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editorial

Editorial Team

Editor: Nancy Ngugi
Senior Public Relations Officer

Contributors

Richard Atuti
Director

Gladys M. Chonga
Mombasa library

Susan A. Oloo
Mombasa library

Omar A. Abdi
Resource Mobilization Office

Caroline Kayoro
Collection Devt & Book Distribution

Augustine M. Mutiso, Nyeri

Dawn Makena
Corporate Communication

Nancy Ngugi
Corporate Communication

Philomena Mwirigi
National Library Division

Wanjiku Mwangi
Ag. DD (FA)

Francis M. Mutiso, Wundanyi
Mwandihhi Imbayi

Library users

Joshua Peter Syanda (Mwingi)
Rehema Riziki (Mwingi)
Geoffrey Makau Ndambu (Mwingi)

Contributions

Please send in your articles for the Next Issue by 31st October 2010 to allow ample time for compiling and editing. All the articles should be in soft copy and should be sent to: HodPr@knls.ac.ke or knls@knls.a.ke or nancy.ngugi@knls.ac.ke Articles should be clearly marked "KENAL Newsletter" and should not be more than two A-4 pages, double space font 12 – Times New Roman. Thank you for your cooperation and support! Readers are also encouraged to send in their comments/feedback to the above address.

KNLS scores high in public service awards

THE last hours of waiting for the announcement of performance contract results by government is not free from anxiety. This is true for KNLS as it is with other public institutions. The 2008/2009 results however brought a sigh of relief to KNLS after attaining position 23 out of a whopping 139 parastatals, and no. 5 out of the 39 service giving parastatals. This obviously means that some sizable amount of hard work must have been put in place.

Wondering what has been some of hindrances to your organization's growth? Three key words are all you probably may need to enforce. National Heritage and Culture PS, Dr. Jacob Ole Miaron explained to the KNLS Board and Management during a bonding retreat that three key words are crucial in the achievement of organizational objectives. Additionally, the KNLS Board Chairman adds that no matter how profound the strategies may look, lack of commitment may ruin the whole exercise. He recommends that every manager should read the book "Execution: The Discipline of Getting Things Done."

Read also about the Director's highlights on updating of KNLS 2008-2012 strategic plan. The move by the Board and Management to update the five-year 2008-2012 strategic plan midstream is a deliberate effort to take KNLS to the next level. Some of the key notable changes in the updated strategic plan include new vision and mission statements. All this was agreed upon during a bonding retreat for KNLS Board and Management in May 2010.

This issue also carries an article calling on secretaries to join their professional association, KENASA, terming this an added value opportunity where valuable information is exchanged. In the article, a professional secretary is defined as "one who possesses a mastery of office skills, demonstrates the ability to assume responsibility without supervision, exercises initiative and judgment, and makes decisions as a partner in a modern management team".

Read also how the public library is redefining communities and basic standards of library customer service. Readers from Mwingi library have also spoken about the services they get. The first three Kenyan winners of the "Libraries with a Kick" project that was covered in our last issue are listed inside this issue.

We also have brief updates on the ongoing donor-funded projects plus many more stories that will definitely capture your interest.

Enjoy your reading!

Nancy

Three key words that drive an organization

BY NANCY NGUGI

NATIONAL Heritage and Culture PS, Dr. Jacob Ole Miaron (pictured) explained to the KNLS Board and Management during a bonding retreat at the Kenya School of Monetary Studies, that three key words are crucial in the achievement of organizational objectives. The PS said this when he officially opened the two-day retreat on 5th May 2010.



The unusual joint gathering between the Board and Management of KNLS held on 5th and 6th May 2010, mainly focused on review of the 2008-2012 Strategic Plan and Staff Rationalization. The PS who underscored the Ministry's pride in its association with a library and information service provider, passionately expounded three key words which he said are central to running of any organization.

1) CANDOR – openness and honesty. The PS explained that people in an organization must be able to express themselves openly and honestly.

2) EXECUTE – he emphasized the need to execute the organization's business effectively and efficiently. Execution however, is not just plans—it is a discipline and a structure that has to be built into an organisation's approach, its goals, and its culture.

3) DIFFERENTIATION – the PS highlighted the importance of developing and implementing appropriate programs to energize the organization for it to create a cutting edge.

In his speech, the PS also acknowledged that for the Board to effectively implement its objectives, a thorough review of the existing organizational structure was necessary to provide for growth and capacity enhancement of human capital for quality service delivery. He urged the participants to ensure that the planning exercise was geared towards transforming the organization into a credible and dependable institution. The PS cited focused creativity as an extremely valuable element in producing effective solutions, innovative results and creating new opportunities that would strengthen, remold, refocus, retune and reposition the library service to meet present and future challenges.

The central place taken by library in development should be seen in the current revolutionary transformations in business processes which is embodied in the accessibility to quality and timely information resources. Hence, the socio-economic value of information is its inherent ability to assist individuals, businesses and governments in making informed decisions.

The PS therefore called upon the Board to refocus and revise its strategies in full recognition of the growing demand and the indispensable need for library and information services, while at the same time championing the use of information as an economic resource. The PS challenged the Board to formulate strategies covering all facets of ICT, which he said is critical in providing solutions to people's quest for accurate information sources and resources. Participants were also reminded that the most important element in a library is content - "content is king." It is not enough to establish library buildings, it is equally important to ensure that the right content is in place.

Feedback

WELL done "Kenal News!". The magazine's quality is amazing. A noble cause and a good "centre" of information for members of staff. It is very attractive and we liked the article on "the role of professional associations in staff development." Members of staff are realizing with each passing day that information is power and since this magazine addresses various topical issues, we are enthusiastic about it.

Positivity and inspiration in information delivery is emphasized hence we support Kenal News Magazine in making its mark in enlightening its readers. Much appreciation for featuring the events that took place in our Library i.e. KNLS Mombasa in the 7th issue.

We are also pleased to learn that we shall be beneficiaries of one of the unique Book Aid International (BAI) projects i.e. establishment of health corners. You have good columns that handle real issues affecting the entire KNLS family. Keep on inspiring, empowering and educating us. That is the only way to go.

The magazine is "an all round magazine" indeed. What is contained in Kenal News has an instantaneous impact on the staff. Fellow colleagues do not miss. Read Kenal News Magazine always and actively participate. All in all can't wait for the next issue. "Kudos".

- Mombasa Provincial
Library Staff

THE layout of January issue this year was impressive. Congratulation KENAL magazine team on the good work you are doing, putting together articles suited for the reader I believe this is the best magazine ever.

- Philomena Mwirigi - NLD

Libraries to have far reaching impact in transforming lives positively - Chairman

WHILE speaking in a KNLS Board and management retreat, the Board Chairman, Mr. Silas Kobia (pictured) implored upon the participants to take the business of library and information services seriously saying that, if efficiently carried out, it could have far-reaching positive impact in transforming lives.

He remembered vividly his secondary school days at a time when there were no libraries. He recalled how at the time they would use the classroom to study during the day and sleep in the same classroom at night.

