GPL. Every third adult user was approached to complete the questionnaire over a period of two weeks.

Volunteers assisted to administer the questionnaires. The volunteers were trained in advance on how to administer the questionnaire. They started from 10:00-17:00pm every day for the two weeks.

The study made use of observation and counting for those users who were using the internet daily. Prior to the study the researcher counted the adult users of the library per day. Averages of 100 adults used the library on a daily basis for different reasons. An average of 60 used the ICT/Internet facility daily. The computers are also used for typing purposes.

3.5 Data collection methods

In this study the questionnaire was used to collect data from adult library users. Mouton (2001:100) is of the opinion that the questionnaire is the single most common research tool used in social science. There are different types of questionnaires that can be used namely mailed, telephonic, self-administered, group administered and hand delivered questionnaires. To allow for better responses trained volunteers assisted adult users to complete the questionnaires. This implies that the investigator did not actually meet respondents face to face.

The data collected informed the researcher what the purpose was of the adult users' visit to the library and whether the services rendered by the library addresses the MDGs directly or indirectly. The questionnaire was available in three official languages namely: Afrikaans, English and Xhosa due to the diverse culture of Groenheuwel community.

Questionnaires have both advantages and disadvantages

3.5.1 Advantages of questionnaires

Questionnaires are simple and versatile and a cost effective method of data collection.

It saves time and money, enables researcher to reach respondents who are geographically dispersed and the responses remain anonymous and confidential. The questionnaire can be analysed more 'scientifically' and objectively than other forms of research. When data has been quantified, it can be used to compare and contrast other research and may be used to measure change. It avoids embarrassment on the part of the respondent, it needs no prior arrangement. It can cover a large number of people. The questionnaire can also have structured or open-ended questions with clear language that respondents readily understand. The respondent can consider the responses. It can be used as a method on its own way. It is no interviewer bias (Collins, 2000:195-196).

3.5.2 Disadvantages of questionnaires

It is difficult to design a questionnaire and it often requires many rewrites before an acceptable questionnaire is produced. Questions have to be relevant and simple. Questionnaire can have a low response rate and slow rate. A lack of control over the nature of respondents' responses can occur. The responses are historically low, although inducement may help, it may require several reminders. There is no control over who completes it. The replies are not spontaneous and independent of each other. Phenomenologists state that quantitative research is simply an artificial creation by the author, as it is asking only a limited amount of information without explanation. There is no way of telling how much thought a respondent has put in (Ackroyd and Hughes, 1981:2).

3.5.3 Administration of questionnaire

The researcher and four volunteers started the survey in mid June 2012 at 10:00am when the library opened for the public, till closing time at 17:00pm. The volunteers administered the questionnaire and gave a questionnaire to every third adult library users, visiting the library in the set period of two weeks.

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They started from 10:00-17:00 every day for the two weeks. The volunteers worked in two shifts a day from 10:00-14:00 and the next group of volunteers 14:00-17:00. The volunteers signed an attendance register daily for the two weeks.

The volunteers handed in the completed forms to the researcher at the end of their shift. Groenheuwel public library has a membership total of 2015 adults. Chairs and tables were available for the respondents where they could sit, to complete their questionnaires.

They were assisted by the volunteers when needed. The questionnaire took approximately 15-20min to complete. An estimated twenty six questionnaires were completed in one day, by four half-day volunteers. A total of one hundred and thirty questionnaires were completed in one week and an estimated grand total of two hundred and sixty questionnaires will be completed in a period of two weeks.

3.5.4 Research sub-questions

The research problem led to the following research sub-questions:

- What contributions can the public library make in alleviating poverty?

- What is the developmental role of the library in terms of building health in the community?

- What is the role that ICT plays in bridging the so-called digital divide at the library?

- How is the library networking with other development agencies?

- What MDGs are realised by the Groenheuwel public library

- Who uses the library and for what purpose?

The questionnaire used in this study concentrated on the services rendered by the GPL and realising of the MDGs

3.6 Pilot study

Pre-testing is required to make sure that the questions are relevant, clear, explicit and to clarify some issues. According to Bryman (2001: 27), pretesting data collection instrument presents the following advantages:

- It helps identify questions that are unclear or make respondents uncomfortable
- It determines adequacy of instructions; and
- It determines the flow of questions

A pilot study was held at Drakenstein Public Library to ensure that adult library users understand the questions asked. Minor adjustments were made where users had problems in understanding certain questions. Permission was granted from the Chief Librarian (see appendix E).

3.7 Data analysis and interpretation

Mouton (2001:108-109) argues that data analysis provides or explains the stage at which gathered data is transformed into information via the process of analysis. Descriptive statistics were used to organized, summarized and visualized quantitative data. These statistics were very useful for the researcher to identify underlying patterns in the data and to use this as evidence for arguments and claims about the topic the researcher investigated (Collins, 2000:211)

The following were used to enlighten the findings; tables, percentages, histograms and charts. The Statistical Package for Social Scientists (SPPS) software was used to analyze quantitative data.

3.8 Reliability and validity

Babbie and Mouton (2001:119) defined validity as the degree to which a test is measured, it is concerned with what a survey tool measures and its appropriateness, whereas reliability refers to the consistency with which the instrument measures whatever it measures.

Surveys tend to be weak on validity and strong on reliability. The artificiality of the survey format puts strain on validity, since people's real feelings are hard to grasp in terms of such dichotomies as agree/disagree; support/oppose; like/dislike; etc. these are only approximate indicators of what we have in mind when we create the questions.

Reliability on the other hand is a clearer matter. Survey research presents all subjects with a standardized stimulus and it goes a long way to eliminating unreliability in the researcher's observation.

To ensure the reliability and validity of data the study made used of a questionnaire and included open-ended questions.

Quantitative methods are mostly used in this study, while qualitative perspectives are also acknowledged by means of open –ended questions, which will emphasize what the respondents themselves had to say.

3.9 Ethical considerations

I adhered to the ethical guidelines of the Senate Research Committee of the University of Western Cape. I gained informed consent from my research participants. The anonymity of respondents was assured, participation was voluntary and respondents could withdraw any time they feel uncomfortable or decide not to partake in this research.

My position in the library meant that extra care had to be taken not to influence the data collection. A team of volunteers administered the questionnaires and I remained distant from the process. So that the respondents felt free to answer the questions as they wish. I have also obtained permission from the Municipal Manager of Drakenstein Municipality (see appendix D) and Drakenstein Library Services (DRAKLIS), (see appendix E).

3.10 Conclusion

This chapter focussed on the research methodology applied in the study to find answers to the research questions formulated in chapter 1. This chapter presented the research design, sampling technique, target group and method of data collection used. The last section of the chapter dealt with data analysis, reliability and validity as well as ethical considerations. The next chapter will present, analyse and interpret the data as presented by the respondents.

CHAPTER FOUR: DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the data that were collected. The data collected have been summarized, analyzed and efforts were made to interpret the results. The data were gathered from a questionnaire with twenty-one questions which consists of close and open-ended questions. The data reflect the services, activities and workshops that are taking place at Groenheuwel public library and possible findings can conclude whether this library contributes to the realization of the Millennium Development Goals (MDGs). The data were analyzed using the SPSS (Statistical package for Social Sciences).

4.2 Analysis and interpretation of open-ended and closed questions

In this section the data collected by the questionnaire survey are presented (see appendix A). Two hundred and fifty six respondents completed the questionnaires. The survey was conducted at Groenheuwel public library over a period of two weeks, from 04-15 June 2012.   Every third user was asked to complete a questionnaire. The researcher made use of volunteers to administer the questionnaires. Twenty one questions were asked. The questionnaires were provided in three languages, namely: English, Afrikaans and Xhosa (see appendices A and B).

4.2.1 Socio-economic and demographic factors

Socio-economic and demographic factors on the role of public libraries in realizing the Millennium Developments Goals (MDGs), are discussed in this section. The factors include gender, age, educational level, literacy levels and status of employment.

