

Changes at KNLS 2  
.....

KNLS gets new director 3  
.....

New KNLS Board Members appointed 4  
.....

Goethe Institut: Cementing partnerships 5  
.....

National reading habit survey conducted 6  
.....

The IFLA experience in Milan, Italy 7  
.....

From California with a passion for libraries 8  
.....

KNLS gets ISO 9001: 2008 certification 9  
.....

Safaricom sponsors fundraising tournament 10  
.....

Kakamega Provincial Library 12  
.....

Reclassification: A menace to live with 13  
.....

Teacher-librarian workshop held 16  
.....

Role of associations in staff development 17  
.....

Aids control unit and gender mainstreaming 18  
.....

Importance of corporate image 19  
.....

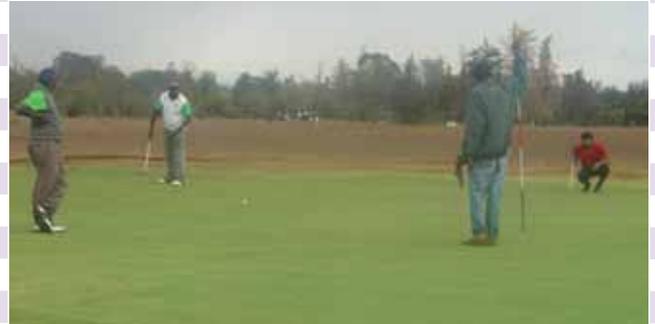
BAI: KNLS' solid supporter 21  
.....

25 Qualities of a good supervisor 22  
.....

Demystifying the audit function 23  
.....

KNLS going places 24  
.....

Casual Friday 26  
.....



# Changes at KNLS

AS we come to the close of 2009, we do appreciate the changes that KNLS has experienced some of which have been covered in this editorial. The KNLS Board has appointed Mr. Richard Atuti as the Director. Mr. Atuti replaces Mrs. Irene Kibandi whose three-year contract term ended in September 2009. Mr. Atuti is known to many of the staff since he has worked with KNLS from 1991 in different capacities. Similarly, a new Board was appointed in June 2009 by the Minister for State for National Heritage and Culture. This 16th KNLS Board commenced its assignment officially in July 2009 after inauguration by the Hon. William Ole Ntimama.

To accommodate our customers' aspirations and the government's thinking through Vision 2030, it has been necessary for us to re-look at our mission, vision and objectives and core values. This has resulted to the review of our 2008-2012 Strategic Plan in order to ensure clarity in the vision and mission; and assimilate the V-SMARTER strategy in the objectives.

In an attempt to meet customers' needs, KNLS set as one of its targets in 2008/2009 to conduct a survey on the national reading habits of Kenyans. This was also meant to unveil what Kenyans read, why, when and where they read. Although the survey was conducted on a small population of Kenyans, the findings were significantly a deviation from the long-held belief that "Kenyans read only for exams." This issue has also covered definition of professional associations and their role in staff development. Read also about some regional and international library associations and their objectives.

KNLS has continued to enjoy valuable associations with her partners. Goethe Institut sponsored a workshop from 16th to 18th September 2009 on lobbying and advocacy. About 28 staff from KNLS branches participated. Goethe Institut has also involved KNLS in the "Libraries with a Kick" competition that has been designed to coincide with the preparations of the 2010 Football World Cup in South Africa. Mombasa Library benefited from book donations from the Long Beach of California who have already developed agreements to become sister cities with the City Council of Mombasa. BAI who have been a key partner in provision of information materials to KNLS has also lined up some unique projects for KNLS through different donors.

You will also read about Safaricom's sponsorship for a charity golf tournament in aid of Laikipia Library, and also about the newly established American Corner in Kisumu Library. These plus many other exciting articles will definitely be of interest to you. You are therefore encouraged to read on for more information!

I wish to thank all those who have contributed to the publishing of this 7th Issue of KENAL Newsletter and encourage them to 'KEEP THE FIRE BURNING!' What can I say about the readers? You give us motivation and keep us on our toes to ensure that the publication is consistent.

May God give you pleasant surprises and numerous blessings in 2010. HAPPY NEW YEAR!

*Nancy*

## Editor

Nancy Ngugi, Senior Public Relations Officer

## KNLS Director

Mr. Richard M. Atuti

## Contributors

Wangari Ngovi	- Deputy Director (TS)
David Muswii	- Planning & Research Dept. - Nairobi
Caroline Kayoro	- Collection Development & Book Distribution - Nairobi
Ruth Jemo	- Kakamega Library
Nancy Ngugi	- Corporate Communications, Nairobi
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Fridah Mohamed	- Principal Librarian, Mombasa
Patrick Mutta	- Mwingi Library
Serah Mugambi	- Aids Control and Gender Mainstreaming Unit - Nairobi
Dawn Makena	- Public Relations Officer

## Notice

SEND in your articles for the June issue by or before 31st March 2010. All the articles should be in soft copy and clearly marked "KENAL NEWSLETTER." Any single article should not be more than two A-4 pages, double space in font size 12 – Times New Roman. Please also ensure that you read your article properly and ensure that it communicates the intended message.

Please send your comments and contributions to:

The Editor, Kenal News,

Email: knls@knls.ac.ke or

CorporateCommunications@knls.ac.ke

Thank you

BY NANCY NGUGI

# KNLS gets new director



Mr. Richard Atuti: New KNLS Director

THE KNLS Board has appointed Mr. Richard Masaranga Atuti as the Director for a three-year term. His appointment was contained in the Kenya Gazette of Friday, December 11th 2009 by the Minister of State for National Heritage and Culture.

Mr. Atuti replaces Mrs. Irene Kibandi whose three-year contract term ended in September 2009. Mr. Atuti is known to many of the staff since he has worked with KNLS from 1991 in different capacities. Before his appointment, Mr. Atuti was the Deputy Director (Finance & Administration), a position he had held for three years. While speaking to the HODs after a Board meeting, the Board's Vice Chairperson, Mrs. Betty Buyu said that after a competitive interview process, Mr. Atuti had emerged the best. She urged all staff to support him in the obvious challenging task that

he had been given. She described Mr. Atuti's appointment as a motivation to other staff since he had grown within the organization. Mr. Said Athman, on behalf of the Minister and the PS, Ministry of State for National Heritage and Culture, emphasized that the Ministry had full confidence in the new Director and that he would be given the necessary support to facilitate him carry out his assignment. Mr. Athman also expressed the Ministry's gratitude to the staff of KNLS due to the maturity they had shown during the transition period. He reminded staff that new management may bring in new changes and this might call for new approaches in "our" dealings. He also reminded the new Director that as much as he is expected to inspire the staff, he has to be firm and ensure that the organization's core values are not compromised. The

Deputy Director (TS), Mrs. Ngovi reiterated her commitment to support the Director in achieving the Board's targets. Mrs. Ngovi, who described herself as a team player, congratulated Mr. Atuti for emerging the best in the interview. She pledged to mobilize other staff to ensure that tangible results are realized.

On his part Mr. Atuti thanked the Board members for the opportunity they had given him to work as the Director and for entrusting him with the management and growth of the organization. He informed the Board that during the short time he had been in office as the Ag. Director, he had received adequate cooperation from staff, a virtue that he hoped would continue. He also thanked the outgoing Director (in absentia) saying that she would always be part of KNLS after having worked for the past three years. Mr. Atuti also thanked the Deputy Director (TS), Mrs. Ngovi for her cooperation and hoped that they would work together to foster the growth of KNLS. He assured the Board that he would uphold teamwork, transparency and fairness in his undertakings as the Director.

Mrs. Buyu, on behalf of the Board wished all KNLS staff happy Christmas holiday and a prosperous 2010.

From the Corporate Communication Desk, and on behalf of all staff, we once again wish Mr. Atuti God's guidance and blessings as he takes up this enormous task.



KNLS Director, Mr Richard Atuti (left) with visitors from Long Beach, California, when they toured Mombasa Library.

## New KNLS Board Members appointed

After the expiry of the previous Board's term, a new Board was appointed in June 2009 by the Minister for State for National Heritage and Culture. The Board comprising 17 members will serve for a two-year term as stipulated in the KNLS Board Act Cap 225. This 16th KNLS Board commenced its assignment officially on 20th July 2009 after inauguration by the Hon. William Ole Ntimama. In his speech read by the PS, Ministry of State for National Heritage and Culture, Dr. Jacob Ole Miron, the Minister challenged the new Board, to take the development of libraries to areas with no such facilities. He also emphasized that further establishment of community libraries should not only be need-driven, but fair and equitable. Other challenges that the Minister encouraged the new Board to address included:

(i) Information access: Information virtually drives the development of any nation and should therefore be available and accessible to all the citizens. This calls for constant replenishing and also acquisition of more stock in response to the user demands.

(ii) ICT is a key component in the achievement of Kenya's Vision 2030: Integration of ICT in library service provision should be intensified by rolling out the already initiated ICT programmes to ensure that all libraries are automated and networked. This is in line with e-government initiative and it will facilitate community access to online information that addresses their interests and opens them up to the rest of the world.

(iii) High demand for library services: Due to increased awareness of library services, KNLS has experienced high influx of library users in all its branches countrywide as well as overwhelming demand for library services from different communities. This calls for expansion of the existing build-

ings and also establishment of more libraries especially in areas where such facilities do not exist.

(iv) To supplement government funding, there is need to diversify the funding base by establishing more income-generating activities.

