

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want.
- We promise to consider your views when setting our service standards.
- Inform us if you are not satisfied and are unhappy with our service delivery, and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to;

- Be honest, polite and patient.
- Be timely in providing required and accurate information to the Directorate.
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name.
- Postal address/ email address/ telephone number/fax number.
- Provide a clear description of your particular concern/s or need/s.
- Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Directorate you should contact:

The Director: Namibia Library and Archives Service (NLAS)
Ministry of Education, Arts and Culture
Government Office Park
Private Bag 13186
Windhoek

Phone: +264 61 293 3181

E-mail: nlas@moe.gov.na

- If you are not satisfied with the response from the Directorate, you may take the matter up with the Deputy Executive Director: Lifelong Learning, Arts & Culture.
- Should you still not be satisfied you may approach the Office of the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Lifelong Learning, Arts & Culture (LLAC)
Directorate: Namibia Library and Archives Service (NLAS)

The Directorate is responsible for providing equitable access to quality information, and the implementation of National and International Standards related to libraries, archives and records management.



THIS CHARTER

- Outlines the services we provide.
- Defines who are our Customers.
- Reflects our commitments.
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us.
- States that your views count.
- Indicates what we ask of you.
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.

WHAT WE DO

- Collect and disseminate information through access to books, e-resources and other educational materials.
- Provide free internet and basic computer training.
- Promote awareness on library services and preserve cultural heritage.
- Support child and adult literacy programs.
- Provide outreach programs on library services.
- Provide Archival and Records Management Services.
- Provide national and international standard numbers.

OUR CUSTOMERS

- General public.
- Learners & Students.
- Researchers.
- Publishers & Authors.

OUR COMMITMENT TO YOU

- ✓ We commit to provide access to accurate, relevant and up to date information in a timely and professional way.
- ✓ We strive to execute our duties within the following guiding.

VALUES

- **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
- **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
- **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
- **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
- **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
- **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
- **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

OUR SERVICE PROMISE/STANDARDS

We will:

- Continuously collect and disseminate information through access to books, e-resources and other educational materials.
- Provide free internet daily.
- Provide basic computer training monthly.

- Support child and adult literacy programs annually
- Provide Archival and Records Management Services on a daily basis
- Continuously collect and preserve local and international resources
- Provide national and international standard numbers ISBN and ISSN within two (2) working days upon request

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within three (3) rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within two (2) working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within five (5) Minutes if you have an appointment with us.
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer.
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.