

Public Authority	Malta Libraries
Description of the department/directorate/entity's structure	Organigram attached in a seperate document.
Description of the department/directorate/entity's functions and responsibilities	The mission of Malta Libraries is to ensure the collection and conservation of Malta's documentary heritage for present and future generations, to maintain and develop the libraries regulated under the Malta Libraries Act, and to encourage reading for study, research, self-development and lifelong-learning information and leisure purposes.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	HR and Salaries, Accounts and Procurement, Operations Documents, Library Policy Documents, Conservation Policy Documents, Internal Memos, Collection Development Policies
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)	PSMC, Malta Libraries Act, , Procurement Policy Notes, Manual on Resourcing Policies and Procedures, Directives 1 - 15, Manual on the Procedure and Computation of Salaries, Manual of Allowances, Manual on Special Leaves, Manual on Work-Life Balance Measures, Manual on Transport and Travel Policies and Procedures, Weeding Policy Documents, Guidelines and Procedures on the Use of Public Libraries

<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	<p>FOI Officer</p> <p>Malta Libraries, National Library of Malta, 36, Old Treasury Street, Valletta</p> <p>Foi.library@gov.mt</p> <p>2598 3556</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Permanent Secretariat MHAL. Complaints may be submitted from the FOI portal www.foi.gov.mt via E-ID or through the online form; or by email. The complaint should be addressed to the Public Authority's FOI Officer, who shall bring the complaint to the</p> <p>attention of the officer responsible¹. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta). The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Public Authority and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for</p>

	information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.
Other Information	Office Working Hours: <7.45 am – 5.15 pm> Payments are to be made in cash or cheque at the business office of < Malta Libraries, National Library of Malta, 36, Old Treasury Street, Valletta es , National Library of Malta, 36, Old Treasury Street, Valletta
Public Authority Contact Details	Malta Libraries National Library of Malta, 36, Old Treasury Street, Valletta VLT 1410 Foi.library@gov.mt 2598 3556