The following is a list of the 16th KNLS Board members:

Mr. Silas Kijogi Kobia is the KNLS Board Chairman

A) Permanent Secretaries from the following Ministries:

1. Ministry of State for National Heritage and Culture (Parent Ministry)
2. Ministry of Finance
3. Ministry of Local Government
4. Ministry of Education
5. Ministry of Planning and National Development

B) Vice Chancellor, University of Nairobi

C) Town Clerk, Nairobi City Council

D) Eight Provincial representatives:

1. Mrs. Beatrice N. A. Buyu – Nyanza Province
2. Muthoga Ngera – Nairobi Province
3. Prof. Henry Mwanzi – Western Province
4. Ibrahim Abdi Ali – North Eastern Province
5. Dr. Jumaa M. Makopa – Coast Province
6. Lucy W. Muhinga – Central Province
7. Seth Mweu – Eastern Province
8. Sylas K. Chemjor – Rift Valley Province

E) Three nominated members

1. Daniel L. Mayiani
2. Christine M. Lemein
3. Pauline W. Kamau

## The New KNLS Board Chairman

MR. Silas Kijogi Kobia has been appointed as the KNLS Board Chairman for a period of three years with effect from 8th January 2010. His appointment was contained in the Kenya Gazette of 15th January 2010. Mr. Kobia takes over from Mr. Paul K. Pakia whose term ended in August 2009. During a brief session with him, Mr. Kobia acknowledged that KNLS has a big responsibility of fighting ignorance, which he termed as the worst enemy to mankind. He appreciates that the critical challenge for the Board is how to make Kenyan people not only read but



Mr. Silas Kijogi Kobia: Chairman

read the right/relevant information. He says that through this, KNLS would be playing a big role in shaping the dignity of the nation. Mr. Kobia who served as Chief Executive Officer of Cooperative Insurance Company of Kenya Limited for several years had also worked with the Public Service and the State Corporation in different positions. He affirms that his immediate focus is on the performance of the organization and that a key question to accompany any appointment should be: "At the end of your term, what value will you have added to the organization?"

## Goethe Institut: Cementing partnerships



*The delegation of the Heads of Goethe Institut libraries from Sub-Sahara African Countries during their visit at KNLS*

HEADS of Goethe Institut libraries from different Sub-Sahara African Countries visited the KNLS hqs and Thika Library on 2nd July 2009. The team of ten was headed by Mr. Eliphas Nyamogo, Head of Information at the Goethe Institut Nairobi, and they came from Nigeria, Togo, Senegal, Ghana, Cameroon, Johannesburg, Ivory Coast and Ethiopia.

The librarians who had gathered in Nairobi for their annual conference had slotted the visit to KNLS in their programme to have a first hand understanding of how the National and Public libraries in Kenya operate. Goethe Institut in Nairobi has been a key supporter of KNLS in the area of capacity building. Annual workshops have been conducted for KNLS staff and facilitated by resource persons from Germany.

This year a workshop was conducted from 16th to 18th September 2009 on lobbying and advocacy. About 28 staff from KNLS branches participated.

Our appreciation goes out to Goethe Institut, Nairobi for continuously supporting KNLS in provision of quality service delivery to the public. Goethe Institut has also involved KNLS in the "Libraries with a Kick" competition that has been designed to coincide with the preparations of the 2010 Football World Cup in South Africa.



### Our Vision

The preferred national library and information service provider.

### Mission

To provide access to relevant, quality information through promoting, establishing, equipping, maintaining and developing libraries and related services for national development.

### Core Values

- Quality
- Transparency
- Relevance
- Accountability
- Team work
- Professionalism

### Our Quality Policy

KNLS is committed to providing timely, relevant and accessible library and information services that consistently meet the needs of its customers.

We at KNLS shall:

- Provide the necessary resources for effective implementation and continual improvement of the quality management system that conforms to the ISO 9001 standard.
- Ensure that we provide products and services that meet our customers' needs and attempt to exceed their expectations.
- Strive to be competitive, innovative and commit to always protect and uphold our customers' interests without compromising the set quality standards.

# National reading habit survey conducted

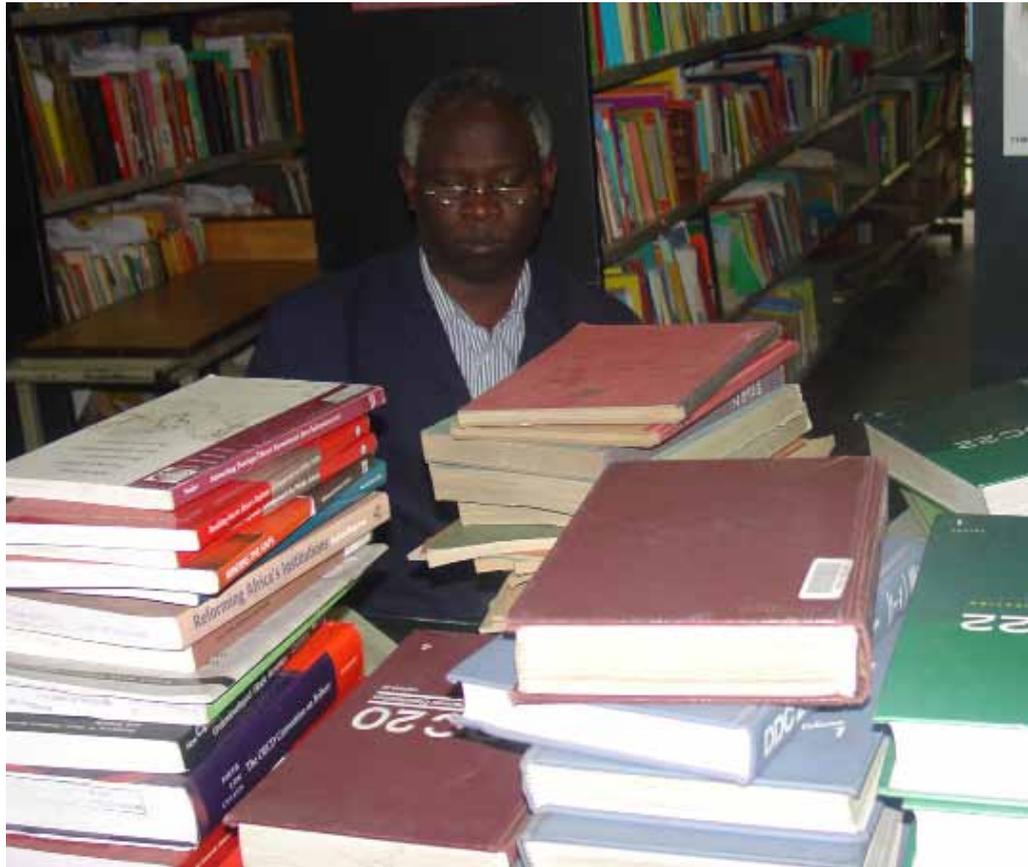
IN an attempt to meet customers' needs, KNLS set as one of its targets in 2008/2009 to conduct a survey on the national reading habits of Kenyans. This was intended to help in making informed decisions especially on what kind of information materials should be stocked in the KNLS libraries. It was also meant to unveil what Kenyans read, why, when and where they read. Initially, the only information available though not documented was that "Kenyans only read for exams."

The survey, which focused only on people who knew how to read revealed that 85.1% of the survey population had read something in the past one year. Of this, 75.6% read newspapers, followed by religious texts at 44.7% and literary books at 40.7%.

In addition, 85.4% read for knowledge, 74.4% read for leisure and 29.6% for professional exams. 38% of the respondents also said they read to their 0-5 year olds as follows: religious 30%, sound books 26.8% and fiction 24.5%.

Of the respondents, 42.6% said they read as a family and 33.9% had a family reading hour. Asked where they read; 87% said they read at home, followed by the library at 38%, school/institution at 27%, public areas at 27.4% and web/internet at 15.1%. Of those who read in the library, 36% read at the KNLS library, 29% read at home libraries, 27% at institutional and private/public library readership was at 7%.

Those who used KNLS libraries were asked if they were satisfied with the services and 52.9% reported satisfaction, 43.4% were dissatisfied and the rest did not respond to the



KNLS staff, Mr Nelson Karilus working on books at the National Library

question. Only 33.3% of those who had used KNLS reported having borrowed a book from the library.

The survey was conducted on a small population of Kenyans but definitely the findings were a significant deviation from the long-held belief that "Kenyans read only for exams."

**85.1% of the survey population had read something in the past one year. Of this, 75.6% read newspapers, followed by religious texts at 44.7% and literary books at 40.7%.**

It would therefore be important that the policy makers and stakeholders in the education and information fields conduct a more inclusive survey that would give more detailed findings on countrywide reading habits.

In the meantime, strategies aimed at motivating Kenyans to read and advance their information seeking habits need to be put in place. Over-reliance on hearsay and "opinion leaders' word" has hindered many Kenyans from active involvement in decision making.

There is also need to increase relevant reading materials in public libraries as well as provide web-based referencing at the public libraries. This goes hand in hand with encouraging families to read more and to read to children under the age of five. This will in turn contribute to a population that can effectively compete in today's world.

# The IFLA experience in Milan, Italy

THE 75th IFLA General Conference was held in Milan, Italy in August 2009. I deeply appreciate the Board's sponsorship that enabled me to attend as I learnt a lot from other librarians from various countries. IFLA simply stands for International Federation of Librarians Association and many countries send their professional librarians to attend the sessions that are usually very diverse and educative. During the IFLA Conference, a special forum is provided for the directors of national libraries to discuss issues affecting their field of operation.

Together with KNLS, the seven Kenyan participants also included representatives from Archives and Parliament. Many of the Librarians that I talked to from all over the world had gone to Milan courtesy of their local library associations. As Kenyan librarians we have the challenge of strengthening our library association so that it can lobby for sponsorship on behalf of its members.

The beauty of the city of Milan (one of the richest cities in the world) in Italy is

remarkably eye-catching. Some of the amazing architectural designs of the city are a mixture of buildings as old as 837 A. D. which are very good and very well maintained. A building to marvel at is an old cathedral called the 'Duomo' constructed in the finest of Italian marble from the floor to the many arches high up in the sky. The city is so clean and the transport system is superb. The city is connected with an under ground metro that makes movement easy and it takes only 15 minutes to cover a distance of 60-70 km. One may not have adequate words to describe the beauty of Milan!