Though they did not have a chance to use a library, their head teacher bought 35 story books which they would read and exchange. From that modest arrangement, he developed a positive reading culture which he has managed to sustain up to today.

The Chairman reminded the participants that one of the key elements that should precede a planning retreat is the development of commitment to implement the strategies. He underscored that no matter how profound the strategies may look, lack of commitment may ruin the whole exercise.

On behalf of the Board and KNLS fraternity, the Chairman congratulated the Ministry for being number 6 out of 40 Ministries in the 2008/2009 performance contract results.

In his opening speech, the Chairman also emphasized that the retreat was aimed at enhancing participation of senior management team and the Board in the planning processes to reposition KNLS as a formidable organization, capable of delivering quality library and information services to the public.

He assured the PS that the Board and Management would be able to develop a common understanding of the current



An outdoor reading session at the Nairobi Area Library.

By NANCY NGUGI



KNLS Board Chairman, Mr. Silas Kobia

KNLS challenges and opportunities. The Chairman also expressed his conviction that KNLS has enormous potential not only to improve the quality of its services, but also contribute to national efforts that are geared towards developing a reading culture in this country, by tapping on the latest information technologies in organizing content and delivering it to the end user timely and in the right format. He noted however that this would require the Board to invest heavily in technology and also in skills development of its human resource capital. The Chairman observed that one of the strategies to re-

alize the organization's vision is being customer-focused. This, he said, calls for a corresponding organizational growth in providing wider information sources and building infrastructural capacity for improved service delivery. He also reiterated that the Board would embrace appropriate performance management systems that reward exemplary achievement and sanctions for non-performance. Hence, the need to re-structure and transform the organization with a view to addressing the Board's dilemma that has otherwise been with the organization for quite a long period could no longer be downplayed.

This would appropriately respond to the changes that may have occurred such as: new customer expectations, increased complexity of businesses and the target populace, increased societal demands and corporate governance issues. In reference to the three key words by the PS, the Chairman recommended the book "Execution: The Discipline of Getting Things Done" by Larry Bossidy & Ram Charan as a MUST READ for all managers.

Moving KNLS to the next level

By RICHARD ATUTI, DIRECTOR

THE move by the Board and Management to review the five-year 2008-2012 strategic plan midstream is a deliberate effort to take KNLS to next level. Various gaps had been identified and had caused limitation in the achievement of the strategic objectives. These included:

a) The roadmap on departments' contribution to the realization of the organization's strategic objectives was not clear.

b) The component of marketing had not been extensively covered.

c) Element of growth had not been well captured.

d) SWOT analysis required a review.

e) Vision and mission statements needed to be reviewed to clearly reflect the Board's mandate. Simplicity of the statements was also necessary to enable stakeholders to easily remember and identify with them.



The bonding retreat provided an opportunity for the Management staff to interact with the Board. In recognition that staff are the implementers of Board's decisions, the forum was important to enable both the Board and staff gain ownership of Board's resolutions and recommendations. Some of the changes that were made in the strategic plan are as follows:

a) Vision and mission statements:

New Vision: A National centre of excellence that preserves and disseminates information for knowledge and creativity.

Old Vision: The preferred national library and information service provider

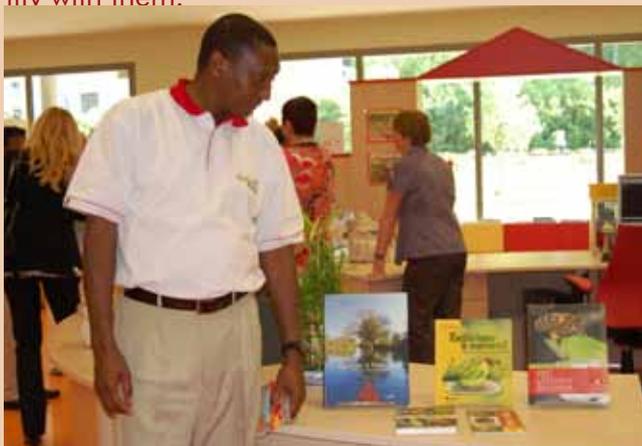
New Mission: To make information resources available and preserve the national imprint for use by all communities through utilization of appropriate technology.

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

b) Implementation matrix: introduction of key performance areas and key performance indicators. This was aimed at ensuring that departmental contribution towards the achievement of the strategic objectives was clearly spelt out.

c) SWOT analysis: this was reviewed to incorporate the changes that have been experienced over the years.

I urge all staff to embrace commitment and focus so that together we are able raise the standard of our organization for quality service delivery.



KNLS Director Richard Atuti in a library in Slovenia during grantees' meeting in May 2010

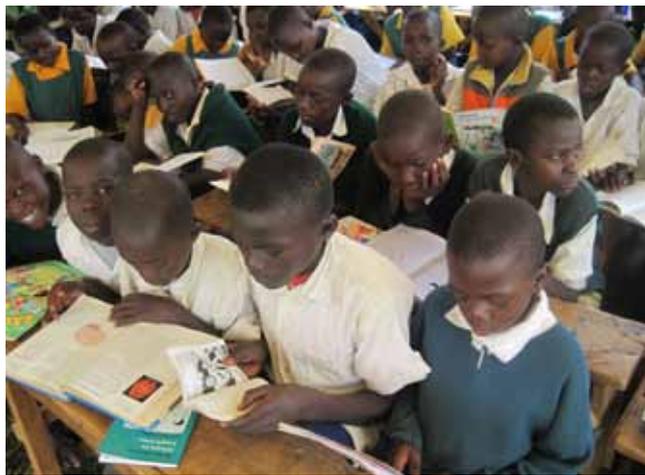
KNLS moves up in parastatal ranking

THE announcement of the 2008/09 performance contract (PC) results was a welcome move by the entire KNLS family. The Director, Mr Richard Atuti acknowledged that attaining position 23 out of a whopping 139 parastatals, and no. 5 out of the 39 service giving parastatals was not an easy task. Our composite score was 2.2772 on a Likert scale of 1 to 5 (1 being the best and 5 the least). It obviously means that some sizable amount of hard work must have been put in place.

Our parent Ministry was no. six out of 40 Ministries. Mr. Atuti recalls that the last time the PC

results were announced in 2006/07 KNLS was no. 84 out of 130 parastatals. "As we take pride in this achievement, I want to pay tribute to the former Director for her contribution towards the attainment of this success since she is the one who in office at that time," said Mr Atuti.

I also recognized the staff's commitment and Board's support without which this milestone could not have been realized. I am optimistic that if the past is anything to go by, then we are in for better achievement this financial year, Mr Atuti emphasised.



Children reading tents

THIS financial year the Board funded 25 branch libraries to carry out CRTs in their regions. We commend all the branches that managed to hold these important reading campaigns. However from the Corporate Communications desk we would like to commend some of the CRTs that were effectively organized.

It is important to mention here that our evaluation is based on reports and photos forwarded to us from the branches. One such CRT was conducted by Rambula Community Library: "Your photos were professionally taken and we have gladly used some of them in this newsletter." The story in the photos indicates a well attended function. Keep it up!

