

Seychelles National Library

Customer Service Charter



This Charter outlines our service commitment to you and how you can help us to improve our services.

Our vision

To develop the Seychelles National Library as one of the country's main information centre.

Our Mission

- Provide public library services for educational, informational and recreational needs of all individuals, thus leading to a cultured nation.
- Provide national library services for the preservation and bibliographic control of the Country's literature, for posterity and for the standardization and development of library services in general.

Objectives

- To acquire, maintain and make available resources covering all fields of knowledge to all.
- To acquire, maintain and preserve a comprehensive collection of the national literary output and to provide access to information for all.
- To provide lending, reference, referral, information technology and reprographic services.
- To provide an adequate and conducive environment for reading, study and reference purposes.
- To provide equal access to library resources and services to all groups within the community.
- To promote and encourage the use of the library and its resources.
- To encourage and support the involvement of the community in library development.
- To develop standards for library services.
- To act as a national bibliographic centre and to maintain the national bibliography and other bibliographies as appropriate.
- To initiate and promote cooperation between the National Library and other libraries both locally and internationally.
- To provide leadership and participate in the planning and development of libraries in Seychelles.
- To provide the means for the professional development of staff.
- To work in partnership with stakeholders to support community development.

Our Services include:

- Lending services for registered library members.
 - Free book loan service for Seychellois residents.
 - Deposit of SR150 per book is required for non residents.
 - Loan period can be short term (2 weeks) and long term (1 – 3 months).
 - Renewal - books can be renewed twice and up to a maximum of 6 weeks.
 - Reservation facility for books that have been checked out.
- Reference and referral services
- Reprographic services (paid services)
 - Photocopying must conform to Act 5 of Copyright Act, 2014.
 - Printing & scanning facilities.
- Computer access & Internet service charged at nominal fee.
- Use of personal laptop is permitted.
- Bag deposit is available for customers to leave their bags and satchels.
- Reading promotion activities during school & after school hours and the holidays for children & parents.
- ISBN & ISSN services to publishers and editors.
- Bibliographic services
 - Compilation of National Bibliography of Seychelles and other selected bibliographies.
- Consultancy services to assist organizations and ministries upon request with the setting up and management of libraries.

Our Collections comprise:

- General reference collection in various fields of knowledge, to be consulted on-site.
- Fiction and non-fiction books in Creole, English and French, that can be borrowed.
- Indian Ocean Collection – holding comprising publications related to neighboring islands in the Indian Ocean.
- Seselwana Collection – the National Collection of publications related to Seychelles and it includes books, reports, theses, newspapers, newsletters, magazines, CD -ROMS and posters.

Our targets

- Work in partnership with other agencies, such as libraries, printers, publishers, organisations and individuals to systematically acquire as per the National Library Services Act, 2010 for the “**Seselwana**” Collection, documents related to Seychelles needed by our customers.
- Provide a timely, quality reference and information services to our customers.
- Support the educational, informational and recreational needs of our customers.

You can expect:

- Prompt & courteous answers to your requests.
- Conducive working environment
- Convenient opening hours
- Access to Library rules & regulations and other internal policies which are available at the Library and on the Library’s website.
- Assistance from helpful, friendly, skilled & knowledgeable staff.
- Access to our collections and services.

Your views on our services

The National Library would like to know what you as a customer think of its services in meeting your needs. We therefore welcome your views, comments and suggestions, whether verbal or written.

Our clients’ responsibilities

Customers can assist the National Library provide better service by:

- providing timely, complete and accurate information
- treating the library personnel and other users in the library with respect and courtesy
- treating library property (facilities, equipment ...) with care
- exercising the greatest care when handling library publications
- informing yourself and complying to all policies, rules and regulations of the Library, at all times
- meeting the obligations of the Legal deposit service .
- supervising young children (under the age of 7) in your care properly while in the library
- assisting staff to understand your needs clearly

How to contact us

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For more information visit our website: <http://www.nationallibraryseychelles.com> and Seychelles National Library Facebook page.