Apart from enjoying the sights in Milan through scheduled programmes, I also learnt a lot from the other librarians. The conference brings together librarians from all walks of life and they share their experiences about how they are improving service delivery in their countries. Africa is still hindered by lack of up-to-date technology in provision of services. While many libraries in the west have moved speedily with digitizing information materials,



*This cathedral, called the Duomo, is a piece of architectural marvel in Italy. It was built in 837AD. Below, Mrs Ngovi (extreme right) with Kenyan colleagues from the Archives, Ministry and Parliament.*

Africa is yet to get "there." Use of technology has ensured that users of the library can read one book at the same time instead of the one at a time depending on the number of copies available for a particular book. In Africa, the printed book is still in use because use of technology has not been embraced wholly. Of course this has been caused by lack of resources and capacity to utilize technology.

Listening to other librarians, I learnt that use of advanced technology in the west allows visually impaired persons to print their work in Braille and also use the keyboard to get prompts in audio. In KNLS, we have relied on donations to serve our visually impaired persons. However, plans should be made to significantly allocate resources to acquire

the up-to-date technology to enable us serve this special group efficiently. The other lesson I learnt was that libraries have stopped investing in hardware because of the changes that come every day. Libraries are instead seeking for service providers to digitize their materials, bind and preserve at negotiated cost.

This is one conference that librarians should strive to attend because it opens "our" eyes to so many things in terms of sizes of libraries, personnel and expertise of library staff. This reminded me of the saying in my mother tongue, that until you travel and taste other foods, you always assume that the food made by your mother is the best. That is why benchmarking is very important in every sphere of life.



By NANCY NGUGI

## From California with a passion for libraries

A TEAM from the Long Beach, California visited Mombasa KNLS Library on 2nd December 2009 and donated assorted books. This was the second visit by the Long Beach team who have already developed agreements to become sister cities with the City Council of Mombasa.

The team expressed a lot of interest in boosting the information resources at the library. The Long Beach team that was accompanied to the library by two staff from the City Council of Mombasa, underlined the importance of books as a valuable tool in the achievement of development. The team appreciated the hospitality accorded to them by Kenyans and also the warm welcome by the library staff.

While receiving the books, KNLS Director Mr. Richard Atuti thanked the team and hoped that the partnership would realize greater benefits in future. He expressed that books were a key resource in the achievement of a sustainable reading culture in Kenya.



Long Beach team with staff of KNLS Mombasa Library

The visitors indicated that the enthusiasm with which the books were received, and the notable need for more information materials in the library, had given them the drive to do more for the people of Mombasa. A Long Beach Corner has also been established in Mombasa Library as a sign of appreciation. Some of the titles donated by the Long Beach team included: NAACP – 100 Celebrating a Century, which was publicly acknowledged by the US President, Barrack Obama; 100 Years in Pictures

## Management seminar for senior staff held

BRANCH librarians and Heads of Departments participated in a seminar from 22nd to 24th July 2009 at the Kasarani Sports Complex. The seminar covered various topics including: Strategic management, ISO 9001:2008, stocktaking and target setting.

A visit to US Embassy Information Center in Nairobi was also organized for the participants. The opportunity was enlightening for the KNLS staff as most of them had not been there before.

The three-day seminar was preceded by a team building workshop for librarians from community libraries.



KNLS staff at the three-day seminar held at Kasarani Sports Complex, Nairobi

This was necessary as their counterparts from provincial and district libraries

and Hqs departments had participated in a similar workshop in May 2009. It

is assumed that the Librarians and HODs have already formed performance teams in their respective branches/departments.

This should be reflected in improved service delivery to the public.

Librarians and HODs were reminded that all staff should be actively involved in performance target setting and therefore every staff should sign a performance contract with their respective Librarian/HOD.

This would facilitate effective performance appraisal for every individual in the organization.

## KNLS gets ISO 9001: 2008 certification

AFTER months of hard work and dedication, we have leveled the high mountain that initially stood before us as a hindrance to ISO certification. On June 20th KNLS was given the international recognition through the acquisition of ISO 9001:2008.

As we had reported in the last issue, this was an uphill task that comprised several activities. The exercise literally tore into our traditional style of "doing things." We look back and say "we are glad we took the bold move" because it has definitely eased our operations. The scope of the certification was headquarters, National Library Division and Nairobi Area Library.

This financial year, the exercise is being scaled down to all the KNLS branches. Acquiring the ISO 9001:2008 puts us on the spot as other players would be on the look out to check if we are sustaining the standards. The first activity was to create awareness on ISO 9001:2008 to all the Branch Librarians, and this was done during the last senior staff meeting in July 2009.

From 16th to 19th November 2009, all the branch Librarians underwent an intensive training of trainers ISO workshop which was facilitated by Mil-



*The KNLS ISO implementation team. Centre front are KNLS Director, Mr R. Atuti (third left) and the ISO Management Representative Mrs Wangari Ngovi (third right).*

lennium Management Consultants. Interaction with some of the participants revealed that the exercise was very informative and clearly explained.

There was a general consensus from majority of the participants that the exercise would greatly improve their efficiency and effectiveness in service delivery to their customers. The Librarians were also expected to share what they learnt with their staff back at their

branches. As the comprehensive programme of bringing all the branches on board is rolled out, all library staff should recognize that the fundamental idea behind ISO 9001 Standard is to "understand your customers and satisfy them through continual improvement." This coupled with the public service week catch-line that "Huduma Bora in Haki Yako" should leave no room for compromise in service delivery.

## National Book Week: Celebrating books and reading

THE 2009 National Book Week Celebrations was marked with excitement as has always been. The Celebrations which were held from 21st to 25th September 2009, were officially launched at the KNLS hqs grounds, Nairobi.

The National Book Development Council of Kenya (NBDCK) who is the principal organizer of the Book Week celebrations gave KNLS a donation of Ksh. 90,000 to facilitate the celebration of the event in some of the KNLS branches. The celebrations went on throughout the week with each branch choosing a specific day for the celebrations.

This is a time that is eagerly waited for by communities served by the KNLS libraries. Participants range from students, teachers, local leaders and all the stakeholders in the book and information industry. Publishers and authors are also encouraged to agree with branch librarians on how they could display their publications at the KNLS libraries through out the week.

According to NBDCK, key objectives for the Book Week events include: promoting reading, encouraging author-

ship by upcoming writers, promoting creative writing, bringing publishers and young writers together, demystifying the myth that Kenya is literary deficient, and promoting publications of young writers.

Like last year, book lovers this year braced the scorching sun and joined in the book match which was flagged off at the KNLS hqs and ended at the Sarit Centre, where the Nairobi International Book Fair was taking place. During the launching of the celebrations at the KNLS headquarters, Kenya Literature Bureau donated books to KNLS.

The official closing was marked by events such as the Children Reading Tents finalists. Participants were CRT winners from reading tents carried out in the year in various areas.

These however included only those sponsored by the National Book Development Council (K) in marginalized areas of Mwingi and Kitui Districts. This is usually an exciting moment for the pupils from the rural areas some of who might not have visited the city before. The book week event was also graced by participants from the East African region.

THE Laikipia Community Library Committee organized a charity golf tournament on 15th August 2009 to fundraise for the completion of the proposed Laikipia Library Community building. Safaricom Foundation was the main sponsor of the event that realized about Ksh. 3.5 million.

The tournament, which was graced by Mr. Michael Joseph, CEO Safaricom, as the chief guest had its theme "Empowering Laikipia through Reading." Mr. Joseph, who said he came to Nanyuki about 9 years ago, said he was overwhelmed by the people's hospitality in the area. He emphasized the need to initiate more strategies to ensure that the people of Laikipia develop a positive and sustained reading culture.

Other sponsors included the Communication Commission of Kenya, Coca Cola East Africa, Rift Valley Railways, KASNEB, Ketepa Tea, Macmillan Publishers and Jigua Books among others. Various publishers who donated books included: Longhorn Publishers, Mountain Top Publishers, WordAlive Publishers, Oxford University Press, Vide-Muwa Publishers, Macmillan Publishers, Njigua Books, and East African Educational Publishers.

The golf event was also graced by the area MP Hon. Mwangi Kiunjuri. In his remarks, Hon Kiunjuri compared the Laikipia Library project to the Biblical Noah's Ark saying it had taken so long to complete. He said the library project was fundamental to free primary education as it would enhance accessibility of books and other information materials to students in Laikipia.



BY NANCY NGUGI

## Safaricom sponsors golf tournament in aid of Laikipia Library

He appealed to the government to set aside money for development of public libraries in every constituency in order to provide equal knowledge opportunities to all Kenyans. Hon Kiunjuri thanked Safaricom for their generous support to the people of Laikipia through various projects. He also promised that CDF would give another Ksh. 1million for the Laikipia Library project.

Laikipia Community Library among 38 KNLS libraries established through community library development initiatives adopted by the Board in 1991. Under this initiative the community handles the infrastructural development and furnishes the library while the Board provides books and staffing.

Laikipia Community Library was started in 1992 in its present temporary premises offered by the District Information & Documentation Centre located at the DC's compound. In 1999 the Library was allocated a 2-acre plot in Nanyuki Town by the District Development Committee.

This was followed by reinforcement of the library development committee in 2004, with the main objective of mobilizing resources for construction of a purpose built library, to ease the congestion experienced at the current library premises.

The cost of the project is estimated at Ksh. 22,850,000. So far the committee has raised a total of Ksh. 1million from Laikipia East CDF, Ksh.0.6m from Nanyuki Municipal Council through Local Authority Service Delivery Action Plan (LASDAP), Ksh. 500,000 from charity walk in June 2009 and Ksh. 3.5 million from the golf tournament.

With the enthusiasm which the Library Committee has shown in the recent fundraising activities, it is no doubt that the project will be complete sooner than expected. The Committee received a lot of support from Mrs Phyllis Waweru and her husband Rtd Major General Waweru, who were the patrons of the golf fundraising committee. The Wawerus contributed over Ksh. 1.2million during the golf tournament.



Safaricom CEO, Michael Joseph and his wife are presented with a portrait painting of himself by the library committee members.



Mr John Haynes, Ms Sheila Weir and Mr Atuti flanked by Kisumu Library staff prepare to plant commemorative trees after launching the American Corner at Kisumu Library.