Dos and Don'ts of A CRT

- 1) Unless it is a new branch library where you are introducing people to the library through your first CRT: Never hold a CRT at the library compound!
- 2) Don't just organize a CRT for the sake of doing it. Always customize the theme of your CRT to the reading gaps, needs and aspirations of your target audience.
- 3) Avoid routine & think out of the box! Be creative as you draw up your programme of activities. Involve other stakeholders in your planning so that you have exciting activities for your target audience.
- 4) Do not organize a CRT in a hurry for the sake of achieving a target! Always be guided by your objective for the CRT.
- 5) Organize CRTs away from your library. CRTs are also publicity events and you want to announce to non-library users of the existence of your branch and at the same time, you want to provide basic library management skills among other activities.
- 6) Always go back to find out "What impact did the CRT have? What value did it add? Is there room for improvement?"

Book borrowing competition: Reading is power

BY GLADYS M. CHONGA – MOMBASA LIBRARY

ALLAN, CAROL, ANN, MAUREEN and KENNETH are members of Book Borrowing Competition in Mombasa Provincial Library. Whoever borrows more than the other is to get a trophy and other amazing prizes from the Library administration. "Lets find out!" Kenneth suggested. "Find out about what?" "About the WILD," replied Ann. Yes, about WILD THINGS, particularly Elephant Trail, Baboon Rock, Rhino Fire, and the Zebra Storm, Kenneth confirmed".

The WILD makes me develop Goosebumps, all over the body. It's my hairiest adventure; said Ann. "Do not be afraid", Allan told Ann. "We are out for adventure, and who knows we

might be like the FAMOUS FIVE. Do you know THE FAMOUS FIVE have plenty of fun? Allan assured Ann, they would be fine in their adventure. "I think we should look out for the SECRET SEVEN. I understand they had adventures too. We will get to know what they went through," said Ann at last.

They did not settle down to doing one thing together, so they decided to compete in the book borrowing competition and know who would borrow the most. In the competition, Ann read, Shock for Secret Seven, Good Work Secret Seven and all things concerning the secret seven. Carol always dreamt of being an air-hostess, so she went

for Ann the Air-Hostess and every book that talked about aeroplanes and flying.

With Maureen and Allan's love for animals and birds, they read, Treasury of Horse and Pony Stories. Allan's grandfather had a horse.

They also read Owl in the Garden, Pony on the Porch and more animal stories. Having each read a reasonable bunch of books, guess what they discovered?

They were able to discover that they had read All the Famous Book Series in the Library. They also become powerful readers because Reading is Power. Hip! Hip! Hurray!!! ... "I have won a Prize."

New look children sections: A reality in Nyeri, Kisii and Wajir



A new look children reading section.

THE growing need to rehabilitate junior sections within KNLS led to the partnership with Book Aid International (BAI) in the establishment of children and teenagers corners in the three KNLS branches.

The overall aim was to encourage children and teenagers to read by establishing appealing book corners for them.

The junior sections in these three libraries have undergone a transformation through acquisition of new furniture, drawing of attractive murals on the walls, assorted games and toys and a new stock of about 2000 books

(1500 from BAI and 500- locally purchased).

This is no doubt a great boost to the children. The reports received so far indicate that the attendance and readership levels have increased in the three libraries.

The children have expressed their excitement and appreciation for the revamped corners. Continuous monitoring and evaluation will be done in order to gauge the impact of the corners and we look forward to enlarging the scope of the project to cover more branches in the future.

USAID and EDC establish a G-youth project at the Garissa KNLS library

A YOUTH project has been established at Garissa. The project sponsors e.i. USAID and EDC share a vision to empower the youth of Garissa through provision of interventions that will help them to:

- Build skills
- Facilitate appropriate career choices
- Provide information on income generation/employment
- Bridge technical and university education opportunities
- Provide fun and safe space for youth to socialize and discuss issues pertinent to their self development
- Build the capacity of Garissa library and provide networks to sustain the much needed services to the target communities

Kenya National Library Service is proud to be associated with this partnership which will definitely go a long way in empowering the Youth of this region.

Partnering with Practical Action for practical answers in Mandera

BY DAWN MAKENA

PRACTICAL Action is a development charity with a difference. This non-governmental organization is founded on the conviction that a simple idea can change lives forever.

This is why, for over 40 years, the NGO has been working closely with some of the world's poorest people using simple technology to fight poverty and transform their lives for the better. Their unique approach to development emphasizes the need to start with people as opposed to technology. The tools may be either simple or sophisticated – but in order to provide long-term, appropriate and practical answers, they must be firmly entrusted in the hands of the local people: these are the people who shape technology and control it for themselves. Key among their programs that are of interest to KNLS is the practical answers section which comprises of the technical enquiry service; resource centers and knowledge nodes and knowledge products.

A knowledge node was set up in Mandera library on a pilot basis in December 2009. It holds a distinctive collection of appropriate technology and development literature. The staff have undergone basic training on how to disseminate technical information to the library users; methods, tools, records and mechanisms. The library users have embraced this new service that they feel is transforming their lives. This is a service that is of great value to the users and plans are underway to extend it to the other branches.

This is a step in the right direction as we shift from traditional librarianship to developmental/empowerment information provision approach.

Redefining community through public libraries

THE news media portray Kenyan communities in disarray. Mary, a KNLS staff described to me how Kenyans have ceased to cooperate with one another in neighborhood activities. Distrust, fear, and diversity have forced our communities both in urban and rural areas to partake of solitary and independent events - a far cry from the society of "joiners" that our founding president envisioned in his harambee philosophy of peace, love and unit in diversity.

Social capital i.e. the networks and norms of a civil society are collapsing in our great nation. Instead of gathering with colleagues and neighbors in civic and social activities that are tied to communities, Kenyans are giving priority to nonplace-based activities.

Influences such as television, the global economy, and two-career families are rendering obsolete the stock of social capital that we had built up at the turn of the century. A new style of reform - the equivalent of the Progressive Era that accompanied the post independent Kenya is needed to reinvent and to re-conceptualize the new social organizations that will connect members of our community for the information age of the twenty-first century.

Public libraries in Kenya may be the prototype of the new social organization that builds a sense of community for the next century. Or, at least, it is a bridging organization that allows us to experiment with organizational forms for a new age.

Surely this is not a universally-held belief. For most people, the public library is "that" familiar institution at the center of town that has good books for children, is a great source for recreational reading, and is the space for finding answers to questions. Access to knowledge is superb, supreme act of true civilization. In our effort to build the social networking of our communities, libraries need to be supported by private and public organizations.

The perception of the library is that it is a public good; every community should have one so as to overcome the digital divide, create well informed communities, enhance learning and literacy skills, and build social capital.

Today's public libraries

IT is ironic that the technology that has magnified the opportunities for gaining access to more information has also been responsible for making the boundaries of the public library less distinct, thereby raising questions about the necessity of such institutions, at best, and prompting refusals to pay for the services, at worst.

