



GHANA LIBRARY AUTHORITY
**RIGHT TO INFORMATION
MANUAL**



**PURSUANT TO RTI ACT, 2019 (ACT 989)
2022 MANUAL**



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GHANA LIBRARY AUTHORITY



RIGHT TO INFORMATION MANUAL

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1.0**OVERVIEW**

This Right to Information Manual (“The Manual”) seeks to make available to the public and applicants for information the classes of information accessible in this institution.

It reveals the various departments and structures within this institution and specific classes of information that can be obtained from each of them.

The Manual has been compiled in compliance with section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this Manual is not to attract any fee or charge since the Manual only seeks to point users to the information available for access within this institution. Request for a copy of this Manual, however, shall attract a charge which covers the unit cost of the Manual.

1.1 Purpose of Manual

To inform/assist the public on the organizational structure, responsibilities and activities of the Ghana Library Authority (GhLA) and provide the types or classes of information available at GhLA, including the location and contact details of its information officers and units.

2. Directorates and Units Under the Ghana Library Authority (GHLA)

This section describes the institution's vision and mission and lists the names of all Directorates and Units under the institution. Including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

MANDATE

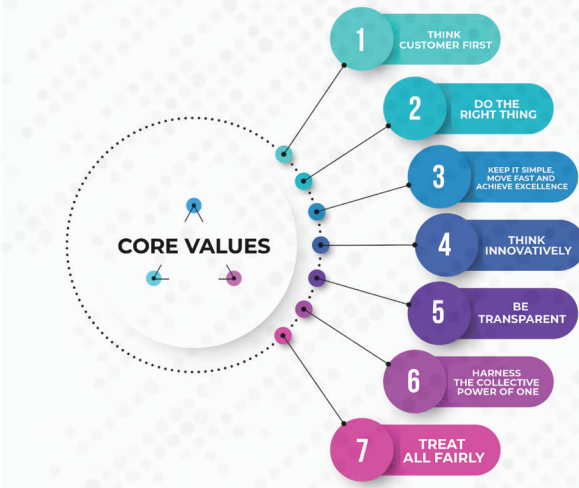
The Ghana Library Authority (GhLA), formerly Ghana Library Board was established in 1949 by the Gold Coast Ordinance CAP 118 and came into effect in January 1950. The Ordinance was re-enacted as Ghana Library Board Act, 1970 (Act 327) to establish, equip, manage and maintain public libraries in Ghana.

VISION

To connect every Ghanaian to knowledge resources.

MISSION

Be a leading knowledge services hub in the sub region by connecting all citizenry to knowledge resources to radically improve literacy and development outcomes which transform lives and communities.



Directorates and Units under the Ghana Library Authority (GhLA)**(I) OFFICE OF THE CHIEF EXECUTIVE OFFICER****(II) DEPUTY CHIEF EXECUTIVE OFFICER - TECHNICAL DIVISION**

- Processing Directorate
- Extension Services Directorate
- Research, Monitoring and Evaluation (RM&E) Directorate
- Regional Directorate

(III) DEPUTY CHIEF EXECUTIVE OFFICER - GENERAL SERVICES DIVISION

- Finance Directorate
- Human Resource Directorate
- Administration Directorate

Units under the Administration Directorate

- Secretarial Unit
- Procurement Unit
- Information Technology (I.T) Unit
- Estates Unit
- Security Unit
- Transport Unit
- Corporate Affairs Unit
- Internal Audit Unit
- Records Management Unit

Responsibilities of the Ghana Library Authority

The Ghana Library Authority exists to;

- Equip, maintain and manage public libraries.
- Provide guidelines for the establishment of libraries.
- Build staff capacity.
- Provide training and technical support to school libraries.
- Make reading materials accessible through technology.
- Provide Mobile Library services.
- Organize literacy promotional activities such as quizzes, spelling bees, personality reads, fun fairs, book fairs and reading competitions.
- Cascade information by providing relevant information materials.
- Consultancy services.
- Provide Africana materials for research on Africa.
- Prepare Ghana National Bibliography.
- Provide networking and international exchange programmes with other countries.
- Advise MMDAs and communities on the establishment, equipping and managing of libraries.
- Issue International Standard Book Number (ISBN), International Standard Serial Number(ISSN) and International Standard Music Number (ISMN).
- Receive legal book deposits.
- Compilation of the Ghana National Bibliography.