4.2.2 Questionnaires completed by various respondents

4.2.2.1 Gender and age of respondents

Chart 1: Gender of the respondents: Chart 1 (Question 1)
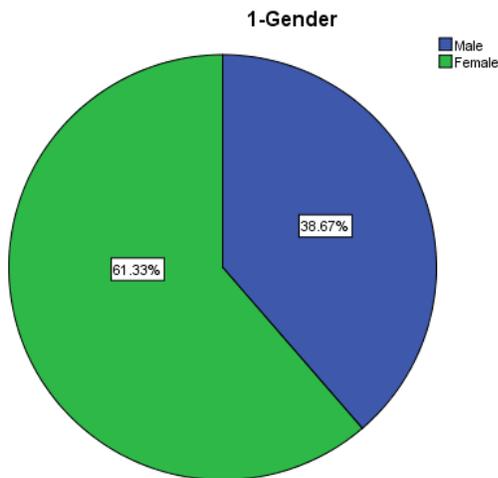
Chart1 indicates that 61.3 per cent of the respondents were female and 38.7 per cent were male. This corresponds with the number of registered adult members of Groenheuwel public library. There were 1 314 females and 701 male registered users at Groenheuwel public library. This may imply that more female than male made use of the library.

Table 1: Age of the respondents

Age	Total Respondents
18-28	115
29-39	51
40-50	55
51-61	22
62-72	9
73-83	2

The respondents' ages ranged from 18 years old to 80 years old and older as presented in the table above.

According to table 1, the majority of the respondents were between the age group of 18-28 (115 respondents); followed by the age group between 40-50 (55 respondents); followed by the age group between 29-39 (51 respondents); followed by the age group between 51-61 (22 respondents); followed by the age group between 62-72 (9 respondents) and then the age group 73-83 (2 respondents).

This corresponds with the biggest age group with the Drakenstein Municipality's IDP, age grouping namely 23 years old and younger than 30 years old. This group represents more than half of the population (56%) between 23-30 years old.

4.2.2.2 Educational levels of respondents

Table 2: Respondents' level of education
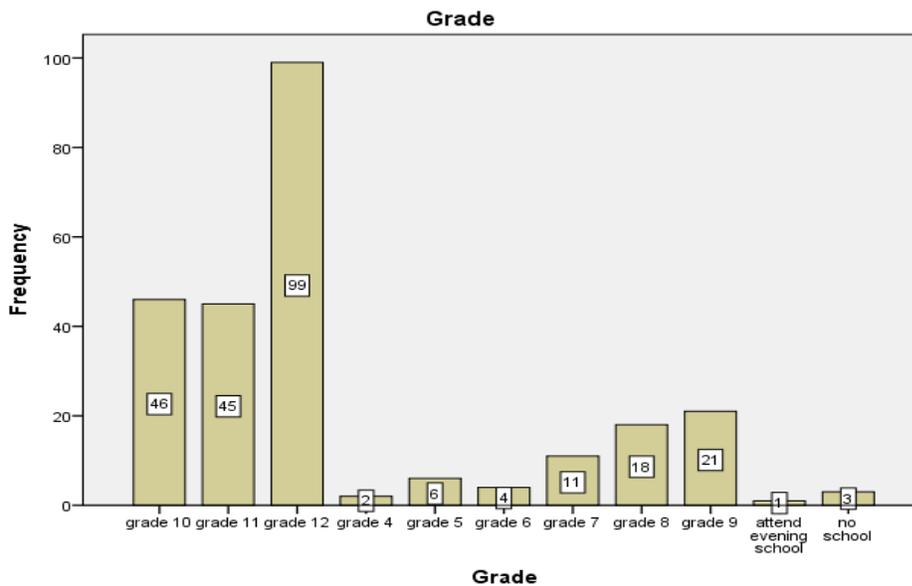
Table 2 illustrates that, 99 respondents completed grade 12; followed by 46 respondents who completed grade 10; 45 respondents who completed grade 11; 21 respondents who completed grade 9; 18 respondents who completed grade 8; 11 respondents who completed grade 7; 6 respondents who completed grade 5; 4 respondents who completed grade 6; 2 respondents who completed grade 4; 1 respondent who was attending evening school and 3 respondents had no schooling. 51

According to the Drakenstein Municipality's – IDP the majority of the population, 78 per cent have some form of education. The finding revealed that the majority of the respondents have some form of schooling, with the highest total of respondents, 99 out of 256 who completed grade 12.

4.2.2.3 Literacy levels of the respondents

Chart 2: Literacy levels of the respondents

Literacy level
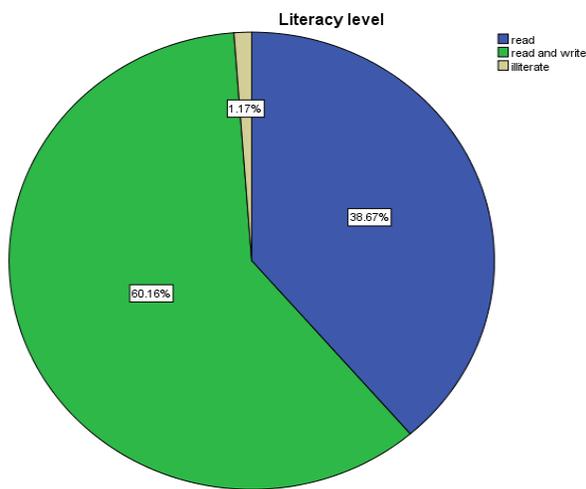
Chart 2, above indicates that 60.16% of the respondents indicated that they can read and write; 38.67% of the respondents indicated they can read and 1.17% is illiterate. Drakenstein Municipality's IDP indicates that the majority of 78 % of Drakenstein (including Goenheuwel) population have some form of education, which means they do have the ability to read and write.

Education has long been recognized as a central element in the socio-economic evolution of less developed countries (World Bank, 1980). Education is regarded as a basic human need and is seen as a means of meeting basic needs and help speed the overall development at all levels.

Table 3

Cross-tabulation between grade and literacy level

	Literacy level			**Total**
	Read	Read and write	Illiterate	
Grade 12	38	61	0	
Grade 11	15	30	0	
Grade 10	22	24	0	
Grade 9	6	15	0	
Grade 8	10	8	0	
Grade 7	3	8	0	
Grade 6	1	3	0	
Grade 5	1	5	0	
Grade 4	2	2	0	
Evening school	1	0	0	
No schooling	0	0	3	
Total	**99**	**154**	**3**	**256**

A cross tabulation between grade and literacy levels in terms of reading and writing, reveals that respondents from grade 4-12 can read and write as seen in table 3. Those respondents who have reached grade 4 and up to grade 12 can be considered functionally literate, they can read and write. Only 1 respondent who attend the evening school can read and 3 respondents who had no schooling are illiterate.

According to Drakenstein Municipality's IDP, illiteracy is standing at a very low 23 per cent and a total of 6 per cent of residence has no schooling for all inhabitants of Drakenstein area, which includes the Groenheuwel community.

The finding reveals that Groenheuwel community and Drakenstein Municipality are on par with the target of MDG 2, to achieve universal primary education to ensure that all boys and girls complete a full course of primary education.

The community meets at the library for their literacy needs. According to monthly statistical reports of Groeheuwel public library readers are reading many books to improve their literacy skills. Groenheuwel public library gets an average 40 800 visitors per year. The library offers a good collection of library material and provides high quality educational and cultural programmes and has a strong outreach to the community.

Chart 3: Respondents with post matric
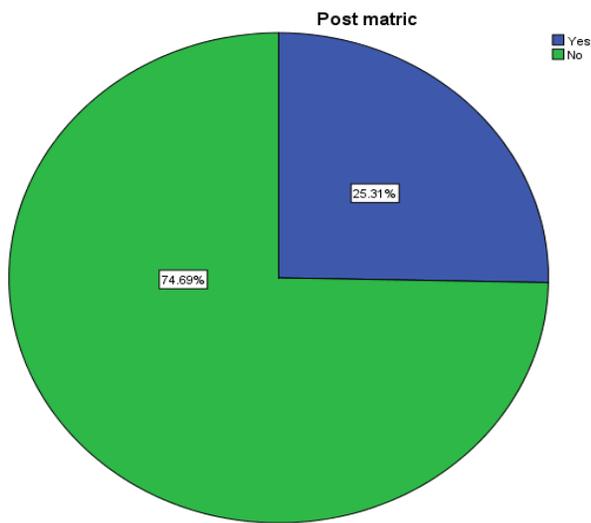
Chart 3 indicates that a total of 25.31% of the respondents has post-matric qualification, while 74.695% of the respondents do not have post matric. Data on educational level reveal that 99 respondents reached the highest grade, grade 12, followed by grade 10, followed by grade 11, followed by grade 9-4, followed by the respondents who attended the evening school and no schooling. Data also revealed in table 2, that although 99 respondents completed matric, however not all of them enrolled for tertiary education.