While KNLS public libraries are struggling with role identification, what has remained constant is our librarian's determination to provide a useful service to the Kenyan communities. At stake, though, is the fundamental question of what the library actually does within the community. What role does it play? What role should it play? If the interest lies in providing needed information to all citizens, are there not ways of doing that without establishing public libraries - ways that are less expensive, less bureaucratic and more impact oriented? If the vision of some politicians - that every citizen will have access to the information superhighway - is realized, will not the many problems associated with keeping public libraries open and fully functioning simply disappear?

Changes are taking place in the library worldwide almost faster than anyone can measure and certainly faster than anyone can predict. Dramatic developments are occurring in public libraries across the country - developments that are altering the ways that libraries deliver information to patrons and interact with their communities. As the information revolution gains momentum, nationally and internationally, KNLS has a unique opportunity to harness electronic technology for their own purposes and provide resources to patrons and users that were unimaginable a few years ago. The Internet and the World Wide Web have effected changes in the way that public libraries do business, but the power of technology and its ability to draw people and communities together goes beyond the 'Net or the Web. Communities are being linked together - and linked to the outside world - by wires, cables, and fiber optics, but in many places it is the public library that stands as the real information nexus within the community.

In taking on this role, our libraries have expanded their horizons and, as it turns out, multiplied the challenges they must face in their effort to empower communities with resources that they need to get "there" - vision 2030. However, colossal amount of resources are needed in order for the library to achieve its goal in creating unified social workforce that is prepared to be competitive globally. Library is a unique place for meeting and sharing new ideas and knowledge. But to many Kenyans it is just another social institution that adds little or no value to their lives. Suffice to say that paradigm shift is needed in order to put "the public library" in its rightful place. This can only be possible through collaborative efforts from all interest parties and stakeholders in the cultural, educational, economic and political sector.



Readers in a library

Achieving customer satisfaction in the library

BY CAROLINE KAYORO

HISTORICALLY, the quality of library service has been measured by the size of its collection. However, library quality and service quality are very different measures, and due to shrinking budgets, collection size is limited. This has led to a greater focus on the customer and the need for libraries to recognize the power of the customer.

The modern day aim of total customer satisfaction can only be achieved when every aspect of the organizations' activities from service delivery to customer information and every single person from the Chief executive to the most junior employee is geared and committed to meeting the customers' needs. Customer care involves serving the customer the way the customer expects to be served and doing the things that need to be done to keep existing customers happy. Three elements are key to customer care: 1) Identify potential new customers and try to win them i.e. we need to get out of our offices and try to win more customers to register as library members, 2) Keep existing customers happy and 3) Try selling a new service to existing customers.

The latest trend in customer service is one-to-one customer orientation. This moves away from mass marketing and highlights the importance of a customer's power. Like all other organizations providing a service, KNLS has to strive to provide good "customer care".

Whereas every employee in KNLS must take responsibility to keep the customers happy, it's important to note that there are basic standards of library customer service that are applicable in almost all libraries. Library staff must take responsibility for the following:

- i) Upholding the confidentiality of records of all customers
- ii) Knowing, understanding, and correctly implementing library policies
- iii) Being at your workstation when scheduled
- iv) Creating a cooperative work environment
- v) Exhibiting respect for all customers and co-workers.
- vi) Helping create a welcoming atmosphere in the Library
- vii) Making each customer's call or visit to the Library a high quality experience
- viii) Correctly meeting the needs of customers and co-workers (both informational needs and the need to physically access materials)
- ix) Verify with the customer or co-worker that their needs have been met
- x) Avoid communicating personal value judgments when interacting with customers or co-workers
- xi) Providing service to the public above personal activities or interests
- xii) Being knowledgeable, courteous and responsive communicating by telephone, e-

Towards an automated working environment

FROM THE ICT DEPARTMENT

KNLS upholds the need for proper dissemination of information. In this regard ICT Department has acquired a mail domain and consequently established a KNLS emailing system for branches, departments and individual staff.

This opens up information communication channels for: Interdepartmental communication, corporate communication, inter branches communication, individual communication and external communication.

In high level outcome, KNLS internal and external clients and stakeholders can communicate to individual staff, branch librarians and departmental heads directly. Saving time and cost, being environmental friendly and single mail entry point are benefits that can't be underestimated.

ICT department has been undertaking a continuous staff training exercise in all our branches. So far, over 200 staff members in 20 branches have been trained in basic IT skills.

The expected outcome is that the trained staff will in return educate and sensitize the library clients on these skills, thus, developing a community that is ICT informed and literate. In addition, computers have been distributed to branches in an effort towards automation.

The ICT department aspires to establish not only an automated working environ for all KNLS staff but also, a well equipped E-resource centre in every branch as well as fully equipped cyber café in every branch.

Customer satisfaction in the library

From page 9

mail, or fax and in speaking and/or writing

One of the most critical components of good customer care is communication. It is at the heart of customer service and it occurs through speech, body language and active listening. As library staff, we should always start with an open mind; understand that we must break patterns of the past to achieve future success; develop new reading habits; be ready for failure, while remembering that gains will outweigh losses in the long run; and listen to colleagues, customers, and suppliers.

It is essential to periodically evaluate work procedures, structures, services, collections, and look for ways to improve them. This is only possible when the librarian has excellent communication with staff and with the customers.

Compliments and complaints: Complaints can range from minor aggravations to major problems. The most frequent customer disappointments in libraries concern the unavailabil-

ity of materials - the librarian cannot locate an item, an item has gone missing, or the library doesn't own it. Needs, wants or demands are not met. A disappointed customer may leave the library, never to return. Ideally, every complaint should be recorded in order to resolve it. It is important that the complaint/compliment register is available at the service point (using the register is not compulsory however).

Complaints can be made online through the library's web homepage, or by phone, dropped in the suggestion boxes or verbally. Research has shown that a satisfied customer tends to tell about 4 other people. A dissatisfied one tends to tell 10 or more. It is very easy to get a bad reputation for service and very hard to get a good one. Customers whose expectations are not met will always go elsewhere if they can. Always remember that "customer is king." The following are important guidelines for responding to complaints:

- Make it easy for customers to

complain, and they will make it easy for the library to improve.

- Respond immediately and courteously, using common sense and listening actively. Don't challenge the customer - allow him/her to express anger and don't take it personally.
- Resolve complaints right away, eliminating unnecessary additional encounters that escalate.
- Build customer confidence, stressing what you can do instead of what you can't. If rules or procedures are the issue, state them in such a way that their benefit to the customer is obvious.
- Ensure that the compliment-and-complaint handling system is active. The committee should meet regularly and ensure that all complaints are resolved to a close.
- Suitable staff members need to be positioned at customer service jobs.

Creativity at its best as 'Libraries With a Kick' project come to a climax

IF you underestimated how creative Kenyans are, wait till you see the entries to the poster competition for the football world cup 2010 in South Africa.

This innovative project of Goethe Institut in collaboration with KNLS and IFLA Africa Section began in December last year. The project has finally come to a close after the national winners were identified in March 2010.