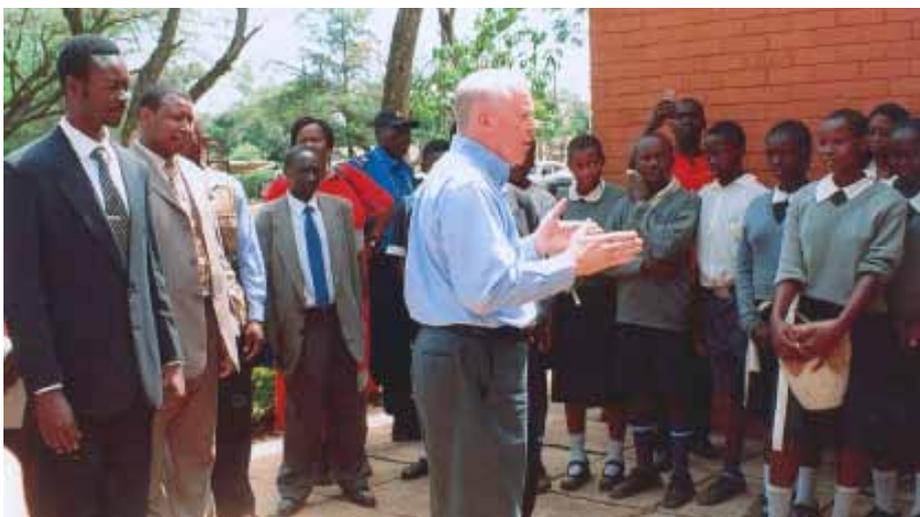
# America comes to Kisumu

By NANCY NGUGI

THE winds blowing from the "West" towards Kenya and Nyanza in particular have significantly touched the Kenya National Library Service in Kisumu.

After the appointment of His Excellency Barack Obama as President of the United States of America, eyes turned to

Kenya and especially to Kogero which holds the roots of the President of the super power. It was such a coincidence then that a project to upgrade the children library in Kisumu by the American Embassy in Nairobi, was already in progress.



US Ambassador, Michael Ranneberger addressing students outside the Kisumu Library when he toured the American Corner.

The project which comprised the extension of the children's library was completed this year (2009) and an American Corner established. This marks a significant milestone in the relationship of KNLS with the US Embassy's Public Affairs Section.

It provides an avenue for the Kenyan public to gain essential knowledge on United States. American Corners in various countries are coordinated by the State Department to help the world learn more about the U.S.

The idea to establish the American Corner at the Kisumu Library was discussed in 2007 at a meeting between the KNLS Director and officials from the US Embassy Information Resource Center. The meeting discussed possible areas of collaboration and agreed that the children library section in Kisumu be extended to house the American Corner.

As a result the US Embassy in Nairobi through the information resource centre office gave Ksh. 674,504 for the construction works. The US Embassy also donated: a laptop, IROvienna Book Sets, LCD Projector, Plasma TV, DVD Multi-system, Bookshelves, Children DVDs, Encyclopedia Americana and bookshelves.

The Corner was officially launched by John Haynes, Public Affairs Officer U.S. Embassy Nairobi on 24th September 2009. He was accompanied by Sheila Weir, George Kamau, and Nashon Akello from the Embassy's Information Resource Centre.

In his remarks, the KNLS Director, Mr. Atuti thanked the US government through the American Embassy in Nairobi for the kind gesture and their profitable association with KNLS.

He hoped that similar information resource centers would be established in other KNLS libraries especially the provincial libraries.

During the launch, students and cultural groups from Kisumu entertained the guests and displayed their unmatched talent through dance, poetry and drama. We are positive that this initiative will provide access to current relevant information about the U.S. via books, the Internet, multi-media, and periodical collections.

# Kakamega Provincial Library: Where do we go from here?

BY RUTH JEMO

KAKAMEGA Library is one of the only two public libraries in western Province, the other one being Kimilili Community Library. The library was started in 1972, in a temporary building given by the municipal council, now Kakamega social hall. It was moved to its present building in 1977.

The library has since grown in terms of collection, which is tentatively placed at 48000 books and non-book materials. As an information service provider “we aim to be a leading public library in Kenya by being responsive and relevant to the community’s’ diversified information and learning needs”; excellent stewardship of resources and high quality service to the public.

We exist to provide community access to essential information resources, technology, programs and services; foster reading, learning and promote the social, economic, recreational and life long learning interests of our diverse populace.

The population of Kakamega is growing and becoming multi-cultural. No single village, town nor city is an Island. The opening up of Masinde Muliro University and subsequently other distant learning centers by Nairobi and Kenya Universities have partly contributed to this change.

Apart from these institutions of higher learning, we have other middle level colleges like Sigalagala, Kibabi- to mention but a few. In early October, Western province stakeholders met to discuss way forward to empower the people of Western Kenya. The Prime Minister and other investors attended the meeting.

Kakamega is rated the third poorest province after North Eastern and Coast provinces, yet it is endowed with favorable whether conditions and good investment opportunities.

It has been proved that information (accurate and reliable) availability is the key factor to development of a society. For Western Province to attain economic growth, fight poverty, reduce diseases, hunger and improve the lifestyle of its people, information needs must be given enormous at-

*Side view of Kakamega Library.*



*School children during a library lesson at Kakamega library*

ention. For Kakamega library, this means more patronage, need for diverse information resources and quality services. There is a general feeling among staff that the information resources have not been fully utilized by the public. Consequently, we are using the following strategies to address this situation:

- Communicating widely what we offer through writing and verbal communication
- We have embarked on rigorous marketing by increasing public awareness of our presence and value
- Developing advocacy initiatives on importance of library
- Increasing public visibility of the library through participating in community events
- Strengthening our relationships with schools and colleges through writing and visitations.
- Strengthening our relationship with the private sector and the media to enhance communication and foster a collective appreciation of the Library’s’ value to community.

In addition, the introduction of Internet services will certainly raise the level of our library usage as it will enhance our information resources. This is attracting institutional membership and individuals as well. During the September National Book Week Celebrations, which was rated a success by participants, we had a big turnout with people coming to make inquiries on membership and others collecting cards for registration. We do hope to work with upcoming authors from the province such as Mrs. Florence Mbaya who has written a book titled ‘A journey within’ to promote reading in the region.



# Reclassification: A menace to live with

RECLASSIFICATION is the change of classification practice from time to time or even continuously. It is also defined as a measure of maintenance and servicing to keep classification efficient. Conditions under which reclassification is undertaken include:

- When a library adopts a new scheme
- When an existing extreme is revised
- When there is merging of libraries
- After shelf verification and rectification especially after stock taking
- Failure by some schemes to provide necessary revision of schedules.

There are two main ways and one minor approach to undertaking reclassification.

- Osmotic method (Osmosis) recommended by Ranganathan: new accessions are classified according to the newly adopted scheme while old stock remains as it has always been. It maintains two parallel arrangements and gradually the older system is discarded.
- Rolling method: in this method, separate classes are dealt with consec-

BY PATRICK M. MUTTA

utively. One arrangement is arrived at, though at a point there is also a parallel order.

- Reclassification may also be done when errors are detected long after the documents have been processed. After consultations corrections are made immediately.

Benefits of reclassification

- It gives the library good public image because of up-to-date and efficient arrangement
- It helps to keep the library at pace with the development and changing patterns of knowledge
- Provides satisfactory arrangement to the user
- The process allows the stock to be checked and revised simultaneously (stock verification and rectification) hence mistakes and missing items may be identified.
- Brings about maintenance of records because it is accompanied by both catalogue and stock revision.

Reclassification however, brings with it certain challenges which include:

- It is an expensive, laborious exercise (call numbers are affected, books re-shelved, cards updated, and spine marking redone)
- Service delivery is interrupted
- May interrupt the usual arrangement therefore causing confusion to users
- Leads to conflict of location because topics have been relocated
- Classified arrangement is disrupted

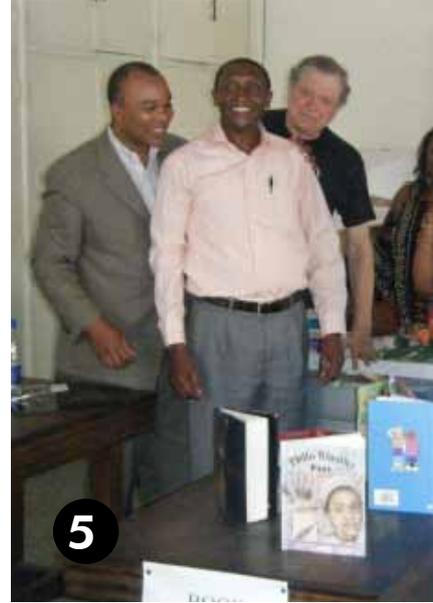
## To reclassify or not to reclassify!

Generally major overhaul of the collection is a policy matter. However minor corrections of classification mistakes can be discussed and after consultation reclassification may be recommended. Revision of universal schedules cannot be avoided, they remain with us forever. The evolution and use of Dewey Decimal Classification since the 19th edition to the current 22nd edition, has left many libraries in disarray. Each edition comes with its changes which affect the earlier one. The challenge is ours, how do we bring sanity on our shelves?