4.2.2.4 Employment status of respondents

Table 4: Employment status of respondents

Employment Status	Total respondents	Percentage
Employed	66	27%
Unemployed	174	73%

According to table 4 the majority of the respondents 174 (73%) are not employed and the minority of the respondents 66 (27%) are employed. The unemployment rate for Groenheuwel community is very high.

The high unemployed figure can be given that 5 learners, 17 students, 30 housewives, 11 pensioners and 11 disabled respondents form part of the study and they indicated that they were not currently employed and fall within this category of unemployment.

According to the Drakenstein Municipality, IDP the unemployment rate is 23% and a total of 11% without household's income.

The result of the study does not correlate to the statistics of Drakenstein Municipality's IDP report, however according to the researcher Groenheuwel area is a newly developed area where people before lived in informal dwellings and also lived in abject poverty. A lack of income, shelter and services are elements of poverty. According to the then Mayor Manuel, (cited in Drakentein Municipality: IDP, 2010:7) significant, progress was made during 2010/2011 financial year in their collective struggle against poverty and inequalities, which enhances the quality of life of all residents, although some communities still live in abject poverty.

Chart 4: Respondents' membership status
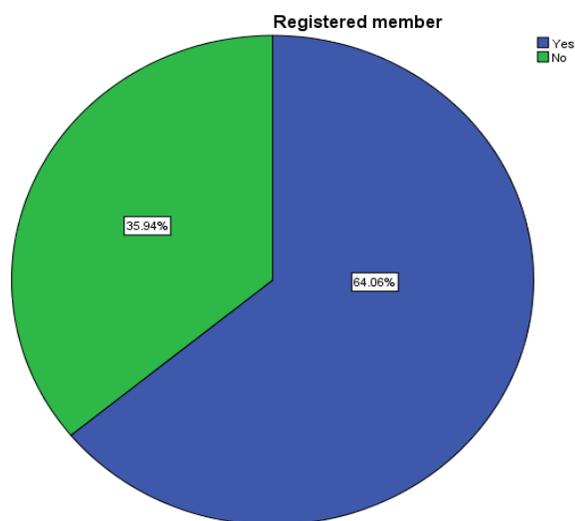
Registered member

Chart 4 indicates how many respondents are members and how many are non-members; 156 (64.06%) are registered members of the library and 85 (35.94%) are not registered members of the library.

Table 5: Respondents' reason for using the library

Reason	Total of respondents	Percentage
Borrowing books	121	50%
Borrowing DVDs	40	17%
Borrowing CDs	24	10%
Reading newspapers and magazines	71	30%
Photocopies	89	37%
Reference	33	14%
Assignments	39	16%
Faxing	36	15%
Internet	76	32%

Many of the respondents indicated more than one reason(s) for using the library. The findings revealed that 121 (50%) of the respondents use the library to borrow books, followed by 89 (37%) who use the library for photocopies, followed by 76 (32%) respondents who use the library for the internet, followed by 71 (30%) respondents who read newspapers and magazines, followed by 40 (17%) respondents who borrow DVDs, followed by 39 (16%) respondents who do assignments, followed by 36 (15%) respondents who do faxing, followed by 33 (14 %) respondents who come for reference work and 24 (10%) respondents who borrow CDs.

The findings revealed that the users came for different reasons to the library and enjoy using the library not only to make use of the services presented but also to attend various skills training projects and programmes. Some respondents indicated that they only come to attend the home base care or skills training sessions at Groenheuwel public library.

These findings support Proctor, Lee & Reilly's, (1988) opinion that libraries make significant contribution to people's quality of life, especially in communities with high incidence of economic, educational and social deprivation.

Table 6: How frequently do respondents use the library?
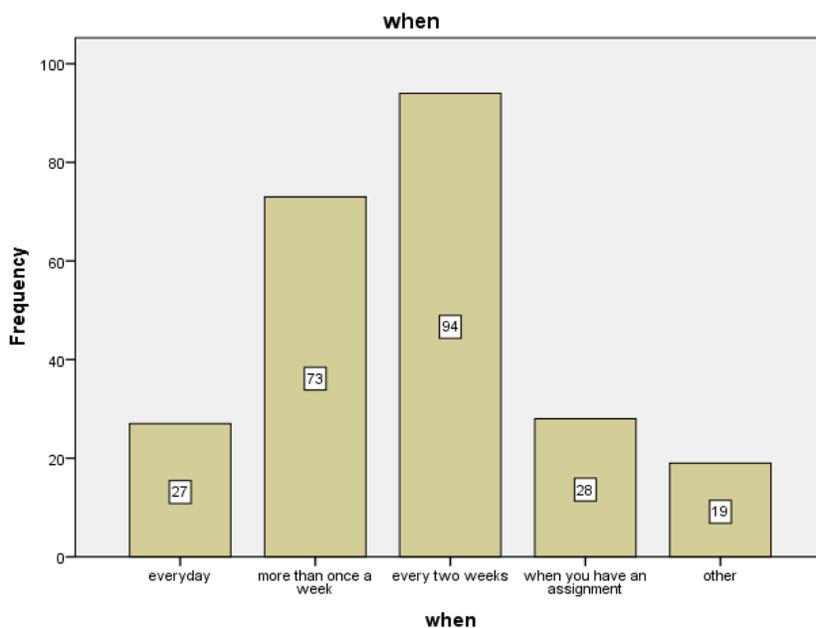
Table 6 shows that the majority of 94 respondents are using the library every two weeks, followed by 73 (30%) respondents who are using the library more than once a week,

followed by 28 (12 %) respondents who are using the library only when they have assignments, followed by 27 (11%) respondents who are using the library every day and 19 (8%) who visited the library for the first time or to apply for a new card or to make use of photocopies and fax facilities for the first time.

The library has a lending period of two weeks in which registered members can borrow the books and other library materials. This correlates the highest percentage (39%) using the library every two weeks.

Table 7 Cross-tabulation between Question 8 &10

Respondents using the library every two weeks and registered library members

when * Registered member Cross-tabulation

Count

	Registered member		Total
	Yes	No	
Everyday	24	7	31
more than once a week	41	33	74
every two weeks	76	25	101
when you have an assignment	16	15	31
Other	7	12	19
Total	164	92	256

The table above which is a cross-tabulation between the respondents using the library within a certain time frame confirms that most of them are registered members, as clearly indicated in the table.

The respondents use the library in the following ways:

- 31 of which 24 respondents are registered members, use the library every day
- 74 of which 41 respondents are registered members, use the library once a week
- 101 of which 76 respondents are registered members, use the library every two weeks
- 31 of which16 respondents are registered members, use the library for assignments
- Other 19 are those who either visit for the first time or who apply for a new card or enquire more information about their lost cards.

The findings reveal that most of the respondents are registered members of the library as illustrated in the above table.

4.3 Analysis and interpretation of open-ended questions

The following qualitative data were drawn from the open-ended questions. This part of the study can best be described as a bounded case study (Punch, 2005). By this I mean the data is studied and given a unitary character by interrelation of a variety of facts to a single case according to Theodorson and Theodorson as cited in Punch (2005). Some of the research questions were semi-structured and were transcribed and coded in themes. Most significant to the research questions are the opinion of the respondents on the questions. The answers of the respondents were written in their own words, which might reflect some grammar and spelling errors.

Table 8: Is the library material or information available when you need it?

Table 8 indicates that 215 (89%) of the respondents received information when they needed it, while 26 (11%) do not agree. The high percentage of information available indicates that the library stock is addressing the needs of the users and that the library collection policy is effectively in use.

With regard to the same question about availability of library material or information 26 (11%) said that the reason they did not find the information were the following reasons:

Question ask	Answers given by Respondents	
Question 11: *Is the library material or information available when you need it? Yes or No. If yes please specify/ If no, why not.*	If yes, specify	If no, why not
	The majority of 215 respondents were very positive about getting the information they need.	A few respondents, 26 do not agree and give the following comments: - Information not available when you need it - "nothing available on my interest" - Only newspapers available - Sometimes - Sometimes printer out of order - internet is not working

The study reveals that the majority of respondents find the information when they needed it. The negative (no), responses from respondents should not be ignored; however one has to look at it positively.