Our Pledge to Clients

Ghana Library Authority pledges to ensure information transparency and convenience to our patrons by making the necessary information about our services available and publicly known to our clients at each of our service points.

- We will ensure that the necessary publicity is given to clients to enable them have easy access to our libraries.
- The necessary information about the library will be made available to our clients at all service points.
- Increase our book stock.
- Update you on our activities via our social media handles.
- Act promptly and appropriately on feedbacks.
- Facts sheet will be made available to our patrons.
- Client service surveys and user information needs will be conducted annually to evaluate our service delivery.
- We will ensure to provide a conducive environment for our clients.
- Our materials will be properly classified, catalogued and processed before being made accessible to users.
- The catalogue will be displayed for users to have access to information on all materials on our shelves.
- All books will be labeled and guided to direct our patrons to our information materials.
- Organization and shelving of materials will be done to enable patrons to have easy and timely access with little or no direct users information materials.

2.1 Description of Activities of each Directorate and Units

○ **Processing and Cataloguing Directorate**

To provide technical, administrative direction and leadership for the efficient and effective performance of the processing and cataloguing functions of the Authority.

○ **Extension Services Directorate**

To provide technical, administrative direction and leadership for the efficient and effective performance for the extension services function of the Authority.

○ **Acquisition and Distribution Directorate**

To provide technical, administrative support and operational leadership for the efficient and effective performance of the acquisition and distribution functions of the Authority.

○ **Research, Monitoring and Evaluation (RM&E) Directorate**

To provide technical, operational and administrative direction for the performance of the Research, Monitoring and Evaluation functions of the Authority.

○ **Regional Directorate**

To provide technical, administrative direction and leadership for the efficient and effective performance for the Regional function of the Authority.

○ **Finance Directorate**

To provide leadership, technical and administrative direction for the effective and efficient performance financial management functions of the Authority.

○ **Human Resource Directorate**

To provide technical and administrative leadership in human resource management for the achievement of the objectives of the Authority.

- **Internal Audit Directorate**

To provide technical and administrative leadership for the performance of the Internal Audit functions of the Authority.

- **Administration Directorate**

To provide leadership, technical and administrative direction for the efficient and effective management for the achievement of the objective of the Authority.

Units under the Administration Directorate

- **Secretarial Unit**

To provide leadership for effective and efficient secretarial and administrative services.

- **Procurement Unit**

To provide technical and administrative leadership for the management of the procurement function of the Authority.

- **Information Technology (I.T) Unit**

To provide technical and administrative leadership in Information Technology for the achievement of the mandate of the Authority.

- **Estates Unit**

To provide technical and administrative direction for effective management of the Estates functions of the Authority.

- **Security Unit**

To provide technical and administrative leadership for the effective and efficient management of security.

- **Transport Unit**

To provide technical and administrative leadership for the achievement of the objectives of the Transport functions of the Authority.