Books at the collection development and book distribution division



1



5



2



3



4

1. Sophia Ndegwa a librarian at Nairobi attends to customers during the Public Service Week.

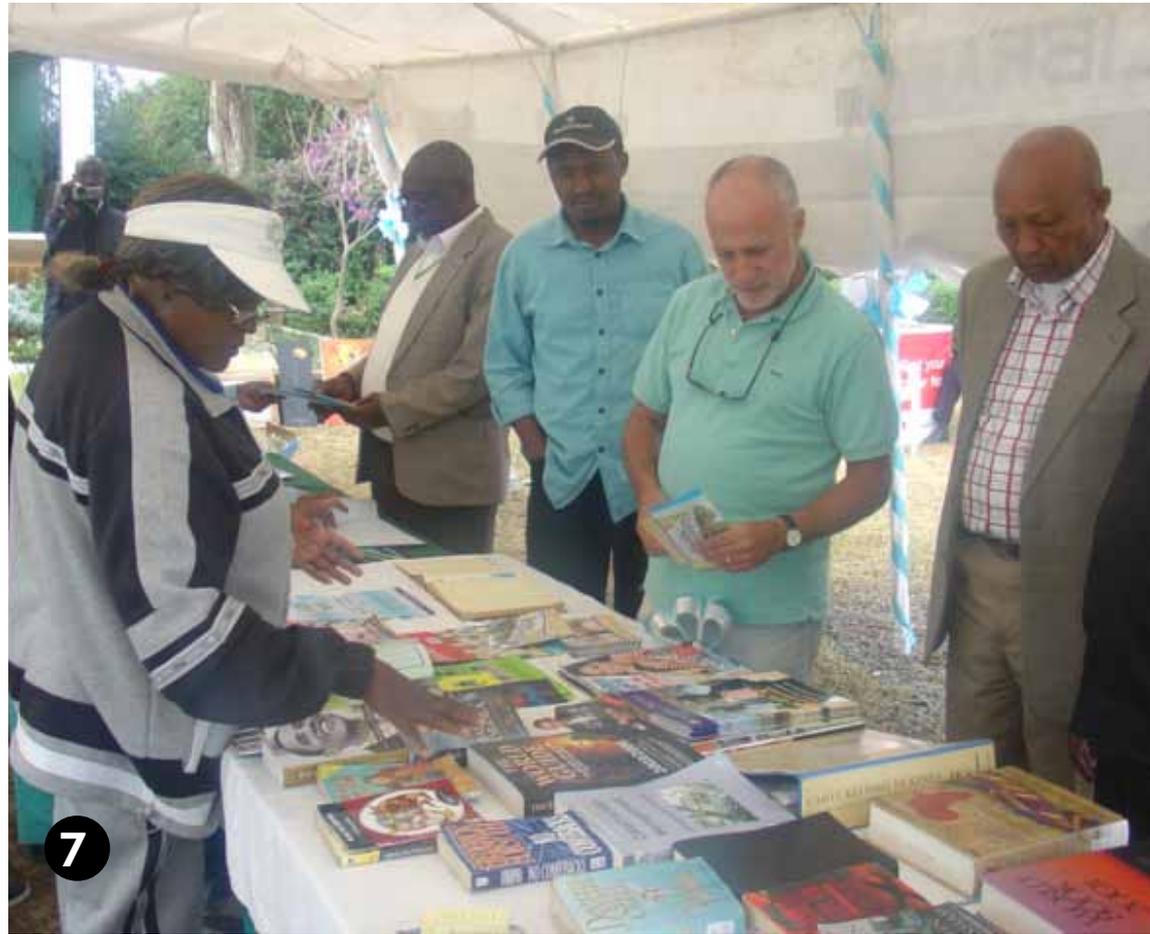
2. Members of the public at the launch of the American Corner in Kisumu Library.

3. Mr Atuti (extreme right) challenges wazee with his ajua game skills at Nylima Library.

4. Mr John Haynes and Sheila Weir at the Kisumu mobile library.

5. Mr Atuti, KNLS Director (second left) and Faridah M., Mombasa Librarian (far right) with the Long Beach team at Mombasa KNLS Library.

6. Left to right: KNLS Director, Mr. Richard Atuti, Culture Secretary Mr Said Athman, PS Ministry of State for National Heritage and Culture,



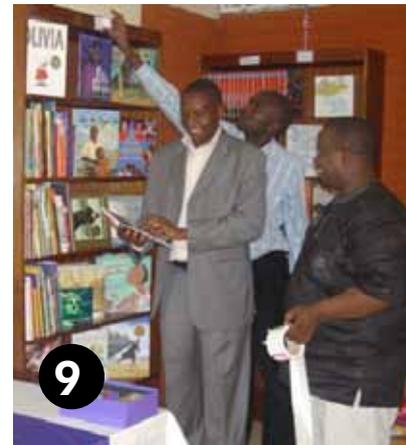
Dr Jacob ole Miaron admire the audio navigator during the Public Service Week.

7. Michael Joseph (second right) Safaricom CEO admires books at the KNLS stand during the golf tournament. With him are Hon. Mwangi Kiunjuri, Laikipia East MP and Rtd Major Gen Waweru (far right)

8. Ladies from African Women Forum present books to former KNLS Director Ms Irene Kibandi (second right) and librarian Betty Kalugho (right).

9. KNLS Director, Mr. R. Atuti admires a book at the American Corner in Kisumu. With him is George Kamau of Information Resource Centre, American Embassy Nairobi.

10. Michael Joseph is taken through the work progress at the proposed Nanyuki Library site.



# Teacher-librarian workshop held

BY CAROLINE KAYORO



*Participants in a training session during the workshop.*

KENYA National Library Service (KNLS) is in partnership with the NBDC-K to assist schools in setting up libraries and thus promote a reading culture. A good educational environment consists of the pupil and the world of knowledge. This world of knowledge is introduced to the pupil by the teacher. However, the knowledge base of the pupil can only broaden if the pupil is able to learn independently. A school library lays the foundation of a reading habit at the formative age of the pupils' education.

The KNLS network of fifty four (54) libraries countrywide can only serve a small percentage of the total population. Hence, more needs to be done in collaboration with schools and stakeholders to promote reading among pupils. To realize this goal, NBDC-K and KNLS organized a workshop for teachers from Molo and Elburgon Districts on 9th October, 2009 at Elburgon Eel Hotel. One hundred teachers participated in the workshop.

There were fifty teachers from Molo and fifty from Elburgon. Three Education officials from the District Education office, Molo were also in attendance. The workshop, which was sponsored by NBDC (K) was facilitated by three librarians, two from KNLS and one from Egerton University, Njoro. The goal of the workshop was: to inculcate a reading

culture and improve literacy levels and quality of education in Molo and Elburgon. The intensive training took place on 9th October, 2009. Three (3) papers were presented on the following topics:

- I. Setting up school libraries: Presented by Mrs. Serah Mugaambi, KNLS
- II. Organization of information materials. Presented by Ms Caroline Kayoro, KNLS.
- III. Preservation and conservation of information materials. Presented by Ms. Anne Mugalavai, Egerton University.

Under the guidance of the Quality Assurance Officer from the District Education Office the participants agreed to undertake some immediate steps upon returning to their respective schools within the month of October. These included: Formation of a school library committee; Stamping of books; Accessioning and recording the books; Classifying the books and developing a borrowing policy

Participants received book donations from the NBDC-K during the book week celebrations held on 22nd to 26th September, 2009. They were required to implement the above steps within the month of October using the book donations.

# The role of professional associations in staff development

PROFESSIONAL associations play a big role in motivating their members to articulate ethics so that service provision can be enhanced. In addition associations also give professional advice to governments and members of the public and as such play a big role in national development. It is advisable that all persons who hold professional qualifications register with the relevant associations to boost their image and have a platform from where they can interact with like minded colleagues. From such a privileged position, their views are likely to be given the attention they deserve by all and sundry. The leadership of any association worth its salt should be able to spur its members into action by motivating, organizing and paying particular attention to their needs and aspirations.

## Professions and Associations

A profession is an occupation requiring extensive education and specialized training. A profession can also be defined as a principal calling, vocation or employment. The employment may be centred on direct compensation or business gain. The profession then breeds the professional defined as a person pursuing an occupation as a full time paid job and conforming to the standards of skill, competence or character.

An association is an organized body of people who have a common interest, activity or a purpose. If the people are pursuing a common agenda based on their calling they breed the professional association, usually a non-profit making organization seeking to further particular professional interests of the members. Professional associations are governed by a code of ethics and legal framework. In the library and information sciences sector, the Kenya Library Association brings together professionals in this field. In Kenya, professional associations are registered at the professional centre by APSEA. Key characteristics of a professional association include:

By [DAVID MUSWII](#)



Teacher/librarian workshop in Molo

- Skill and knowledge for its members
- Extensive education and training for its members
- Professional training and registration of the members
- Licensing
- Code of ethics

## Library and Information Associations at a glance

Some local, regional and international library and information associations have played a big role to shape library services in this country. Some of the most significant are:

- Kenya Library Association (KLA)
- Standing Conference for East, Central and South Africa Libraries (SCECSAL)
- Library and Information Association of South Africa (LIASA)
- International Federation of Library Associations (IFLA)

KLA strives to;

- Organize, unite and represent professionals concerned with information work in Kenya
- Promote growth, development and professional integrity of its members
- Set, maintain, monitor and promote standards of excellence in creation, management and exploitation of information and

knowledge resources

- Promote creation of knowledge and information societies through advocacy

KLA partners with a number of associations which include:

- International Federation of Library Associations (IFLA)
- Association of Health Libraries Information Centres in Africa (AHLA)
- International Network for Availability of Scientific Publications (INASP)
- Commonwealth Library Association (COMLA)
- Kenya Library and Information Services Consortium (KLISC)

## The Standing Conference of East, Central and Southern African Library and Information Associations (SCECSAL)

The standing conference is an independent, non-profit making body of library and information associations in Eastern, Central and Southern Africa.

SCECSAL aims to:

- Provide a forum through which members of the library and information profession in the region meet to discuss issues of mutual interest

Turn to page 18

## Aids control unit and gender mainstreaming

BY SERAH MUGAMBI

THIS is a new unit under the Human Resource Department, and is headed by a trained Counselor. The unit was established to carry out the following functions:

- Coordinate all HIV/AIDS activities at KNLS.
- Conduct or facilitate counseling to KNLS employees and users on need basis.
- Identify training programmes and materials related to prevention of HIV/AIDS and alcohol and substance abuse.
- Identify gender concerns, needs, priorities, constraints and opportunities within the sector of the promotion of gender issues.
- Develop annual work plans for gender mainstreaming in line with Ministries Strategic Plan, Policies and Programmes.
- Ensure that Gender needs, concerns and priorities are integrated into the design implementation, monitoring and evaluation of sector policies and programmes at all levels.
- Identify capacity needs and design appropriate sector specific capacity building programmes.
- Actively participate in sector based budget process to ensure adequate resources are allocated for gender mainstreaming.