Table 9: Do you think the library can help to alleviate poverty in the community?

lib alleviate poverty?
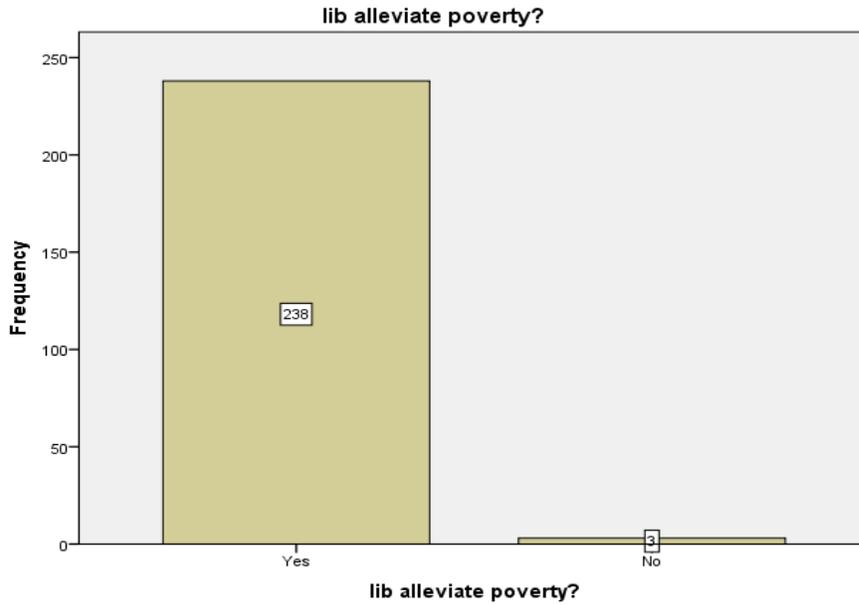
The table indicates that the majority 238 (99%) of the respondents agree that the library can play a role to alleviate poverty and 3 (1%) of the respondents do not agree.

With regard to the same question about does the library play a role to alleviate poverty? The following answers were given by respondents

Question ask	Answers given by Respondents	
Question 12:	If yes, specify	If no, why not
Do you think the library can play a role to alleviate poverty? Yes or No. If yes please specify/ If no, why not.	The majority of 238 respondents are positive that the library is playing an important role to alleviate poverty in the community	Only a few respondents, 3 disagree that the library can play a role.

Question 12/…   61

Question 12 continued

Question ask	Answers given by Respondents	
Question 12:	If yes, specify	If no, why not
Do you think the library can play a role to alleviate poverty? Yes or No. If yes please specify/ If no, why not.	Some of the positive responses: - children can go anytime to the library for their needs - library improve reading skills - they learn new skills - people get help - soup-kitchen is available - can search for jobs on the internet - help build the community and programs for children	Some of the negative responses: - no development - too little projects - "don't have time"

According to the IDP, access to a lack of opportunities can also negatively impact on poverty in this regard Groenheuwel public library is easily accessible because the staff is helpful and friendly.

Drakenstein Municipality's IDP, reports on the implementation of CBP projects in the wards. Groenheuwel area consists of wards 11, 12 and 13. The purpose of these projects is to concentrate on the specific needs of the community. The Community Based Plan (CBP) mainly focuses on unemployment, job creation, skills development, sanitation and maintenance of existing facilities. Groenheuwel public library also has a soup- kitchen which is coordinated by volunteers from the community.

The following projects have been running for the past two years; the home base project is fairly new:

- Learners and driver's licence – CBP project
- Gardening workshops – CBP project
- Sewing Projects in the community –CBP project
- Beadwork – Partnership with community members
- Arts and craft classes – Partnership with NGOs and community members
- Soup- Kitchen – volunteers of the community
- Distributing of medication – Western Cape Department of Health
- Home Base care – Partnership with NGO

The findings reveal that GPL contribute enormously to the empowering of its community to better the current socio-economic position of this community. Through the above-mentioned projects the library is contributing positively to increase job-creation and alleviation of poverty in this community. The respondents were very enthusiastic and positive about what Groenheuwel public library offer to them.

With regards to the same question there were a few negative comments and it would be advisable not to ignore these comments.

Chart 5: Do you think the internet facility is of great help to the users?

internet help?

4.30%

95.70%

Yes
No
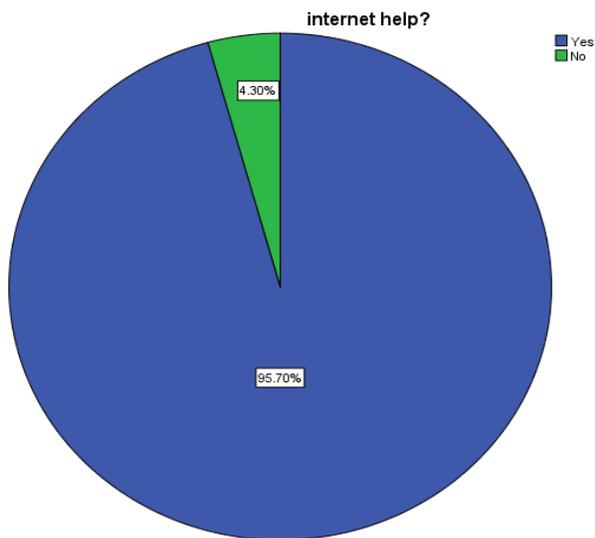
The majority of 95.70% respondents indicated that the internet facility is a great help at the library, 4.30% of the respondents do not agree. The study reveals that most respondents agree that the internet is a benefit for users, as clearly indicated in the below chart.

With regard to the same question, the respondents answer as follow:

Question ask	Answers given by Respondents	
Question 13: *Do you think the internet facility is of great help for the users? Yes or No. If yes please specify/ If no, why not.*	If yes, specify	If no, why not
	The majority of the respondents 231 were positive. Some of their comments were: - Poverty is a great concern and internet is free - Many do not have internet at home - Can search for jobs - Internet help with assignments	Only a few,10 respondents were negative and their comments were: - Not enough computers and data is too slow - Don't use internet - Not all have the ability to work on the internet - Don't know have not used the library's internet

The internet is a new era and public libraries are increasingly used as centres for e-based communication and the transfer of information. There is an influx to the libraries; the scale study of Carnegie Foundation confirms that children are being attracted by public space available for study purposes.

According to (Mchombu 2007:11) adults and learners identified an existing communication information centre (ICT) as crucial to support education, and given that most homes are "too small" and do not have electricity, study tables or chairs, school children find public libraries as convenient places to study to complete their homework and to prepare for class tests and examinations, for these reasons public libraries will be advised to embrace human development for a philosophical basis for advocacy and a programme of action.

The findings reveal that the internet is of great help in libraries and can be used for various searches from getting information for assignments and research, to find job opportunities and how to start your own business.

Chart 6: Do you make use of the computers at the library?
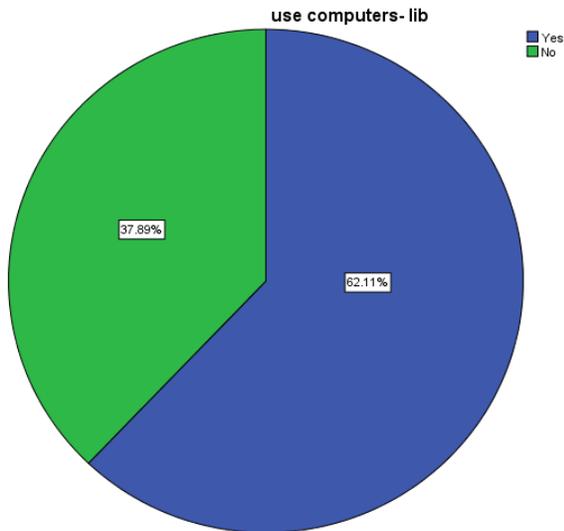
The majority of respondents 62 %t indicated that they make use of the computers, 38% of the respondents do not make use of the computers in the library.

Table 10 below provides us with the reasons why the computers are used by the majority of respondents, while 38% of the respondents do not use computers for any of the reasons below in table 10.

Table 10: For what reasons are respondents using the computers in the library?

Usage	Total of respondents	Percentage
Type your CV	128	53%
Work on the internet	134	56%
Type other documents	43	18%

The table above shows that 134 (56%) of respondents work on the internet, followed by 128 (53%) of the respondents who use the computers to type their CVs and 43 (18%) respondents who type other documents.

A minority of 38% of the respondents do not use the computers at the library. This might imply that some respondents do not know how the computers work and might be embarrassed to indicate that they cannot work on the computers.

The study reveals that the respondents use the computers mostly to work on the internet. This may imply that the respondents use the internet to search for possible job opportunities and/or how to start their own businesses. Secondly the computers are used by 53 per cent respondents to prepare their CurriculumVitae (CVs).