It was a great challenge for the Kenyan jury comprising Fred Muindi- KNLS, Cromwell Onyango- Nation Media Group and Eliphas Nyamogo- Goethe Institut, to select three winners from the 140 entries received from Kenyans.

The three best posters from Kenya were forwarded to South Africa alongside other winning posters from all the 10 participating African countries. The best poster from Kenya made it to the final 14 posters that have now been enlarged to A2 size.

The posters will also be exhibited in libraries in all the participating countries in Africa as a way of promoting libraries. The PS Ministry of State for National Heritage and Culture, Dr. Jacob Ole Miaron officially opened the exhibition and awarded the three Kenyan winners at the Goethe In-



PS Ministry of State for National Heritage and Culture, Dr. Jacob Ole Miaron presents a prize for the second best poster, to its designer Mr Michail Kuzi, as KNLS Director, Mr Atuti looks on.

stitut –Nairobi on 10th June 2010.

All the 10 participating countries launched the same exhibitions in their respective countries on the same day. This was a very successful project that has positioned libraries as dynamic and responsive institutions.

We hope to leverage on this success to engage potential partners

in other innovative projects/ programs that can market libraries both nationally and internationally.

In his opening remarks, the PS termed the project as an interesting and innovative way of promoting the reading culture and an intellectual way of participating in the World Cup. The Director of

Goethe Institut, Nairobi hailed the long standing relationship between KNLS and Goethe. He said the exhibition was timely as it was communicating the importance of libraries at a time when "everybody" was talking about football.

We congratulate the Kenyan Winners:

1st Prize: Eric Kigada

2nd Prize: Mikhail Kuzi

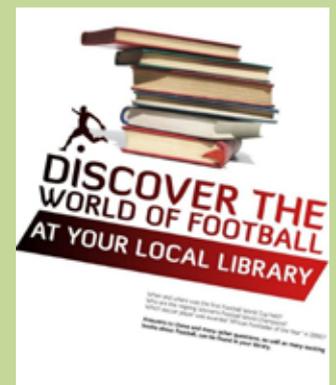
3rd Prize: Silas Ochango



The winning poster



Second position



Third position

Functional health corners to be set up in five branch libraries

LIBRARIES role is changing to meet the ever changing needs of user communities and interest groups. As we go about our normal duties, it is important to be more concerned about our health and related issues which affect our lives.

Information is the key to healthy and quality life as it informs our decisions on healthy living, prevention of diseases and other appropriate measures needed for leading quality life. Unfortunately, there aren't enough and reliable information available to the lay users in Kenya.

It is for this reason that Kenya National Library Service management is going out of the conventional ways of providing basic reading services, classification, cataloging and issuing books. It is becoming increasingly important to segment our user's information needs and provide tailor made services for each category of clientele.

Therefore, the need to profile our user's interest and come up with information materials that meet their expectations in terms of access and relevance. As the saying goes 'health is wealth', KNLS has recognized the urgent need to deepen and extend health care information to health workers in order to mitigate the challenge of providing consumer health information services.

Casual survey by KNLS staff during the concept stage of this project revealed that "most of our communities seek out information on chronic diseases". It is a fact that many people are still going to traditional herbalist and so called witch doctors to seek treatment for their ailments.

It is clear how the level of awareness on medical treatment is low. In today's information economy, health information is needed more than ever.

The librarian has to be dynamic and able to learn what the community wants and stock what they need. This is the trend in modern libraries.

KNLS receives public library innovation programme grant

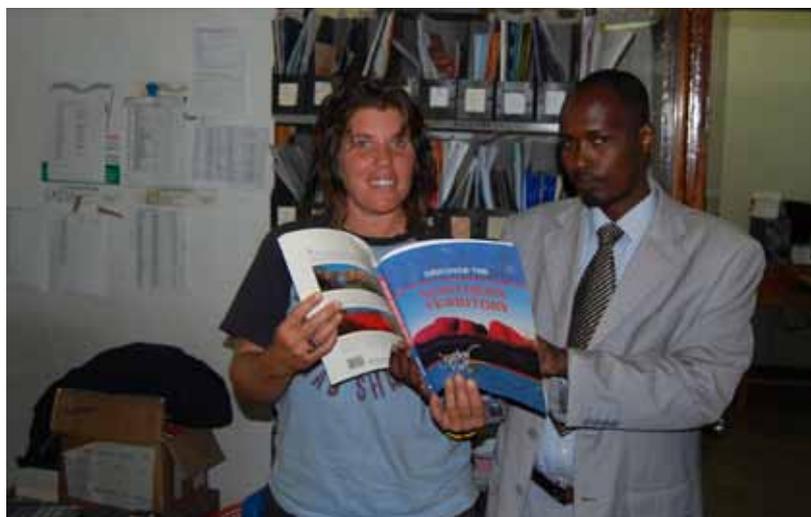
KNLS has received a grant for public libraries innovation programme. The project which aims to establish functional electronic health corners in Kisumu and Eldoret was accepted for funding by Italy based partnering organization called Electronic Information for Libraries.

E-Health is an emerging service sector which has great potential to improve health care delivery to rural and remote communities and to promote health education and research. High cost of healthcare coupled with high levels of poverty and inadequate healthcare infrastructure has led many people to seek information from libraries.

However, the libraries have not been sufficiently equipped to handle these requests. Using the donor funds, KNLS will strive to address this urgent need starting with Kisumu and Eldoret where the project will be piloted. This will involve partnering with existing healthcare NGOs to train librarians, establish e-health services in the library and use mobile phones and other relevant technology to expand the outreach library services.

The library in Kisumu serves an urban population of about 535,571. The area has the highest HIV/Aids prevalence in the country plus an overstretched health system. The area is low level marshland that is waterlogged and people are prone to malaria and water borne diseases.

On the other hand, the Eldoret library serves 682,342 people in the densely populated agricultural area with many tropical diseases. The district has only two hospitals. Each of the e-health information centers will have five computers with Internet connectivity, e-books, CDs and video. KNLS website will also establish innovative ways to use mobile technology to reach remote communities.



Esther Nunn (left) who walked for about 3000 kilometres in western Australia, with Omar Abdi, when she donated books for the Camel Library, at KNLS headquarters.

Librarians trained on improving access to health information

By OMAR ABDI, RESOURCE MOBILIZATION OFFICE



KNLS Director Mr Atuti (right) with officials from Healthlink Worldwide of United Kingdom

THE first activity of establishing health corners in five libraries was to train two librarians from each of the beneficiary branch. The training was aimed at equipping the librarians with skills and up scaling their capacity to set up the health sections in their respective branch libraries. This training successfully took place from 26th to 30th April 2010 at Kenya Commercial Bank Leadership Centre, Nairobi. The workshop was facilitated by Healthlink Worldwide of United Kingdom. The key objective of the training was 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. The workshop focused mainly on the following areas:

- Identification and prioritization of information needs of primary health care providers
- Provision of resources to meet identified needs.
- Making use of available resources – both print and electronic
- Developing own communication resources
- Delivering health information to library users
- M&E of health information service
- Action planning for individual libraries

The workshop covered various topical issues that are in line with the objectives of the project. It aimed at equipping and preparing the participant on how best to establish, sustain and meet the information needs of the health workers.