The functions of the unit are in line with the Vision 2030 which aims at promoting gender mainstreaming as an approach that would achieve gender equity in all aspects of society. It is also in line with the Millennium Development Goals particularly the requirements for goal no 3, which is; promoting gender equality and women empowerment.

*The functions of the unit are in line with the Vision 2030 which aims at promoting gender mainstreaming as an approach that would achieve gender equity in all aspects of society*

## Professional associations and staff development

From page 17

- Establish, strengthen and spread information professionalism in all the countries of the region
- Promote regional and international understanding and cooperation in the area of library and information profession
- Collect, collate, publish, preserve, conserve and disseminate research information through publications to potential and prospective clientele in the region and beyond
- Encourage capacity building by promoting education and training of library and information professionals

### International Federation for Library Associations (IFLA)

IFLA is the umbrella body for all library and information associations that aims to:

- Promote high standards of provision and delivery of library and information services
- Encourage widespread understanding of the value of good library and information services
- Represent the interest of its members all over the world

### Staff Development

Staff development package involves training and retraining on a continuing basis. In a professional association the objectives of staff development include:

- Improvement of individual's job effectiveness
- Harmonization with goals of the library
- Keeping with current development
- Learning new competencies
- Fostering corporate identity, cross breed ideas, assess local practices and ensure interdepartmental communications
- Enables employees to broaden their knowledge and experience
- Promotes job satisfaction
- Prepares staff for promotion
- Enhances staff performance
- Paves way for re-training in new specialties.

While appreciating that a static staff can not deliver in a dynamic institution; it is important to note that there are various constraints associated with staff development.

These include financial deficits or budget cuts; staff shortage; time (how long can one be away) and individual needs (personal issues and choice of the course, training or workshop).

The role of professional associations in staff development includes setting standards of training; maintaining and improving the professional standards; promoting continuing education and training; exchange of ideas and best practices; promoting the establishment of Library and Information Services (LIS) Institutions; setting codes of ethics to uphold integrity; lobbying for professionalism; and advocacy-freedom of information and democracy



## The importance of corporate image in an organisation

BY NANCY NGUGI

"IMAGE is everything" so they say! In today's competitive business environment, a lot of organizations are spending good chunks of their budget to ensure that they gain "the right corporate image." Clearly, it is improbable that a forward looking organization should not put aside some funds for such a worthy course.

It's only fair that the public is informed about what the organization exists to do and what value it adds to the individuals who may develop interest in using its products/services. Nonetheless, several factors contribute to the increasing importance of corporate image in today's business world.

For example, technological explosion has been instrumental in the rise of corporate image programs, as companies seek ways to emphasize their relevance and enhance their reputation among the knowledge based societies. Another aspect that is motivating the current interest in corporate image is society's growing expectation that corporations be environmentally and socially responsible.

Many of today's consumers consider the environmental and social image of an organization in making decisions

on whether or not to use its products/services. Some organizations have acknowledged this reality and reaped incredible benefits by conducting themselves in a socially and environmentally responsible manner. Corporate image is therefore not an end in itself.

There are other variables that come into play to facilitate the process of managing a corporate image. These include: corporate identity, corporate communication and feedback. Corporate identity is the actuality of the organization. It is about "exactly who" the organization is and what distinguishes it from other organizations. Corporate communication is the process by which the organization conveys its distinctiveness or brand to its audiences.

It provides the link between the corporate identity and corporate image. Corporate image really is in the eye of the beholder. It describes the manner in which the organization, its activities, and its products or services are perceived by its stakeholders. Thus, the main objective of managing corporate image is to communicate the organization's identity to its audiences in such a way that they develop and maintain a favourable impression about the organization. Obtaining

Turn to page 20

# Importance of corporate image

From page 19

continuous feedback from the audiences is key in ensuring that continual improvement is maintained.

There can therefore be confused or unsatisfactory image if the organization's corporate identity is not clear. Some of the signs that an organization's image has a problem may include the disappearance of major customers, high employee turnover, a drop in membership/attendance and poor relationships with financiers and suppliers.

The most important pillar in building corporate image is the corporate identity. If the corporate identity does not stand out, the efforts of corporate communication may not achieve the desired goal. Organizations should therefore invest in getting their identity right. According to wikipedia, corporate identity may be broken down into four component parts: corporate strategy, corporate culture, organizational design, and operations. Strategy is the overall plan that determines the company's product/market scope and the policies and programs it chooses to compete in its chosen markets.

Corporate culture is the shared values and beliefs that the organization's members hold in common as they relate to each other, their jobs, and the organization. It defines what the firm's personnel believe is important and unimportant, and explains to a large degree why the organization behaves the way it does. Organizational design refers to the fundamental choices top managers make in developing the pattern of organizational relationships.

It encompasses issues such as whether basic tasks should be organized by function or product division, the company's overall configuration, the degree of decentralization, the number of staff personnel, the design of jobs, and the internal systems and procedures. Operations, the fourth and final component of corporate identity, is the aggregate of activities the firm engages in to effect its strategy. These activities become part of the reality of the corporation and can influence its identity in a wide variety of ways.

Experts assert that the image stakeholders have of the company will influence their motivation to offer support

to the organization.

Obviously, each stakeholder group is likely to have a rather different perception of the organization because each is concerned primarily with a different feature of its operation. For example library users may principally be interested in the cost, quality, relevance, timeliness and reliability of the information sources and resources. They would also be interested in the quality of customer service by the library staff.

Employees on the other hand may be mainly concerned with wages, working conditions and personnel policies. Whatever the case, maintaining a consistent image among the several stakeholder groups is vital for an organization. The organization should as much as possible avoid projecting an inconsistent image, because the anticipations of different stakeholder groups often overlap at some point. For example, both employees and the general public may have an interest in the overall stature of the organization and its standing in the corporate world. This would ensure that the image projected outwardly by an organization is somehow its inside story.



Corporate sponsors' exhibition stands during the recent fundraising golf tournament for the construction of Laikipia Library in Nanyuki. Organizations are spending good chunks of their budget to ensure that they gain "the right corporate image."

# BAI: KNLS' solid supporter

BAI has been a key partner in the promotion of a reading culture in Kenya. Every year KNLS receives quality and relevant books from BAI, 40% of which is donated to needy institutions and 60% is retained by KNLS for distribution to its branches as prescribed in the existing MOU between KNLS and BAI.

In 2009, KNLS received over 65,000 volumes of books from BAI. Under the 40:60 arrangement, 92 needy institutions benefited during the year. We appreciate BAI's continued support in assisting KNLS diversify its library stock.

In addition, BAI officials made two visits to KNLS on June and November 2009. Beth Murphy, BAI's former Deputy Head of Operations and Head of Acquisitions was on the first visit while Mr. Clive Nettleton, the BAI Director was accompanied by Pinder Lesley, the Joint Head of Fundraising and Communications in the second visit. Both visits mostly focused on monitoring and evaluation of their projects/programmes in Kenya. Due to the long standing relationship with BAI, the latter has sourced for support from various donors in the UK to assist KNLS in establishing three unique projects as follows:

a) Introduction of Health Corners (expected to commence in 2010: The key objective of the project is to develop the

skills of librarians to identify and prioritize the information needs of primary health care providers and to provide resources to meet those needs.

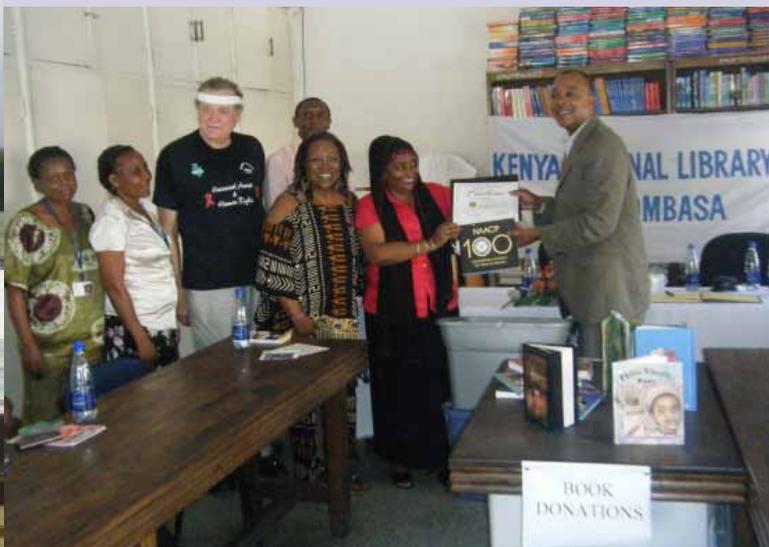
Project activities will include: training some KNLS staff to equip them with skills to repackage and effectively communicate content from medical books; and provision of appropriate health textbooks and signposting to the relevant electronic resources. It is proposed that by the end of the project health corners would have been established in 10 libraries. The first phase will cover five branches which include: Isiolo, Embu, Thika, Mombasa & Kabarnet. The project is expected to be funded by Elsevier Foundation through BAI.

b) Transform a library support programme (expected to commence in 2010): This project will focus on improving the library facilities and environments in the selected branches. These are Murang'a, Kakamega, Masalani and Wundanyi. Some of the project activities will include painting and acquisition of new furniture.

c) Children and teenager corners (activities already in progress): The project involves minor renovation and purchases for the junior library users. The project will cover Nyeri, Kisii & Wajir.

## Long beach, Mombasa in sister cities association

By FARIDAH MOHAMED



SISTER cities relationships is an international concept where the cities have or share a lot in common. Mombasa and Long Beach have some common features in that both are port cities and have beautiful and attractive beaches. In November 2008, an inaugural delegation from Long Beach, California visited Mombasa and also paid a courtesy call to the library where they donated books. We have now established a Long Beach corner in the library. The partnership of the cities is supposed to focus on economics, social, medical, education and cultural experiences. Similarly, a delegation from Mombasa led by the Town Clerk visited the Long Beach earlier this year (2009). Plans to identify colleges for student exchange programmes have already commenced with South California University having been identified as one of them. We are glad that Mombasa Library is a key component in the relationship between the two cities.