The study reveals that the majority agree that the computers are a great tool in the public library and internet is a further advantage in this disadvantaged community. Many of the respondents are computer literate.

Table 11: Are you aware of any community projects at Groenheuwel Library?

Yes	No
145	96

The table indicates that the majority of 145 respondents were aware of community projects that were taking place at the Groenheuwel library and 96 respondents disagree.

With regard to the same questionnaire the respondents answer as follow:

Question ask	Answers given by Respondents	
Question 15: *Are you aware of any community projects at Groenheuwel Library? Yes/No. If yes, list the projects please. If no, why not.*	If yes, List the projects	If no, why not
	The majority of the respondents 145 were positive. Some of their comments were: - Soup-kitchen	Some of the negative responses from 96 respondents were: - Didn't hear of it - Stay too far - Don't know

Question 15/…   66

Question 15 continued

Question ask	Answers given by Respondents	
Question 15: *Are you aware of any community projects at Groenheuwel Library? Yes/No. If yes, list the projects please. If no, why not.*	If yes, List the projects	If no, why not
	- Home-base care - Beadwork - Learners and driver's license - Medication for patients	- have no interest - marketing of projects not so well - not aware

The findings reveal that the majority, 145 of the respondents were aware of the projects taking place at the library, however some respondents, 96 were negative because most of them were not aware of these projects. The library should market these projects more extensively to include the whole of the community of Groenheuwel.

Table 12: The respondents' opinion on the question whether the users learnt any new skills?

Yes	No
214	27

The table indicates that the majority of 214 respondents say, yes that the users are learning new skills at the library and 27 respondents says no.

The implementation of projects through CBP (Drakenstein Municipality) and partnership with stakeholders such as the facilitators of the community (NGOs, volunteers- who are pedagogues in their field of training) are positively contributing to the needs of Groenheuwel community. These projects are addressing MDG 1 and MDG 8.

Table 13: Are the respondents aware of any displays on AIDS/HIV, Malaria and other diseases?

Display	Total Respondents	Percentage
HIV/AIDS	216	90%
Malaria	92	38%
Other disease	72	30%

Almost all the respondents 216 (90%) are aware of the displays on AIDS/HIV, followed by malaria 92 (38%) and 72 (30%) are aware of other diseases displayed.

According to the Drakenstein Municipality's IDP, Drakenstein Municipality has the highest count of HIV/AIDS population in the region, followed by Breede Valley Municipality. There is an increase in the dependency on the need for public health care which brought about huge challenges and requires major resources. This dependency stems from the poverty levels in the communities, poor housing, services and hygiene. Tuberculosis (TB) is a major concern and HIV/AIDS.

The Western Cape Department of Health distributes medication to the community of Groenheuwel at the Groenheuwel Public Library every Wednesday. The staff of Groenheuwel Public Library does awareness programmes on HIV/AIDS, malaria, TB, meningitis and other diseases and through these programmes the users are kept informed and are made aware of the causes and prevention of these diseases. Groenheuwel Public Library and the Western Cape Health Department are partnering to make the medicine available to the community. Through these services at Groenheuwel Public Library MDG 6 is addressed.

Table 14: Does the library have information available on maternal deaths?

Yes	No
226	30

The table above indicates that a majority of 226 respondents said, yes that the library does have information on maternal deaths and 30 respondents said, no. The finding reveals that Groenheuwel Public Library's stock collection is relevant to the needs of its users. It is therefore important that the library has also information on this important health matter.

Table 15: Does the library have information available on gender issues?

Yes	No
234	22

The table above indicates that a majority of 234 respondents said, yes that the library does have information on gender issues and 22 respondents said, no. The finding reveals that Groenheuwel Public Library's stock collection is relevant to the needs of its users.

Table 16: Does the library offer any sustainable programs?

Yes	No
229	27

The table above indicates that the majority of 229 respondents said, yes that the library does offer sustainable programmes and 27 respondents said, no.

With regard to the same questionnaire the respondents answer as follow:

Question ask	Answers given by Respondents	
Question 20:	If yes, specify	If no, why not
Does the library offers any sustainable programmes. Yes/No. If yes please specify. If no, why not.	The majority of the respondents 229 were positive. Most of them were aware of the sustainable programmers: - beadwork	Only a few, 27 respondents were negative and their comments were: - don't know

Question 20 continued

Question ask	Answers given by Respondents	
Question 20: *Does the library offer any sustainable programmers. Yes/No. If yes please specify. If no, why not.*	If yes, specify	If no, why not
	- beadwork, skills training - home base care - children programmers - learners and drivers' licence - medication - Youth programmer -	Only a few, 27 respondents were negative and their comments were: - not aware of any

Drakenstein Municipality's, IDP encourage participation of community projects. The CBP is a form of participatory planning and a new project of the Drakenstein Municipality. Groenheuwel public library currently does the above-mentioned sustainable programmes at the library. The users also find it useful to meet at the library for recreational purposes.

The findings reveal that Groenheuwel public library is a place where users gather for recreational, educational and development purposes.

Table 17: Respondents rating the service of the library

Rate	Total of respondents	Percentage
Strongly satisfied	166	65%
Satisfied	62	24%
Neutral	21	8%
Dissatisfied	2	1%
Strongly Dissatisfied	5	2%

The table above shows a high rate of 166 (65%) respondents indicate that they are strongly satisfied with the services rendered to them, followed by 62 (24%) respondents who indicate they are satisfied, followed by 21 (8%) respondents who rate the service as neutral and 7 (3%) respondents who rate the service with a dissatisfied and strongly dissatisfied. The conclusion can be drawn that the majority of respondents are happy with the services which they receive at the library.

This may imply that the staff is very helpful, approachable and knowledgeable.

4.4 Conclusion

This chapter has dealt with the analysis and interpretation of data collected from a survey done at Groenheuwel Public library. The data for the survey were gathered over a period of two weeks. The questionnaires were completed by 256 respondents of Groenheuwel public library.

Chapter 5 will use the findings reflecting in this chapter to answer the research questions listed in Chapters 1 and 3 and make recommendations and suggestions for further research.

CHAPTER FIVE: FINDINGS AND RECOMMENDATIONS

5.1 Introduction

This chapter contains findings of the study and this research looks at the role that Groenheuwel Public Library plays in realizing some of the Millennium Development Goals (MDGs). This was a case study done at Groenheuwel Public Library. Chapter 5 tries to provide answers to the research questions identified in Chapter 1 and 3 and wants to draw possible findings and recommendations. The summary and findings are based on Chapter 4, which presents and interprets the research data analysis.

This was a case study of only one public library, the limitations of this study as mentioned in Chapter 1 is that it only focuses on one public library and cannot be generalized to all public libraries in South Africa and another limitation is that the MGDs are time bound and should be attained by 2015.

The benefit of this research is to emphasize the value of public libraries. The purpose of this research is to try and persuade decision makers to make public libraries, funded mandates and to build and equip better facilities and services.

5.2 Findings on research questions

A total of 256 questionnaires were completed by adult library users of Groenheuwel public library.

The data were collected, presented and analyzed in Chapter 4, the review of the literature in Chapter 2, provided the study with a basis for making relevant recommendations on how to address the Millennium Development Goals (MDGs) in public libraries.

The research problem sought to find whether public libraries contribute to the realization of the different Millennium Goals (MDGs). The main research problem is answered through the sub-questions which are discussed in the following sections. Chapters 1 and 3 listed the questions coming from the research problem. This section uses the findings summarized in Chapter 4 to answer these questions and add some comments and make relevant recommendations.

The study has provided answers to questions relating to the effectiveness of services, programmes and benefits of projects that were successfully implemented by Groenheuwel Public Library. Based on the responses that were received from the questionnaires that were distributed to the users (respondents), it can be concluded that:

5.2.1 Sub-question 1 - What contributions does the public library make in alleviating poverty?

The literature review (see section 2.5.3) regarding the Community Based Plan (CBP) by Drakenstein Municipality revealed results that are similar to the findings that came from the empirical investigations. The majority of respondents are aware of the community based plan (CBP), programmes that are taking place at Groenheuwel Public Library, such as the learners and drivers classes as well as the garden workshops. These are ward based programmes that are facilitated at Groenheuwel public library. Groenheuwel public library does the skills training projects, such as beadwork, arts and crafts, holiday programmes as well as the soup-kitchen. The purpose of these projects is to empower the users with new skills to create job opportunities and contribute to the alleviation of poverty. This relates to MDG 1.