During the workshop, the branch librarians came up with action plans for setting up the health corners in each of their libraries. It is therefore anticipated that the five libraries i.e. Mombasa, Embu, Kabarnet, Thika and Isiolo will have their functional health corners in the coming months.

Apart from the training, the project components include: developing and acquiring local health information materials; donation of health care and related books from Book Aid International; development of health materials and contents as well, and acquisition of relevant health care information.

Funding for the next two phases is entirely dependent on the success of this ongoing project. It is therefore important for the beneficiary libraries to roll up their sleeves and surpass the expectations of our stakeholders and user communities by establishing the health sections and do everything that it entails innovatively as promised during the training workshop.

Pen workshop held in Nyeri

By AUGUSTINE M. MUTISO, NYERI

THE International Pen Kenya Chapter with support from KNLS held a creative writing workshop for secondary school teachers of English and Kiswahili at Nyeri Provincial Library on 12.3.2010.

Pen Kenya is an association of writers founded on the principle of defending freedom of expression of writers, their work and to promote literature. Pen Kenya draws its membership from all qualified Writers, Poets, Essayists, Novelists, Playwrights, Journalists, Historians, Artists and University Lecturers. It's a non-political nongovernmental organization holding category A status at UNESCO and consultative status within the United Nations roster category.

The focus of the workshop was promotion, development and demystification of written works as a unifying factor in society with a view to uplifting, enhancing and developing the standards of written works.

The main facilitator was renowned Kenyan Poet and Play writer Professor Kithaka wa Mberia of University of Nairobi. He is the author of secondary school Kiswahili set book Kifo Kisimani and Teachers College Kiswahili set book Natal among others. Mr. David Muswii, Ag. DD (TS) from KNLS Headquarters attended the workshop.

Others present included renowned human rights activist and writer Okoiti Omtatah, 30 teachers from invited schools, and several Pen officials. Writers present donated copies of their work to the Library with Prof. K. Mberia donating 16, Okoiti Omtatah 2 and Ngwatilo Mawiyoo 2 copies.

Call to join the Association for Secretaries

By SUSAN A. OLOO MOMBASA LIBRARY

FOLLOWING an article on “the role of professional associations in staff development” which featured in the 7th issue, I wish to call upon all the Secretarial staff in Kenya National Library Service to embrace professionalism and join Kenya National Secretaries Association (KENASA), the only professional body for Secretaries in Kenya. The association is an “add value opportunity” where valuable information and skills are exchanged. Members also gain maturity and a perspective on life that goes beyond the four walls of a classroom. The secretary of yester years seated behind a typewriter are long gone. Secretarial personnel need to equip themselves with higher certificates, diplomas or degrees relevant to the profession such as Public Relations, Customer Care, ICT, Environmental Management, Office Administration, Financial Management, etc. The job market needs multi-skilled management personnel.

A Professional Secretary can be defined as “one who possesses a mastery of office skills, demonstrates the ability to assume responsibility without supervision, exercises initiative and judgment, and makes decisions as a partner in a modern management team”.

KENASA is a non-profit making organization and does not engage in political or trade union activities. The Association’s aim is to sensitize employers and the general public about the secretarial career and the vital role the Professional Secretary plays as an essential partner in a management team. KENASA has started networking locally and regionally with other associations for secretaries. Its objectives are focused on promoting the profile of secretaries through provision of: Information, education and training, and setting standards of excellence in service delivery to be recognized by all stakeholders.

KENASA members have many administrative titles: Executive Secretary, Personal Secretary, Personal Assistant, Executive Assistant, Administrative Assistant, Office Administrator, Information Coordinator, Management Assistant, Program Assistant, Shorthand Typist, Secretarial Assistant and Office Assistant. Some of the benefits that secretaries gain from their membership to KENASA include:

- Stirring your existing talents, developing new skills and furthering your personal and professional development to attain self-empowerment and gain professional recognition through involvement in various professional and social events at national, regional and international levels.
- Sharing mutual experiences, ideas and views with others in your profession.
- Learning about the profession in other countries, establishing and expanding your network of professional contacts and making new friends.
- Networking with colleagues who are experts in a variety of fields.
- Expanding your CV to show that you regard your occupation as a profession.
- Keeping abreast with information trends, new technology, products and services through publications, seminars, conferences, and workshops including those organized by other professional bodies.

KENASA welcomes applications for membership from: Secretaries in the civil service state corporations and private sector; educators in business and office management studies with secretarial background as affiliate members; and retired secretaries as honorary members. KENASA is relevant to today’s professional secretaries as they face increased challenges and demands from among other sources, modern technology,

instant communication and the requirement to compete in the global market.

Secretaries who are members of KENASA bring the following benefits to their respective organizations:

- Contribute more effectively in achieving the goals and objectives of the organization after exposure to various workshops and seminars organized by KENASA.
- Are better equipped as “Front-Office Manager” of the organization and impacts positively on the business or service to today’s client.
- Open communication between management and staff will produce better work relationships and build teamwork among colleagues.
- Competency in serving all corporate team members and have the ability to handle more responsibilities in the organization.
- A new feeling of self-worth and competence to progressively take on more difficult challenges with minimum supervision.
- Increased productivity arising out of the ability of the Professional Secretary to utilize modern technology, instant communication and the customer focus required to compete in the global business environment.

Finally, members of KENASA should exhibit high levels of creativity, innovativeness and effective communication skills. What is done everyday should be done in the shortest time possible and with the given resources to achieve efficiency and effectiveness of the set targets.

As mirrors of organisations they work for, they should embrace secretarial ethics and professional conduct. Economic growth depends on every organization’s success and the secretarial personnel plays a vital role in realizing this.

Outdoor reading the KNLS style



BY DAWN MAKENA

FROM an early age, most people associate the term outdoor with fun and excitement. Many activities have adopted the outdoor concept including reading.

The idea behind it is to make reading more exciting as opposed to the traditional indoor reading that is associated with the school setting and is considered monotonous and not very appealing to the children and youth. The existing ideas around this concept include things like packing a reading club picnic basket or setting out on a reading adventure such as mountain climbing.

Well, this is not what I am talking about here.....I am talking about the growing rise of 'forced' compliance to this concept of outdoor reading that our readers have to put up with in most of our libraries. This is most rampant during the school holidays when there is an overwhelming number of readers, posing a challenge to the available sitting capacity.

Despite this being considered a challenge by some, majority of the youth have gladly embraced this concept either for the right or wrong reasons. They get a chance to discuss freely and many of them get an opportunity to exchange valuable suggestions and ideas.

Of course every coin has two sides so there are those who take advantage of the situation to engage in idle talk under the pretense of holding a meaningful discussion. To this end, the board is making efforts to decongest the libraries and modernize them in order to provide state of the art facilities.

The KNLS Board has built 4 storeyed two ultra modern libraries in Buruburu and Nakuru. In the mean time, proposals have been forwarded to potential donors to consider erecting gazebos in the library compounds so as to provide the much needed sitting space for the ever-increasing library clientele.