## HR Issues

The following staff left the Board's service between July and December 2009 under different circumstances as follows:

### Resignations

- Jane W. Gabriel (Nairobi) in October 2009
- Susan W. Njenga (Naivasha) in November 2009
- Judy Githongori (Kithasyu) in January 2010

We wish Jane and Susan God's blessings in their new engagements.

### In reprisal

- Godfrey Mbogori (Meru) in October 2009
- Charles Aremba (Isiolo) in November 2009
- Wycliffe Nyalola (Isiolo) in November 2009
- Paul Kibet (Kisumu) in November 2009
- Hirsi Aden (Moyale) in November 2009

To them, we say, whatever circumstances that befall us, is ideally not the main issue. The issue is what we decide to do with the circumstance. You can consider it as an opportunity to have a fresh start in your life. Wish you God's guidance.

### Deceased

- Festus Cheruiyot (Kericho) on 11/11/2009
- Shadrack O. Nyang'or (Ukwala) on 3/12/2009

To the families, relatives and friends of Festus and Shadrack, we pray that "the peace of God that transcends all understanding will guard your hearts and your minds in Christ Jesus." May the departed souls rest in eternal peace.

## Some wise sayings

By BETTY KALUGHO

1. A book a day keeps ignorance away.
2. Knowledge is the only thing we take to the grave.
3. Get confidence from knowledge.
4. The book will expose you.
5. Poverty is curbed by knowledge.
6. Chase ignorance; it is expensive.
7. A book is a compass showing us direction.
8. It takes an informed mind to make an informed choice.
9. If you do not read you are sitting on your potential.
10. Education is a process; it has no ending.
11. Reading should not be tied to exams & jobs but to a quality life.
12. A room without books is like a body without soul.
13. Books are not made for furniture, but there is nothing else that so beautifully furnishes a house.
14. There is more in books than in all pirates' loot on Treasure Island and the best of all you can enjoy these riches everyday of your life.

## 25 Qualities of a good supervisor

By PATRICK M. MUTTA

1. Keeps up-to-date on situations that affect future projects.
2. Maintains a positive attitude.
3. Has sound oral and written communications skills.
4. Explains actions and decisions that affect employees.
5. Does not play favorites.
6. Delegates authority and creates depth in management by allowing employees to do some of his or her job.
7. Is specific when giving instructions about delegated assignments.
8. Gives employees incentives to improve their job knowledge and efficiency.
9. Cross-trains employees so they can cover each others absence.
10. Gives praise for work well done, and compliments as well as criticizes.
11. Is aware of problems that employees are having with each other.
12. Asks questions frequently and is concerned and an active listener.
13. Organizes work schedules and assignments as effectively as possible.
14. Displays a professional attitude toward the work and employees.
15. Shows a human side; is not compelled to act like "the boss" all the time.
16. Works with lower-level employees occasionally to understand what they do.
17. Takes time to listen to new ideas.
18. Pays attention to broader problems; avoids nit-picking.
19. Keeps people informed about changes.
20. Discusses problems with subordinates as soon as possible instead of letting things reach a boiling point.
21. Expresses feelings honestly.
22. Attempts to know each employee as an individual.
23. Uses new strategies that will make the organization more productive and competitive.
24. Shows confidence in subordinates.
25. Understands the specifics of operations under his / her jurisdiction.

# Demystifying the audit function

By WANJIKU MWANGI

THE suspicion with which auditors are looked at should be anybody's concern. When people hear that auditors will be paying them a visit, they go into a panic mode. They equate the auditor to a police officer trying to investigate a crime or a class prefect out to mete punishment on an undisciplined student. The positive value that auditors add to the organization is therefore overshadowed by this suspicion. What people fail to realize is that auditors are neither investigators, nor bloodhounds. They do not come with their minds already set that "those errors and irregularities including fraud have occurred." Actually, an auditor is supposed to approach his/her work with an open mind. He/she should not imagine that errors and irregularities have been committed before carrying out the audit and gathering sufficient, appropriate audit evidence to arrive at a conclusion. Auditors are supposed to approach their work with sobriety and should exhibit the following values while executing their duties:

- Integrity
- Independence
- Objectivity
- Competence
- Professional due care

While carrying out audit, an auditor is not looking for mistakes, nor is he/she trying to judge the officer being audited. The auditor's work basically involves the audit of controls that an organization has put in place to prevent errors and irregularities from occurring. These controls are supposed to ensure

that the organization does not lose its resources through errors and irregularities including fraud. An auditor therefore audits the system of internal controls to gauge their effectiveness in preventing errors and irregularities including fraud from occurring, and thus does not audit the officers in charge. The following are the broad functions of an internal audit department in any organization:

- To ensure that management gets value for its resources by ensuring that the organization procures its goods and services at the most competitive prices.
- To review the system of internal control system to determine whether it's effective in preventing errors and irregularities including fraud.
- To advise on internal controls to be put in place to prevent the occurrence of errors and irregularities including fraud.
- To systematically carry out routine audit activities to ensure that all internal controls are working as they should be and advice appropriately in case of deviation.
- To prepare accurate and timely audit reports that can influence decision making.

Next time you hear an auditor is visiting you, don't panic, but embrace them with a positive mind and let them assist you in improving your internal control systems.

## Our Focus

To accommodate our customers' aspirations and the government's thinking through Vision 2030, it has been necessary for us to re-look at our mission, vision, objectives and core values. This has resulted to the review of our 2008-2012 Strategic Plan that had previously been highlighted in our 6th issue of the Kenal News. The changes were also adopted by the Board during the Full Boarding meeting held on 23rd July 2009. This was meant to ensure clarity in the vision and mission; and assimilate the V-SMARTER strategy in the objectives. That is:

- V – visible
- S – specific
- M – measurable
- A – achievable
- R – realistic
- T – time-bound
- E – evaluatable
- R – result-based

## Our Objectives

During the planned period 2008 – 2012, the Board will implement a range of activities with a view to achieving the following objectives:

1. Increase access to library services
2. Increase quality and relevant information materials in libraries
3. Expand the library network by establishing and equipping more libraries
4. Improve KNLS reading and work environment
5. Automate 10 libraries annually to enhance service delivery
6. Increase National Bibliographic information by enhancing collection of legal deposit copies
7. Undertake continuous research to improve the quality and relevance of library services
8. Improve and effectively manage KNLS human and financial resources.

# KNLS going places

The KNLS Board has been on the fast lane in the establishment of libraries in Kenya. In the last financial year, a total of six libraries were opened as follows: Timau (Imenti North), Gilgil (Nakuru), Tabarj (Wajir), Meisori (Baringo), Lelechonik (Transmara) and Murang'a Library. Below is a list of the 54 KNLS branches and their years of establishment:

## Community Based Libraries

1. Karatina 1991
2. Laikipia 1991
3. Mutyambua 1995
4. Kinyambu 1995
5. Kithasyu 1995
6. Naivasha 1996
7. Wajir 1999
8. Nyilima 1999
9. Rambula 1999
10. Mwingi 2000
11. Kapsabet 2000
12. Ol Kalou 2000
13. Silibwet 2000
14. Kilifi 2002
15. Malindi 2002
16. Habaswein 2002
17. Ukwala 2002
18. Dzitsoni 2002
19. Mikumbune 2003
20. Mbalambala 2003
21. Lagam 2003
22. Kimilili 2006
23. Moyale 2006
23. Rumuruti 2006
24. Mandera 2006
25. Munyu 2006
26. Chinga 2007
27. Bute 2007
28. Kwale 2007
29. Awendo 2007
30. Werugha 2008
31. Isiolo 2008
32. Masalani 2008
33. Tarbaj 2009
34. Timau 2009
35. Gilgil 2009
36. Meisori 2009
37. Lelechonik 2009



## Provincial Libraries

Nairobi	1974
Kisumu	1969
Embu	1970
Nyeri	1971
Kakamega	1972
Nakuru	1976
Mombasa	1976
Garissa	1980

## District Libraries

Eldoret	1976
Kericho	1981
Thika	1981
Kisii	1982
Meru	1982
Wundanyi	1987
Kabarnet	1987
Murang'a	2009

# LIBRARIES WITH A KICK

## POSTER COMPETITION FOR THE FOOTBALL WORLD CUP 2010 IN SOUTH AFRICA

**A PROJECT OF GOETHE-INSTITUT NAIROBI IN COOPERATION WITH KENYA NATIONAL LIBRARY SERVICE AND IFLA AFRICA SECTION**

When and where was the first Football World Cup held? Who are the reigning Women's Football World Champions? Which soccer player was awarded "African Footballer of the Year" in 1990? Answers to these and many other questions, as well as many exciting books about football, can be found in your library. During the Football World Cup 2010 in South Africa, many libraries will provide match results, background information about the teams and places where the games take place and even live screenings of the games. Libraries are meeting places for all soccer fans!

Now it is your turn: Design a poster with a slogan that brings out the connection between football and libraries – one where the theme football can be suitably used to promote libraries and their services. You stand a chance to win an attractive prize!

#### This is how it works:

Send your designs as a hardcopy or electronically to the Goethe-Institut Nairobi by 01.02.2010. The best 3 designs from Kenya will be exhibited in South Africa alongside the best 3 from the other participating countries in Africa. A local exhibition will showcase all the other entries from Kenya.

#### Terms of participation:

1. The poster designs must be submitted to the Goethe-Institut Nairobi, either electronically in 'jpeg' format or on A4 paper (210x297mm). Hard copies can also be submitted at the nearest KNLS branch library.
2. Participants must indicate their full name, age, postal and e-mail address as well as telephone number.
3. The deadline for entries is on 01.02.2010. Designs that arrive after the deadline cannot be considered.
4. Participation is open to people living in any Sub-Saharan African country.
5. A jury, appointed by the Goethe-Institut Nairobi and the Kenya National Library Service will judge the designs' originality and creativity and choose the best three poster-designs.
6. Participants authorise the Goethe-Institut to organise an exhibition in which all winning posters of the participating countries will be displayed. National winning posters will be made available in libraries in the respective countries for promotional purposes. The Goethe-Institut is permitted to publish and reproduce all designs.
7. By participating in this competition, you agree to comply with the terms and conditions stipulated above.