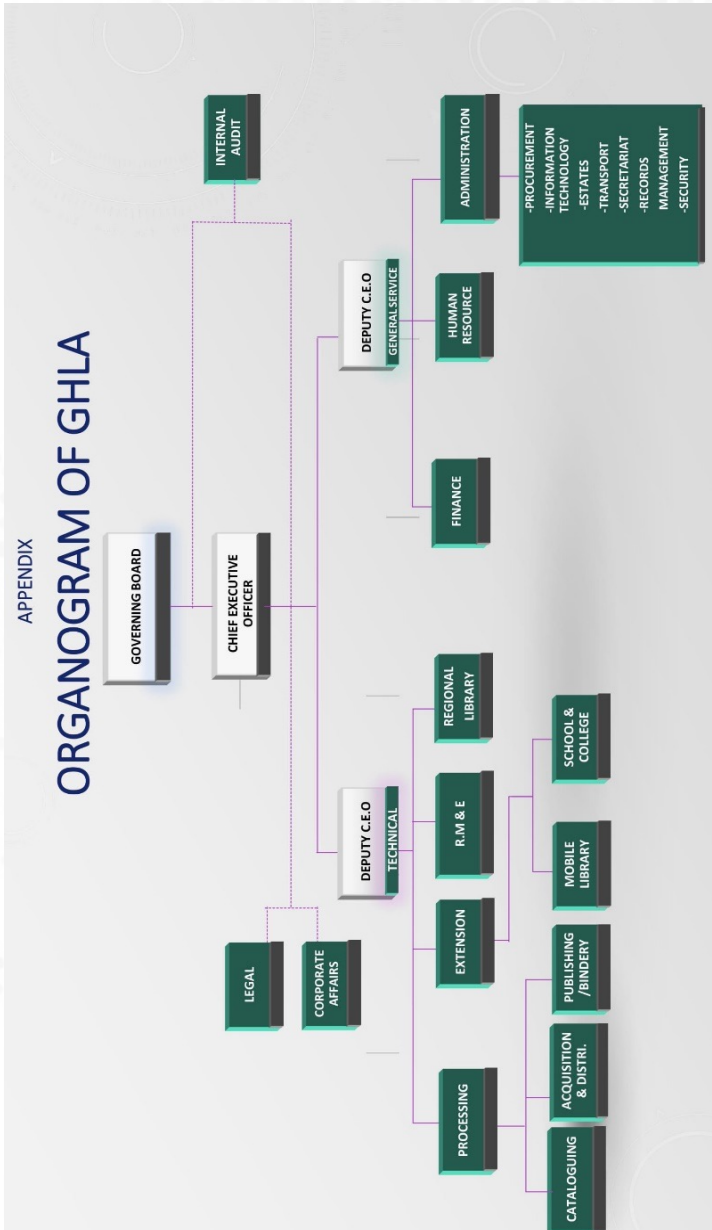
- **Corporate Affairs Unit**

To provide technical and administrative leadership for the performance of the Corporate Affairs functions of the Authority.

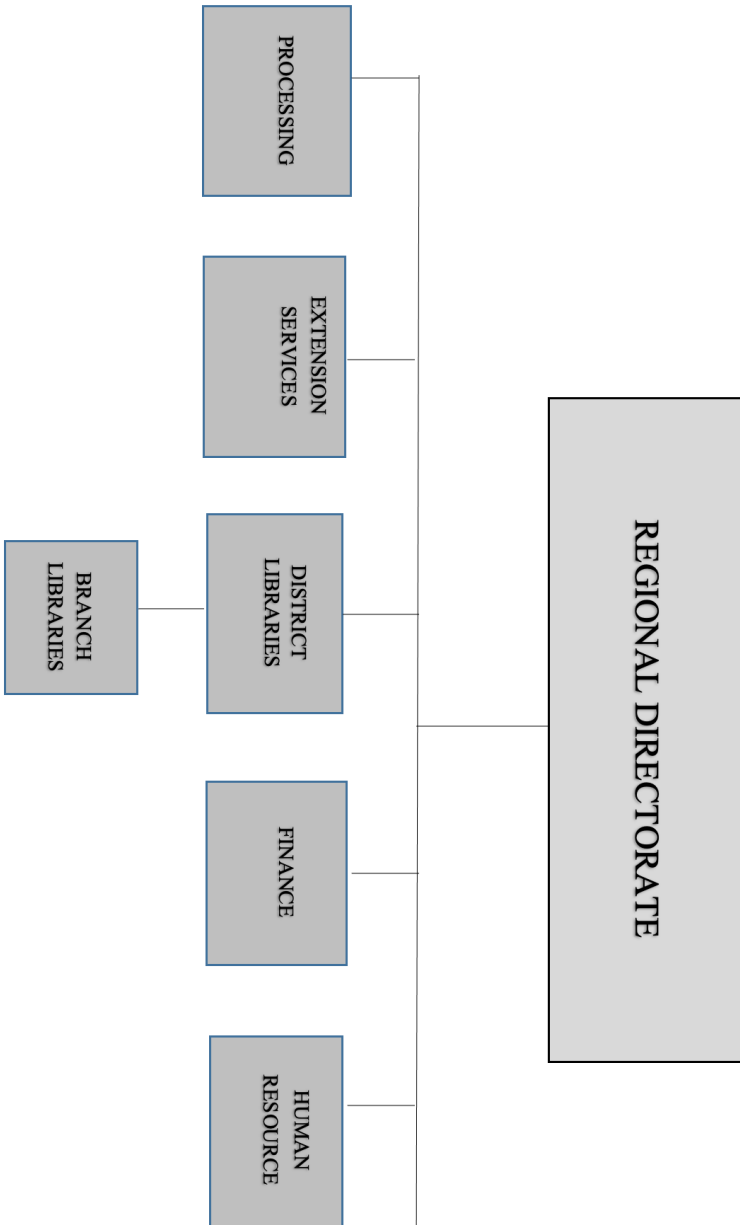
- **Records Management Unit**

To provide technical and administrative leadership in the management of the records of the Authority.