We can only hope that our library clientele would bear with the situation and embrace this new concept that is gaining popularity among the youth. We hope to embrace the modern outdoor reading concepts in the future and provide our library users with a variety of reading options. As the saying goes, "The journey of a thousand miles begins with one step."

FROM THE BRANCHES

Meru Shinnners Youth Club launched

THIS club was launched on 15th April, 2010 at the Meru KNLS Library with the support of Fina bank, Faulu Kenya, Uchumi super market, and Longman Kenya. The turnout was impressive with about one hundred and fifty youth attending the two day event that comprised talks on various topical issues and environmental awareness day. A youth seminar on how to develop and exploit personal potential was held on the second day. According to the librarian, Mr Richard Wanjohi, the theme for the club is: Focusing on the Youth for Growth and Development.

Embu Library holds HIV sensitisation workshop for youth

EMBU Library held a two day HIV/AIDS youth sensitization workshop on 29th and 30th April 2010 in collaboration with Aphia II Eastern, Action Aid International Kenya and Embu Youth Aids Advocates.

Phyllis Muchoki explains that this forum brought together approximately 100 youth from the larger Embu District and the shared learning was very valuable. Key among the observations made were:

- Need to hold youth forums to discuss topical issues that affect their lives.
- Need to form a strong partnership with various stakeholders in order to enrich the HIV/AIDS Unit in the Library with up to date and relevant materials.
- Need to carefully evaluate the periodicals stocked in the library in order to ensure that the content is appropriate for the intended users.

Appreciating disability is vital for a strong society

By NANCY NGUGI

"THERE could be as many impairments as there are individuals." This was a statement made by Mr. Isaac Mwaura of National Council of Persons with Disabilities (PWDs), during a workshop for developing a disability mainstreaming policy for KNLS. This may only be taken to imply that all of us are impaired in one way or the other. The only difference could be the level of impairment.

Thus before you classify other people as persons with disability, check your level of impairment. Disability occurs when there is a barrier between the person with impairment and the environment. Attitude is considered one of the greatest barrier i.e. one of the greatest cause of disability. If the environment is created in such a way as to meet the needs of all people, then the question of disability would not arise.

However, when it's only a few people with certain impairment, then the society looks at them differently and the environment may not be conducive for them. Disabilities are not equal. They are looked at in relation to an individual's specific needs. Intervention therefore requires understanding of specific needs.

History of persons with disabilities was there even during Jesus' time and they still faced stigmatization. But what every one of us should understand is that disability is not an illness but a permanent condition. However, one of the great barriers to any kind of individual advancement is lack of relevant information. Worse still, there is no school that teaches experience.

Yet a PWD should be encouraged and supported to live a normal life because the environment unfortunately does not offer any preferences for persons with impairment. This status has been made even worse by human beings who are supposed to understand and aid each other. Human beings have been so selfish that they look at acts of mercy as a bother to them to the extent that some families hide their persons with impairment. Such people are not brought out to the open for all the wrong and weird reasons. At the work place, the story though not exactly the same has some similarities.

PWDs are looked down upon and are seen as so fragile and sometimes supervisors are not so concerned about their output. Often disability is seen as a burden and discreditable. In most public places, PWDs have not been taken into account.

For example most public facilities do not have toilet facilities specific for them and that is a very big challenge for these people as some of them may need to crawl into the washroom. Such an environment can discourage them from using public facilities.

Government's efforts to enhance disability mainstreaming in all public institutions is indeed a welcome move. PWDs may actually not be asking for any favors, in my view all they need is recognition, appreciation, inclusion and a little bit support to enable them "stand" on their own.

Clearly, disability mainstreaming is all about integration, incorporation, involvement and inclusion of persons with impairment.

American Corners Conference held in Johannesburg

By MWANDIHI M. IMBAYI, COORDINATOR AMERICAN CORNER, KNLS KISUMU BRANCH.

AMERICA corners are jointly sponsored partnership between public affairs section of United States embassies or consulates and host country institutions. The mission and objectives of each corner is to be a partner in promoting mutual understanding between the host countries and the United States of America.

Currently there are two American corners in Kenya i.e. one in the Mombasa national museum and the other one at the Kenya national library Kisumu. Due to the importance attached to this project, the American Embassy organized a regional conference in South Africa to enable us gain knowledge and skills to run the corners effectively. Attendees were drawn from East and Central Africa, North and South Africa and Madagascan Island. The fol-

lowing areas were covered in the three day workshop: American history / education /government / and culture; how to run a book club; programming planning techniques; creative youth activities; sports programming; marketing and public relations; and reporting and statistical analysis.

The conference was successful and we were also able to learn a lot on the education system of the USA. We had a first-hand experience on how the government in USA has bequeathed its citizens with tools in the education sector to deal with the myriad challenges of the fast changing world. The conference could not have come at a better time. I personally acquired a lot of practical skills in marketing and publicity, programming etc. which have greatly helped me in execution of my duties.

Why is a self-guided tour paramount to new users?

By PHILOMENA MWIRIGI, NLD

LIBRARY orientation is like a route map of a library for new library users. It is a process through which new library users are given guidelines on how to use library facilities, how to locate them and the route to the collection. This is best summarized by Rice (1981) as the "introduction to the library facilities, the physical plant, the staff, the department and a few very commonly used resources".

A self-guided tour is one in which users themselves conduct a tour of the library at their own convenient time. A self-guided tour leaflet includes a route covering all the floors of the library with signpost location points throughout the library building.

The leaflet contains floor maps and notes giving directions to various facilities of the library. Harrods Librarians' Glossary (1995) terms a self guided tour as "published finding aid which, summarizes the holdings of a repository usually at a group or group/class levels as a help to users." Characteristics of successful induction/orientation guidelines include:

1. Clear and easy to understand-the route message should be made very precise for users who might not have used the library.
2. Timeliness: self-guided tour may be undertaken at any time when the library is open and should not waste users' time.
3. Flexibility: users should be left to decide for themselves how many hours they can take to tour the library.
4. Repeatability: users can always come back for the library tour as and when they want to refresh their perception.
5. Non-intimidating: users may follow the tour on their own free time and at their pace, experiment and make mistakes without feeling embarrassed.
6. Creativity: the more the guidelines appeal to users; the more users will use them.
7. Simple to understand – they are systematic and follow an easy step-by-step approach.
8. Flexibility: may be used concurrently with other tasks and applications such as a slide-tape presentation or the audiotape tour approach.
9. Questionnaire: this method is provided to evaluate the effectiveness of the tour so that amendments may be made in the appropriate areas.

Taking ISO standard to the branches

By NANCY NGUGI

ONE thing about the ISO standard is that it doesn't matter where the action is, it is simply a standard that ensures consistency, conformity, uniformity (if you like) and above all quality and customer satisfaction.