The study by Andrew Kaniki found that African libraries and librarians and information specialists can and should play an important role in facilitating the production and management of knowledge for meeting the MDGs.   Similar results in the study reveal that the majority of respondents receive the information they needed and a majority of 99% respondents indicated that the library plays a huge role in alleviating poverty, through various community projects that are taking place at the library such as beadwork, soup-kitchen, home base care, learners and drivers' license classes, garden workshops and children's programmes. A total of 88.9% respondents indicated that they are learning new skills at the library. Groenheuwel Public Library promotes reading skills and improves literacy skills. These activities relate to MDG 1, MDG 2, MDG 3 and MDG 6.

5.2.2 Sub-question 2 – What is the developmental role of the library in terms of building health in a community?

The literature review(see section 2.5) MDGs 4 and MDGs 5, reduce of child mortality and improves maternal health, as well as MDGs 6, combats HIV/AIDS, malaria and other diseases are a great concern globally.

HIV/AIDS prevalence levels are still high in South Africa compared to other countries in the Northern, Western and Central Africa. Findings in the empirical investigation found that Groenheuwel Public Library is providing information to the users and the library is doing regular displays on HIV/AIDS, malaria and other diseases.

The Department of Health distributes medicine from the library hall to the community of Groenheuwel every Wednesday. The senior citizens of Groenheuwel attend the home-base care which takes place every Tuesday morning. The senior citizens meet at the library through the home-base care and their blood pressure and sugar levels are taken. They also do health exercises and socialize as a group. Libraries can play an important role in the prevention of diseases control by using their wide network to serve as a focal point of information dissemination. Effective prevention and treatment awareness campaigns demand a trusted community source of information and a place where the most recent information is continually available in print or online. This relates to MDG4, MDG5 and MDG6.

5.2.3 Sub-question 3 – What is the role of ICT in the library in bridging the so-called digital divide?

Literature review (see section 2.2.1) reveals that the internet is a new era and public libraries are increasingly used as centres for e-based communication and information transfer. According to Mchombu, (2007:1) adults and learners identified an existing communication centre (ICT) as crucial to support education and given that most homes are too small and do not have electricity, study tables and chairs. The data of the case study at Groenheuwel Public Library shows that the internet is becoming a very important tool for information and job opportunities. A high percentage of respondents indicate that the internet is a great help at the library. Some respondents also mentioned that the library has the space, tables and chairs to create an ideal environment for study, typing and job searches on the internet.

According to Manjarrez, (2007:22) ICT has a great potential to help bridge the information gap between the developed and developing countries. Libraries are important access points for individuals to secure targeted training on computers, conduct online search for jobs via current and extensive databases and find career development opportunities.

The ICT/internet facility at Groenheuwel public library is a very popular project and is used at its full potential. This facility is used by an average of 60 users per day. This relates to MDG 1, MDG 2 and MDG 8.

5.2.4 Sub-question 4 – How is the library networking with other development agencies?

The literature review (see 2.5, MDG 8) confirms that a dynamic partnership between libraries, government and the private sector helps to shift the perception of libraries from traditional depositing of books to places that offer the benefits of new techniques for personal development and economic improvement. Similar results reflect that Groenheuwel Public Library has many projects that take place, namely beadwork, soup-kitchen, garden workshops, learners and drivers' license. The home-base project and the medicine project are facilitated by different stakeholders.

In Medellin Columbia a government initiative to build a new future for the city has been transformed with the Network of Public Libraries (NPL) survey as the key for community development and to empower citizens. Among the NPL, five of the thirty four libraries have parks which are located next to the libraries in the most marginalized communities. The library parks have become cultural centres, providing free abroad community access to information and educational resources. Groenheuwel Public Library has a park next to the library, which the library uses when they are doing collaborative projects with the community.

Groenheuwel Public Library works inter departmentally within Drakenstein Municipality, namely the Community Development section, Parks, Local Economic Development section, Tourism and Building and maintenance section. The library also networks with NGOs, local museums, volunteers, the community and the private sector. This relates to MDG 1 and MDG 8.

5.2.5 Sub-question 5 - What MDGs are realised by the Groenheuwel public library?

The literature review (see section 2.3.6) results reveal that public libraries and librarians do indeed have a role to play in providing information, which either directly or indirectly addresses the MDGs. The results in chapter 4, is similar to this statement. Groenheuwel Public Library contributes indirectly to poverty alleviations as proved by the outcome of 99% of the respondents who agree that the library can play a role in alleviating poverty. The library also provides different skills training workshops which empower the community with new skills. The majority of respondents indicated they get the information which they are looking for.   The internet plays a vital role in searching for job opportunities. Groenheuwel Public Library also addresses matters on health issues such as information sessions on HIV/AIDS, malaria and other diseases. The library also makes information available to the users on gender issues, child mortality and the improvement of maternal health.

Groenheuwel public library addresses the following MDGs directly and indirectly:

MDG 1 - Eradicate extreme poverty and hunger (as discussed in section 5.2.1; section 5.2.3 and section 5.2.4)

MDG 2 - Achieve universal primary education (as discussed in section 5.2.1 and section 5.2.3)

MDG 3 - Promote gender equality and empower women (as discussed in section 5.2.1)

MDG4 - Reduce child mortality (as discussed in section 5.2.2)

MDG 5 – Improve maternal death (as discussed in section 5.2.2)

MDG 6 – HIV/AIDS, malaria and other diseases (as discussed in section 5.2.1 and section 5.2.2)

MDG 7 – Ensure environmental sustainability, Groenheuwel public library indirectly contributes to this goal by making information of policies and documents available to the public for insight and comments.

MDG 8 – Develop a global partnership for development (as discussed in section 5.2.3 and section5.2.4)

5.2.6 Sub-question 6 - Who uses the library, for what purpose?

The community of Groenheuwel uses the library for their different needs. The study reveals that 121 (50 %) of the respondents use the library for borrowing books, followed by 89 (37%) who use the library for photocopying, followed by 76 (32%) respondents who use the library for the internet, followed by 71 (30%) respondents who read newspapers and magazines, followed by 40 (17%) respondents who borrow DVDs, followed by 39 (16%) respondents who do assignments, followed by 36 (15%) respondents who do faxes, followed by 33 (14%) respondents who come for reference work and 24 (10%) respondents who borrow CDs. Respondents between the ages of 18-83 make use of the above-mentioned services at Groenheuwel Public Library.

The findings reveal that the users are coming for different reasons to the library and enjoy using the library not only to make use of the services but also to attend various skills training projects and programmes.

5.3 Recommendations

Based on the results discussed the following recommendations can be made:

- To make Community based Programs (CBP) more regularly part of the library programmes and events
- Networking with different agencies, that promote skills training and present workshops and talks for users
- To involve more Community based Programs (CBP) at Municipalities, which contribute to job creation
- To influence decision-makers to budget for more resources and to make libraries a funded mandate
- More public libraries should get involved in community projects

Recommendations have also been made on areas that require further research.

5.4 Suggestions for further research

A research project should be undertaken to establish why people make use of the library facilities and take part in the programs, but they do not become registered members of the library.

5.5 Conclusion

The study achieved its aim of determining if public libraries can play a role in realizing the MDGs: a case study of Groenheuwel public library.

In conclusion Groenheuwel Public Library does address some of the MDGs directly and indirectly, however the library on its own cannot have a huge impact on the targets as set out in the MDGs.

Based on Groenheuwel Public Library's involvement in various community projects, this library was recently (2012) chosen as one of the public libraries to represent Drakenstein Municipality on two different occasions in Sweden (Kungsbacka Municipality).

The study reveals there is no easy way to library development, because libraries do not feature in high level declaration such as the Millennium Development Goals (MDGs). However public libraries in South Africa and in every community are inevitable and can play an important role in sharing its resources and having free access to overcome obstacles in their communities. They should learn to use the information to rise above the challenges (Kabamba 2010:146).

According to IFLA's then president Lux (2005:52) libraries are not visible and relevant enough to the politicians and diplomats who craft such statements. Librarians themselves have to make and demonstrate the connection between these goals and the contribution that libraries make to achieve them.

It seems unlikely that South Africa and Africa will attain the MDGs by 2015, due to various reasons not within the scope of this study, however the opportunity to transform public libraries to the extent that they can play a meaningful role in alleviating poverty is possible with the necessary funding and more resources from government, policy and decision-making partners.

