



REPORT ON THE DELIBERATIONS WITH THE STAFF OF THE NATIONAL LIBRARY OF SOUTH AFRICA (NLSA).

The DAC received anonymous letters from the employees of the NLSA regarding misuse of resources and funds as well as the dismissal, suspension of the Directors at the NLSA. From the correspondences received, it became evident that there were challenges at the entity as a matter of intervention, the DG directed that the DAC officials visit the entity and get clarity on the issues and concerns raised. The meeting was held on 18 October 2018 at the NLSA in Pretoria.

The DAC officials were led by the DDG responsible for Corporate Services. The following concerns were raised:

- No communication between staff and the Executive Management
The staff complained that the Executive management never bothers to inform the staff of the day to day operations of the entity. The staff complained that there are not staff meetings
- The entity noted that there is a high rate of suspension
- Low staff morale at its highest
- The staff appealed for the restoration of the work ethics in the entity
- The staff complained that they are constantly told about the shrinking/ cuts on the entity's allocation and yet funds are used for litigation costs
- There is no wellness programme to provide support to the staff, they complained that the environment is not conducive to working conditions. Staff is exposed to emotional abuse. EXCO members cannot be trusted with confidential matters affecting staff. HR Unit is inhuman in how they support sick staff. That HR will expect sick employees to complete leave forms
- The staff complained that the structure is top heavy and that professional staff is paid lowest as compared to support services, salary scales of the Librarians not



market related. Librarians from other Libraries are earning higher than those of the National Library.

- The staff complained that the HR Unit has unilaterally removed all their personal debit order payments except for garnishing orders.
- Staff not thoroughly inducted on the cost to company packages but implemented for staff.
- The staff further raised the implication of conditional grants that are received by the NLSA. The staff explained that the conditional grants require more staff to monitor the management of the funds (with the GRAP 103 funds, the entity has had to employ more interns without capacitating the HR Unit that has to manage the employment of the new people. The staff appreciated the funds but advised that as the DAC makes these funds available, it should be noted that there are unintended implications to the organisation.
- The powers of the Board were questioned. The staff complained that the Board is depended on the information from the executive management which in some instances is not a true reflection of the operations in the entity.
- Staff complained that there is inconsistency in how issues relating to junior staff are addressed. The staff complained that junior staff members are subjected to unfair labour practises
- The staff informed the DAC officials that some of the EXCO members are only complaining now because they have a fallout with their peers (Executive Management). staff further mentioned that the very Executive Directors complaining to the DAC were part of staff intimidation and victimisation.
- They advised the DAC to pay attention on the NLSA litigation costs and how they impact on the financial status of the entity. The cost of litigation is the reason why staff will not get bonuses and increases.
- Contact employees working abnormal hours and not being compensated for overtime.
- Computers servicing the public not good working conditions thus compromising service delivery.
- Biometric system installed however not functioning as intended. Employees have to resort to manual counting of library users on daily basis. This also posed negative audit implications.



- High staff turnover rate at the Information access unit at the Cape Town campus thus affecting service delivery. Telephones goes for hours unanswered.
- Library not providing water for the consumption of Library users as users are prohibited to bring their own water in the Library.
- Staff resorted to writing to the Portfolio Committee as a result of losing confidence in the available internal process. Management not taking grievances seriously.
- Staff calls for the Board to be dissolved as they were not providing strategic leadership.
- Competitive bidding seems not to be in place at the Library as the same cleaning and security companies are appointed all the time.
- Review of the organisational structure of the Library.