2.2 Ghana Library Authority's Organogram



REGIONAL ORGANOGRAM OF GHANA LIBRARY AUTHORITY (GhLA)



2.3 Classes and Types of Information

List of various classes of information in the custody of the Ghana Library Authority:

- Records (Assets)
- Contracts / Mou
- Finance
- Employee Personal Information
- Metrology Information
- Audit
- Welfare

Types of Information Accessible at a fee:

Not Available.

3. Processing and Decision on Application – S.23 1.

1. Application made under s.18 is submitted to the Information Unit of the Public Institution.
2. The RTI Officer or designated RTI Officer shall upon receipt of the application make a determination as to whether or not the application is one that safeguards the life and liberty of a person within the ambit of s.23(7).
3. Where the application does not fall within the ambit of s.23(7), the RTI Officer shall within 14 days of receiving the request, engage the relevant persons within the institution and the information-generating directorate to confirm the availability of the information requested.
4. Where an EXTENSION of time is needed, RTIO shall comply with S.25. IF NOT, Notice of the Decision shall be communicated to the Applicant by or on the 14th day from when the application was made.
5. The Decision shall where it confirms the availability of information state the manner in which access will be granted and whether or not access to the information shall be given in part and the reasons for giving only part. (s.23 (1) (2) (3)).
6. Where the information requested shall be refused, the RTIO shall notify the applicant within 14 days of receiving the application, communicating the refusal of the application and the reason for the refusal. Where it falls within the exempt category s.5-16; s.23 (10); s.24; the RTIO shall state the section/ reason the refusal was based on.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and, in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to Apply for an Amendment

- a.** The application should be in writing addressed to the head of the public institution indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out-of-date information in the record.
 - Signature of the applicant.
- b.** For incomplete information claimed or out-of-date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c.** The address to which a notice shall be sent should be indicated.
- d.** The application can then be submitted at the office of the public institution.
- e.** A statutory declaration must be attached.

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that the public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When a request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2). Fees are not payable for:

- Reproduction of personal information.
- Information in the public interest.
- Information that should be provided within stipulated time under the Act.
- An applicant who is poor or has a disability.
- Time spent by the information officer to examine and ensure the information is not exempt.
- Preparing the information.

6. Appendix A: Standard RTI Request Form

[Reference No.:.....]

**APPLICATION FOR ACCESS TO INFORMATION
UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)**



1.	Name of Applicant:	
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2.	Date:			
3.	Public Institutions:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organization/Institution <input type="checkbox"/>	
6.	Tax Identification Number			
7.	If Represented, Name of Representative:			
7a.	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	
		<input type="checkbox"/> Voter's ID	<input type="checkbox"/> Driver's License	<input type="checkbox"/> License
8(a)	ID Number:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>
10(a)	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address..... <input type="checkbox"/> Postal Address..... <input type="checkbox"/> Tel:.....
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable). "This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."	

7. Appendix B: Contact Details of GhLA's Information Unit

Name of Information / Designated Officer:

VICTORIA AWUAH

Telephone/Mobile Number of Information Unit:

+233 59 665 8353 / +233 30 291 5511

Email:

Victoria.awuah@library.gov.gh / Corporate.affairs@library.gov.gh

Postal Address of the Institution:

**Ghana Library Authority
P. O. Box GP 663
Thorpe Rd, Accra, Ghana
Ghana Post GPS Address: GA-183-1723**

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
GhLA	Ghana Library Authority
RTIO	Right to Information Officer
MDA	Ministries, Departments and Agencies
s.	Section
MMDAs	Metropolitan, Municipal and District Assemblies

9. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

Term	Definition
Access	Right to Information.
Access to information	Right to obtain information from public institutions.
Contact details	Information by which an applicant and an information officer may be contacted.
Court	A court of competent jurisdiction.
Designated officer	An officer designated for the purposes of the Act who perform similar role as the information officer.
Exempt officer	Information which falls within any of the exemptions specified in sections 5 to 16 of the Act.
Function	Powers and duties.
Government	Any authority by which the executive authority of the Republic of Ghana is duly exercised.
Information	Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and the case of a private body, relates to the performance of a public function.
Information officer	The information officer of a public institution or the officer designated to whom an application is made.
Public	Used throughout this document to refer to a person who requires and/or has acquired access to information.
Public institution	Includes a private institution or organization that receives public resources or provides a public function.
Right to Information	The right assigned to access information.
Sector	Different parts of the RTI Act.