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APPENDICES: Appendix A: Questionnaire with library users of Groenheuwel Public Library

Aanhangsel A: Vraelys met biblioteekgebruikers van Groenheuwel Openbare Biblioteek

SECTION A / AFDELING A

1. Gender/Geslag : …………………………………………………………………….

    A. Male/ Manlik

    B. Female/ Vroulik

2. Age/Ouderdom: ………………………………………………………………………..

3. What is your highest standard or grade passed?/ Wat is die hoogste standerd of graad wat u op skool geslaag het?
    …………………………………………………………………………………………..

4. Do you have any post matric qualification? Yes/No.
    Het u enige na matriek kwalifikasies? Ja/Nee
    If Yes, specify. /   Indien Ja spesifiseer.

    ………………………………………………………………………………………….

5. Literacy level /Geletterdheidsvlak. (Please tick appropriate box with a X. / Merk asseblief in die gepaste blokkie met 'n X

    A. Read/Lees

    B. Read and write/Lees en skryf

    C. Illiterate/ongeletterd

6. Are you a student? Yes/No
    Is u 'n student? Nee/Ja
    If Yes, specify./ Indien Ja spesifiseer.
    …………………………………………………………………………………………..

7. Are you presently employed? Yes/No.   Is u tans werksaam? Ja/Nee
    If Yes, specify. Indien Ja spesifiseer.

    ……………………………………………………………………………………………
    If No, why not / Indien Nee waarom nie?
    ……………………………………………………………………………………………

8. Are you a registered member of the library? Yes/No. /Is u 'n geregistreerde lid van die biblioteek? Ja/Nee.
    If No, why not? / Indien nee waarom nie?   84

    .

9. Why are you using the library today?/ Vir watter rede gebruik u die biblioteek vandag? (Ticks as many as apply/ Merk soveel as wat nodig is.

A. Lending books/ Leen boeke

B. Lending DVDs/ Leen DVDs

C. Lending CDs/ Leen CDs

D. Reading newspapers and   Magazines

    / Lees koerante en tydskrifte

E. Photocopies/ Fotostate

F. Reference/ Naslaanwerk

G. Assignments/ Take

H. Faxing/ Faks

I. Internet/ Internet

Other (please specify)/ Ander spesifiseer ………………………………………………………….....

10. How frequently do you use the library? / Hoe gereeld gebruik u die biblioteek? (Tick one answer with an X / Merk een antwoord met 'n X)

A. Every day / Elke dag

B. More than once a week

    /Meer as een keer 'n week

C. Every two weeks

    / Twee weekliks

D. When you have to do an assignment

    /wanneer jy 'n taak moet doen

Other (specify)/Ander spesifiseer……………………………………………………………………………

11. Is the library material or information available when you need it? Yes/No
    Is die biblioteekmateriaal beskikbaar in die biblioteek as u dit benodig? Ja/ Nee
    If yes please specify / Indien ja, spesifiseer asb……………………………………………………

If no, why not?/ Indien Nee, hoekom nie?...

12. Do you think the library can play a role to alleviate poverty in the community? Yes/No

    Is u van mening dat die biblioteek 'n rol kan vertolk om armoede te verlig in die gemeenskap? Ja/Nee.

    If yes please specify/ Indien ja spesifiseer asb………………………………………………………………………………….

    ……

    If no, why not? / Indien nee waarom nie?...

    ……

13. Do you think the internet facility is of great help for the users? Yes/No

    Dink u die internet fasiliteit is van groot hulp vir die gebruikers.? Ja/Nee

    If yes, specify please/ Indien Ja spesifiseer asb. ………………………………………………………………………….

    ……

    Indien Nee, hoekom nie? ………………………………………………………………………………….

    ……..

14. Do you make use of the computers at the library? Yes/ No. /Maak u gebruik van die rekenaars by die biblioteek? Ja/Nee

    If yes to do what, (tick as many as apply with an X)/ Indien ja (merk soveel as wat u dit voor benodig met 'n X)

    A.   Type your CV/Tik jou CV

    B.   Work on the Internet / Werk op die Internet

    C.   Type other word documents / Woord Dokument

    Other specify please/ Ander spesifiseer asb. ………………………………………..………………………………………

15. Are you aware of any community projects at Groenheuwel Library? Yes/ No

    Is u bewus van enige gemeenskapsprojekte by Groenheuwel biblioteek? Ja/Nee

    If yes, list the projects please/ Indien ja, lys die projekte asb.

    ……

    ……

    If no, why not/ Indien nee, waarom nie? ………………………………………………………………………………………….

16. Do you think that users at the library are learning any new skills?Yes/No
    Is u van mening dat die gebruikers van die biblioteek nuwe vaardighede leer? Ja/Nee

17. Are you aware of any displays on the following: / Is u bewus van enige uitstallings oor die volgende onderwerpe . (Please tick as many as apply with a X/ Tik so veel as waarvan u kennis dra met 'n X)

    A. HIV/AIDS

    B. Malaria

    C. Other diseases
        / Enige ander siekte

18. Does the library have information on maternal deaths? Yes/No
    Het die biblioteek inligting oor moeder en voorgeboorte sterftes? Ja/Nee

19. Does the library have information available on gender issues? Yes/No
    Het die biblioteek inligting beskikbaar oor geslags gelykheid(vroueregte)? Ja/Nee

20. Does the library offer any sustainable programmes? Yes/No
    Het die biblioteek enige volhoubare programme? Ja/Nee
    If yes, please specify. /Indien ja, lys die programme asb.

    ………

    ………

21. On the table below please rate the service you are getting at the library.

    Beoordeel die diens wat u ontvang in die biblioteek na aanleiding van die volgende tabel.

Strongly satisfied/ Hoogs tevrede	Satisfied / Tevrede	Neutral / Gemiddeld	Dissatisfied Ontevrede	Strongly Dissatisfied/ Hoogs ontevrede

Thank you for taking time to complete this questionnaire.

Dankie dat u tyd geneem het om die vraelys te voltooi.

Appendix B: Vraelys met biblioteek gebruikers van Groenheuwel Openbare Biblioteek

Umqukumbelo B: Imibuzo nabantu abasebenzisa ithala lencwadi lase Groenheuwel

AFDELING A / ICANDELO A

22. Geslag / Isini : ……………………………………………………….

   C.   Manlik / indoda

   D.   Vroulik / umfazi

23. Ouderdom / Iminyaka: ………………………………………………………..

24. Wat is die hoogste standerd of graad wat u op skool geslaag het? / Leliphi ibanga eliphezulu oliphumeleleyo?
   ………………………………………………………………………………..

25. Het u enige na matriek kwalifikasies? Ja/Nee. Indien Ja spesifiseer.
   Unalo ibanga elingapha kweshumi? Ewe/hayi
    / Ukuba ewe, xela.

   ……………………………………………………………………………….

26. Geletterdheidsvlak (Merk asseblief in die gepaste blokkie met 'n X / umgangatho wencwadi zemibhalo krwela ibhokisi efanelekileyo ngo X.)

   D.   Lees / Funda

   E.   Lees en skryf / Funda no bhala

   F.   Ongeletterd / Igaba

27. Is u 'n student? Nee/Ja. Indien Ja spesifiseer
   Ungumfundi? Ewe / hayi / ukuba ewe, xela.

   ………………………………………………………………………………..

28. Is u tans werksaam? Ja/Nee / Uyasebenza na?
   Indien Ja spesifiseer / Ukuba ewe, xela?

   ……………………………………………………………………………….
    Indien Nee, waarom nie? / Ukuba hayi, Kutheni?

   ……………………………………………………………………………….

   29. Is u 'n geregistreerde lid van die biblioteek? Ja/Nee. Indien nee waarom nie? ulilungu elivunyiweyo lethala lencwadi? Ewe / hayi . Ukuba hayi kutheni?
   …………………………………………………………………………………

30. Om watter rede gebruik u die biblioteek vandag ?. Merk soveel as wat nodig is / Sesiphi isizathu usebenzisa ithala lencwadi namhlanje? / krwela ezifanelekileyo.

J.   Leen Boeke / Ukuboleka iincwadi

K.   Leen DVDs / ukuboleka iiDvd

L.   Leen CDs / Ukuboleka iiCD

M.   Lees koerante en tydskrifte /

ukufunda iphepha ndaba ne magazine

N.   Fotostate / ukufotokopa

O.   Naslaanwerk / ukukhangela ubunqgina

P.   Take / umsebenzi

Q.   Faks / ifax

R.   Internet/ iinternet

Ander spesifiseer / ezinye (nceda uxele) …………………………………………………………….....