Applications should be sent to: Head of Library and Information Services, Goethe-Institut P.O. Box 49468, 00100 GPO NAIROBI. E-Mail: [bi@nairobi.goethe.org](mailto:bi@nairobi.goethe.org)  
 Website: [www.goethe.de/nairobi](http://www.goethe.de/nairobi)



**GOETHE-INSTITUT**  
 SUB-SAHARAN AFRICA



# Demystifying casual Friday

By DAWN MAKENA

DRESS-down Friday or simply Casual day is an American and Canadian custom that began in the late 1950s originally as an attempt to raise worker morale in the new white-collar office environment. Casual Friday along with dressing casually during the week became very prevalent during the Dot Corn hey-day of the late 1990s and early 2000.

Dress-down Friday is a growing trend in many corporate organizations as recent changes in the workplaces have seen companies relent on their strict office-wear rules to allow their employees to dress down on Fridays. And although most employees have welcomed it, very few know how to do it appropriately.

This concept was embraced in KNLS two years ago with the introduction of corporate polo shirts on Fridays. Dressing for a business casual workplace shouldn't differ too far from dressing in a traditional workplace; just a bit more relaxed. Remove the tie, take off the jacket, wear lighter fabrics and more casual styles, but make sure you dress professionally and that your clothing is clean, well-pressed and in good condition.

It definitely does not mean ditching your pressed shirt for a T-shirt. And despite the implication of the casual look, this is not the day to bring out your party clothes or the comfortable outfits that you like to laze around the house in. For the working class, casual Friday must be embraced with a touch of class and professionalism.

First, find a balance between official and casual 'wear. Extremes of either are bound to rub some of your colleagues the wrong way, and kill the entire concept.

It may help to explain to the employees why what they wear matters. Many people underestimate the impact their appearance has; it can impact the way people perceive you and treat you. Although not fair, it is true; dressing appropriately is just as important as acting appropriately.

The best solution to this quagmire is to provide the employees with a written dress code so that everyone understands what is expected. That way, when someone dresses inappropriately, one can refer to the dress code rather making a decision based on personal opinion.

Remember the bottom line: A brand, they say, is as good as its name. Branding is an invaluable asset in any organization as it is the eye through which the organization is viewed. Always try to maintain an official edge with your casual wear.

## Great Quotes

The library connects us with the insight and knowledge, painfully extracted from Nature, of the greatest minds that ever were, with the best teachers, drawn from the entire planet and from all our history, to instruct us without tiring, and to inspire us to make our own contribution to the collective knowledge of the human species. I think the health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries.

— Carl SAGAN *Cosmos*

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The old man was peering intently at the shelves. "I'll have to admit that he's a very competent scholar."

"Isn't he just a librarian?" Garion asked, "somebody who looks after books?"

"That's where all the rest of scholarship starts, Garion. All the books in the world won't help you if they're just piled up in a heap." King of the Murgos, 1998 *Del Rey*.

— David EDDINGS

- <http://archive.ifla.org>

## Libraries With A Kick Poster Design Competition

### A Project of the Goethe-Institut Nairobi and Kenya National Library Service

The deadline for sending poster-design entries has been extended to 15th February 2010

The Goethe-Institut Nairobi invites you to design a poster with a slogan that portrays the link between football and libraries.

Show how football can be used to promote libraries and their services.

You stand a chance to win an attractive prize!

1st Prize: Ksh. 30,000/=

2nd Prize: Ksh. 25,000/=

3rd Prize: Ksh. 15,000/=

**For more details or visit our website:**  
[www.goethe.de/nairo](http://www.goethe.de/nairo)

## IFLA announces new training programme for library association development

IFLA is pleased to announce the Building Strong Library Associations (BSLA) programme, a new IFLA programme to be delivered under the Action for Development through Libraries programme (ALP). The programme is currently in development and will be launched in September 2010.

The BSLA programme has been developed with extensive input from some of the library world's most experienced library association experts, including current and past library association presidents and executives from all over the world. The comprehensive programme offers a strategic and co-ordinated approach to capacity building and sustainability of library associations for the benefit of associations, libraries, and their communities.

Training content in the programme includes support to develop the effectiveness of library associations in strategic planning and financial management, organisational sustainability, developing strategic relationships and fundraising, and advocating on behalf of the profession and library users.

The Building Strong Library Associations programme will consist of:

- The Building Strong Library Associations training package - a modular, customisable training package
- IFLA's existing policy training packages (for example, workshops on the IFLA Internet Manifesto or Access to Public Health Information through Libraries)
- Mentoring and activities (for example, study tours)
- Advice and help on working with other associations (for example, to form regional consortia)
- An online platform to provide remote access to materials and knowledge
- The programme can be customised and translated to meet the needs of different library associations.

IFLA will deliver the BSLA programme in three countries from 2010 and is seeking three library associations to participate. Activities would start from September 2010, and participants would receive funding for training, mentoring, and other activities to develop the capacity of the library association. Interested library associations should contact their relevant regional section as soon as possible, who will each be discussing potential participants at their upcoming regional mid-term meetings over the next month. Interested library associations outside of Latin America and the Caribbean, Africa, and Asia and Oceania should contact the Management of Library Associations section.

Applications are due to IFLA by April 9 2010.

More information about the programme can be found at: <http://www.ifla.org/alp/bsla> or by contacting the ALP Programme Co-ordinator Fiona Bradley via email: [fiona.bradley@ifla.org](mailto:fiona.bradley@ifla.org)

## Wise Quotes

THROUGHOUT my formal education I spent many, many hours in public and school libraries. Libraries became courts of last resort, as it were. The current definitive answer to almost any question can be found within the four walls of most libraries.

— Arthur ASHE (1943-1993)

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I received the fundamentals of my education in school, but that was not enough. My real education, the superstructure, the details, the true architecture, I got out of the public library. For an impoverished child whose family could not afford to buy books, the library was the open door to wonder and achievement, and I can never be sufficiently grateful that I had the wit to charge through that door and make the most of it. Now, when I read constantly about the way in which library funds are being cut and cut, I can only think that the door is closing and that American society has found one more way to destroy itself. — I, Asimov *New York: Doubleday, 1994.* Isaac ASIMOV

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Libraries are as the shrines where all the relics of the ancient saints, full of true virtue, and that without delusion or imposture, are preserved and reposed. — *Libraries, Francis BACON (1561-1626)*

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Some books are to be tasted, others to be swallowed, and some few to be chewed and digested — *"Of Studies" Essays II Francis BACON (1561-1626)*

- <http://archive.ifla.org>



## Announcing the new Built-in Orderly Organized Knowledge device otherwise known as the BOOK

IT'S a revolutionary breakthrough in technology: no wires, no electric circuits, no batteries, nothing to be connected or switched on. It's so easy to use even a child can operate it. Just lift its cover. Compact and portable, it can be used anywhere--even sitting in an armchair by the fire--yet it is powerful enough to hold as much information as a CD-ROM.

Here's how it works: each BOOK is constructed of sequentially numbered sheets

of paper (recyclable), each capable of holding thousands of bits of information. These pages are locked together with a custom-fit device called a binder which keeps the sheets in their correct sequence. By using both sides of each sheet, manufacturers are able to cut costs in half.

Each sheet is scanned optically, registering information directly into your brain. A flick of the finger takes you to the next sheet. The book

may be taken up at any time and used by merely opening it. The "browse" feature allows you to move instantly to any sheet, and move forward and backward as you wish. Most come with an "index" feature, which pinpoints the exact location of any selected information for instant retrieval.

An optional "BOOKmark" accessory allows you to open the BOOK to the exact place you left it in a previous session--even if the BOOK has

been closed. BOOKmarks fit universal design standards; thus a single BOOKmark can be used in BOOKs by various manufacturers.

Portable, durable and affordable, the BOOK is the entertainment wave of the future, and many new titles are expected soon, due to the surge in popularity of its programming tool, the Portable Erasable-Nib Cryptic Intercommunication Language Stylus...

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## Library rules on vocal discourse

DO not speak loudly with thy neighbor or study mate within the Library; for it is as if you scream all the time. If you find a troubling idea foisted upon your eyes between the bindings of a book, your voice rises up even to the ceiling, while you point to the offense with the finger of your right hand; but I say to you, scream not; only remonstrate gently with a knowing nod, that you may correct the fault of the author in your own essay.

Likewise, if you find your mind wandering from the soulfulness of your studies, again I say, refrain from conversing with whoever be at hand so that others might not be so distracted.

Play not the electronic gadgets fitted to your ears at such a volume as to cause others to march to your drum machine.

Though the need will eventually arise that you must give in to your ignorance of a matter bibliographic and throw yourself prostrate to the all knowing ones behind the Great Oak-en Desk in the Reference Center, wail not despairingly nor gnash the teeth loudly, for the sound carries great and far in that part of the Library, and then many of your peers will know of your misfortune; behold, I whisper myself, yet do not die.

- <http://archive.ifla.org>

**As regards anything besides these, my son, take a warning: To the making of many books there is no end, and much devotion to them is wearisome to the flesh**

— Ecclesiastes 12:12  
(New World Translation 1961)

## The library in Siberia

"THERE was one place where I forgot the cold, indeed forgot Siberia. That was in the library. There, in that muddy village, was a great institution. Not physically, to be sure, but in every other way imaginable. It was a small log cabin, immaculately attended to with loving care; it was well lighted with oil lamps and it was warm. But best of all, it contained a small but amazing collection from the world's best literature, truly amazing considering the time, the place, and its size. From floor to ceiling it was lined with books - books, books, books. It was there that I was to become acquainted with the works of Dumas, Pasternak's

translations of Shakespeare, the novels of Mark Twain, Jack London, and of course the Russians. It was in that log cabin that I escaped from Siberia - either reading there or taking the books home. It was between that library and two extraordinary teachers that I developed a lifelong passion for the great Russian novelists and poets. It was there that I learned to line up patiently for my turn to sit at a table and read, to wait - sometimes months - for a book. It was there that I learned that reading was not only a great delight, but a privilege."

— Esther HAUTZIG  
- <http://archive.ifla.org>