31. Hoe gereeld gebruik u die biblioteek? /(Merk een antwoord met 'n X./ Ulisebenzisa kangakanani ithala lencwadi / krwela impedulo enye ngo X)

E.   Elke dag/ qho ngosuku

F.   Meer as een keer 'n week/

Kaninzi evekini

G.   Twee weekliks /

Enva kweveki ezimbini

H.   Wanneer u 'n taak moet doen

/xawu nomsebenzi

Ander spesifiseer / ezinye (xela) …………………………………………………………………………………

32. Is die biblioteek material beskikbaar in die biblioteek as u dit benodig? Ja/ Nee. Indien ja spesifiseer asb./ Ingaba uyazifumana ingcukacha kwi thala lencwadi xawuzifunayo? Ewe / hayi
 ukuba ewe, nceda uxele……………………………………………………………………………….

Indien Nee, hoekom nie?/ ukuba hayi, kutheni?...

33. Is u van mening dat die biblioteek 'n rol kan vertolk om armoede te verlig in die gemeenskap?
Indien ja spesifiseer asb / Ucinga ithala lencwadi liyayidlala indima yoku phelisa indlala ekuhlaleni?
Ewe / hayi , ukuba ewe, nceda xele………………………………………………………………….

………

 Indien nee waarom nie? / Ukuba hayi, Kutheni?
 ....

……….
34. Dink u die internet fasiliteit is van groot hulp vir die gebruikers.?Ja/Nee
Ucinga iinternet ilincedo elikhulu ebantwini? Ewe / hayi

 Indien, Ja spesifiseer asb./ ukuba ewe, nceda uxele……………………………………………………………….

……

Indien Nee, hoekom nie? / ukuba hayi,
kutheni……………………………………………………………………..

……..

35. Maak u gebruik van die rekenaars by die biblioteek? Ja/Nee / Uyazi sebenzisa iicomputer zethala lencwadi? Ewe / hayi

Indien ja, om wat te doen? / ukuba ewe, uyisebenzisa ukwenza ntoni (merk soveel as wat u dit voor benodig met 'n X / krwela izifanelekileyo kuwe ngo X)

D. Tik jou CV / ukubhala iCV	
E. Werk op die Internet / umsebenzi kwi internet	
F. Woord Dokument / ukubhala ezinye izinto Ezibhalwayo	

 Ander spesifiseer asb. / ezinye, nceda uxele …………………………………………………………………………

36. Is u bewus van enige gemeenskaps projekte by Groenheuwel biblioteek? Ja/Nee
Uyayazi imisebenzi enziwa ngabahlali kwithala lencwadi lase Groenheuwel.

Indien ja, lys die projekte asb. / ukuba ewe, cela uxele lemi sebenzi.

……

……
Indien nee, waarom nie?/ukuba hayi, kutheni
…………………………………………………………………………………………..

……

37. Is u van mening dat die gebruikers van die biblioteek nuwe vaardighede leer? Ja/Nee
Ucinga abantu abasenzisa ithala lencwadi bayalu fumana ulwazi oluphangaleleyo?

……

38. Is u bewus van enige uitstallings oor die volgende onderwerpe./ uke uve ngezizinto zilandelayo: (/ cela ukrwele ogqele uvangazo ngo X)Tik so veel as waarvan u kennisdra met 'n X.

D. HIV/AIDS/ ugawulayo

E. Malaria/ icesina

F. Enige ander siekte/ Ezinye izifo

39. Het die biblioteek inligting oor moeder en voorgeboortesterftes? Ja/Nee
Ingaba ithala lencwadi inazo ingcukacha zokufa. Ewe / hayi

40. Het die biblioteek inligting beskikbaar oor geslagsgelykheid (vroueregte)? Ja/Nee
Ingaba ithala lencwadi inazo inkgcukacha zobu sini? Ewe / hayi

41. Het die biblioteek enige volhoubare programme? Ja/Nee
Ingaba ithala lencwadi inazo iinkgubo ezibambekayo? Ewe / hayi
If yes, please specify. /Indien ja, lys die programme asb./ ukuba ewe, cela uxele.

………

………

42. Beoordeel die diens wat u ontvang in die biblioteek na aanleiding van die volgende tabel.

Kule tafile isezanzi cela uchaze uyifumana kangakanani inkonzo kwithala lencwadi.

Hoogstevrede / wanele ngamandla	Tevrede / wanele	Gemiddeld / zimele-geqe	Ontevrede / awoneli	Hoogsontevrede / awoneli ngamandla

Thank you for taking time to complete this questionnaire.

Dankie dat u tyd geneem het om die vraelys te voltooi.

Siyabulela ngokuthatha ixesha lakho ugewalise lemibuzo.

Appendix C: Consent form by Respondents

Consent of Participant

I ……………………………………………………………… have read the information presented in the information letter about a study being conducted by **Mercia Sias, Librarian at Groenheuwel Library, Paarl, telephone number 021 868 0012 work; Cell. 078 714 6334, E-mail address: mercias@drakenstein.gov.za** under supervision of **Prof . G Fredericks** of the Department of Library and Information Science at the University of the Western Cape.

I understand that I may withdraw from this study at any time during my participation without negative consequences. Should I withdraw the data will be removed from the study and will be destroyed. I have had the opportunity to ask questions with regard to this study and any additional details I was unsure of.

I received permission from Drakenstein Municipality (Municipal manager) to conduct this study. I was informed that if I have any comments or concerns resulting from my participation in this study, I may contact the Department of Library and information Science or the Municipal manager of Drakenstein Municipality.

With full knowledge of all foregoing, I agree of my own free will, to participate in this study.

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Print Name

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Signature of Participant

‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾

Dated at:

‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾

Witnessed

Appendix D: Application letter for survey at Groenheuwel public library from the Acting Municipal Manager, Drakenstein Municipality, approved.

<div align="center">6 September 2011</div>

DRAKENSTEIN MUNICIPLAITY

ATTENTION: ACT. MUNICIPAL MANAGER

PAARL

Dear Sir

Re: Groenheuwel library as a Case Study

I (Mercia Sias) am, currently doing my Masters Degree in Library & Information Science on the following topic **"The role of the public library in realizing the Millennium Development Goals: a case study of Groenheuwel Public Library."**

My request is to do my survey at Groenheuwel library. This survey will entail the following:

- The survey will take place over a period of 2 weeks. Possible starting date: 10-21 June 2012. **Week 1**, between 10-17:00pm ; **Week 2,** between 10:00-17:00pm.
- Library users of Groenheuwel will be part of the survey, by completing the questionnaires
- Every third Library user will be completing a questionnaire
- The study will make use of 2 volunteers every day to assist the library users in completing the questionnaires
- I will be part of the project as researcher, which means I have to coordinate the study to ensure it is pure and relevant.
- **My tasks will be**: to provide the volunteers with questionnaires every morning for the two weeks and to collect the forms by the end of the day.

I am passionate to make a success of this research project and to make a positive contribution to Drakenstein Municipality and South Africa at large.

Your assistance will highly be appreciated. I am also prepared to convey the results obtained to Drakenstein Municipality.

Kind regards

Mercia Sias (Ms)

Head Librarian: Groenheuwel Library

021 868 0012 : 021 807 0138fax

APPENDIX E: Application letter to Chief Librarian for pilot study at Drakenstein public library, **approved**

17 Cedar Avenue

New Orleans

Paarl

7646

20 April 2012

ATTENTION: Ms Lorensia Thomas

CHIEF LIBRARIAN: DRAKENSTEIN LIBRARY SERVICES

DRAKENSTEIN MUNICIPALITY

7646

Re: Pilot study at Drakenstein Library

I am currently doing my Masters Degree at the University of Western Cape and I'm working on my Thesis. The title of my Thesis is **"The role of Public libraries in realizing the Millennium Development Goals (MDGs): a case study of Groenheuwel Public Library".** I was granted permission by the Acting MM of Drakenstein municipality to do my survey at Drakenstein Municipality (Groenheuwel Library). For the purpose of my Thesis I need to do a pilot study, which will entail the following.

1. To do the pilot study at another similar library like Drakenstein
2. To test 10-20 questionnaires of my survey at the library for pilot study
3. This study will take place for one day
4. A volunteer will administer the questionnaire and I will be supervising the overall process

Hope my request will be favorably considered.

Thank you in anticipation.

Mercia Sias

Librarian Groenheuwel Library

021 868 0012

021 807 0138fax