Hence, ISO 9001:2008 at the KNLS headquarters should be no different from ISO 9001:2008 in any of the rural community libraries. It's about ensuring that the quality management systems (QMS) should work in exactly the same way in any of the KNLS stations. As one of the KNLS ISO auditors, I had a chance to participate in the 1st branch internal audit exercise that was carried out in February 2010.

I was on the lower Eastern and Coast regions route with the then QMR Mrs. Ngovi. As we traveled from one branch to another under very scorching sun, we noticed a lot of differences that were clearly a resultant of the level of understanding of the

QMS by respective branch staff.

While there were some who had very limited understanding of the quality management requirements, others had studied the QMS documents and had already started on a smooth implementation exercise.

From our discussions with all the other auditors who had taken up different routes, the scenario was similar. But also reports indicated that there were some specific branches where staff were completely out of touch with what was happening. These were pointed out and a retraining programme was organized and conducted for them. It is important that as staff working in KNLS we all embrace and walk the ISO route first because we have to bench mark our service delivery standards with the best practices globally.

Secondly, because there is simply no other choice. For any organization to succeed in this, every body in that organization must be

involved. It is therefore critical that all must find their place in the implementation of ISO 9001:2008. During the audit, some of the staff claimed that it's not possible to document what they do because it depends on what others are doing.

This sounds strange because we should all be able to document in simple language the procedure that we adopt in our work processes. Where there are difficulties in documenting, most probably there is duplication of duties, or worse still there is lack of proper understanding of what exactly needs to be done.

Nevertheless, it was gratifying to note that quite a number of staff were eager to learn more about the QMS and were gearing to ensure a successful implementation and sustenance of the same. The faster all of us are sold out to this ISO spirit, the better as there is no room for "either or." The motivating factor is that others have done it and so shall we!

A change towards the right direction

IN the recent past I have witnessed momentous change in our community library. I joined the library a few months after the facility opened its doors to the public. Some of the tangible changes are:

- 1) Floor plan: change of sitting arrangement; redesigning of the shelf layout; and arrangement of books in relation to use e.g. revision texts.
- 2) Publicity and announcements: pasting and replacement of polite notices; and timely announcements to avoid inconveniences.

BY JOSHUA PETER SYANDA,
MWINGI COMMUNITY LIBRARY

- 3) Staffing: The major change is the positive reshuffle of the entire staff.
- 4) Service: Though it might not have caught the eyes of other readers, to avid fiction readers it's a change whose impact is only equal to the hope born of an evident promise of a season of plenty after a long time of want. An end to the reading and re-reading of the few available good books. With the introduction

of the new service (books borrowed from Nairobi Library on behalf of the users) there is a wide selection of sought after world renowned bestsellers to choose from and at an almost satisfactory regularity.

- 5) Attitude: Staff attitude is superb most of these gentlemen have natural servant spirit, are humble and understanding. An extra mile is taken without tiring. Thank you for the good service and may God reward your efforts.

Feeding the mind

REHEMA RIZIKI, MEMBER, MWINGI LIBRARY

KUDOS to the staff of Kenya National Library. As William Ellery Channing said, "Every mind was made for growth, for knowledge and its nature is sinned against when it is doomed to ignorance." I congratulate the staff for a job well done in encouraging the community to visit the library more often and to read books.

I believe that books have value addition to human kind that preserve the feelings, intellect, thought, inspiration and guidance that sets human apart from all else. The food within a book serves to endlessly record development, and in some cases recalls what we may have known in the past but is necessary to revitalize again through new interpretations.

A book lying idle on a shelf is wasted ammunition, like money, books should be kept on constant circulation. I find the library a very special place and I value it because the wisdom of the wise and the experience of ages is preserved in books found in the library. Though only a few members of my community use the library, they make a positive change in their lives and of those around them.

I am a fan of inspirational and motivational books. They have changed the way I think about the challenges in life. Reading is cheap; it consoles, distracts, excites, and gives you the knowledge of the world and diverse experiences. It is a moral illumination. I urge the staff to continue with the job well done. Your services are great.

Mwingi library reader opens up!

GEOFFREY MAKAU NDAMBU, MWINGI LIBRARY MEMBER

SINCE I joined Mwingi District Community Library in 2004 I have witnessed tremendous positive transformations. Initially, I used to find very few books on accounting as a student of CPA. The information materials were quite inadequate. Staff at the time had a very casual attitude.

However, the situation has changed. The atmosphere now is user friendly, majority of the staff are always ready to assist with a smile. There is conducive reading atmosphere in the library and its compound. Arrangements are made for customers who want to hold discussion.

The grass is well trimmed. There is enough shade should you want to study outside. The library is well stocked with variety of reference books on various disciplines. The staff has improved in terms of initiative.

Nowadays you can request for a book from the Head Office through the new supportive staff. Announcements are properly displayed and they are clear. We expect these to be maintained.

There is room for even better service delivery. A challenge we have is space, especially during holidays the place is full and overcrowded. Thank you and keep it up!

Reading for children (RFC) is vital for children's development

By DAWN MAKENA

DO you tell simple stories to your children? Do the children enjoy and what stories do they like? Are there any books, pictures or photographs in the home? What other reading materials are the children exposed to at home? Who reads in the family?

I am sure your answer is as good as mine. I hadn't given them much thought myself until I and two staff from Mombasa library underwent a 3-day training on the reading for children program facilitated by Caroline Arnold from Canada, courtesy of the Agakhan foundation.

Did you know that parents have a huge role to play in the learning of their children? The way you talk and involve them in daily activities can help them grow up clever, capable, confident and caring. Parents often underestimate their role in supporting children's development- especially language and cognitive development. They don't realize how important their role is in supporting children's learning, language and sense of learning. It is not necessary to put aside time to teach children because a lot can be achieved by simply talking more with and listening to children while involving them in the everyday activities such as preparing food, bathing, eating, cleaning etc.

Did you also know that being read to as a child is the most robust predictors of educational success? Reading for children (RFC) is a program that has multiple beneficiaries i.e. to both the children and the parents. It introduces books and enthusiasm for reading at an early age to children who would otherwise have no such exposure. It not only helps to transform parent's relationships with their children but also contributes to the academic success of the children.

It is not necessary to put aside time to teach children because a lot can be achieved by simply talking more with and listening to children while involving them in the everyday activities such as preparing food, bathing, eating, cleaning etc



The main objectives of this programme are:

- Provide access to books
- Ensure opportunities for young children to be introduced to story books and have enjoyable learning experiences with the family
- Reinforce emerging literacy skills in primary school students
- Sustain and develop literacy skills among adults with limited literacy skills/ opportunities
- Strengthen interaction between young children and their caregivers and increase parent's confidence in their ability to support their children's development

The multiple benefits include:

- Readiness for school
- School success- learning achievement
- Adult literacy levels
- Enriched literacy environments in disadvantaged communities
- Confidence and participation in community decision making

This approach is very effective in helping neo-literates retain, improve and have fun using their skills, as well as building young children's opportunities to use and enjoy books- the fundamental pre-requisite of learning to read with ease.

It is vital to include books with only pictures so that parents who are illiterate can still look at books with their children. The art of storytelling is rudimentary and the program emphasizes the importance of oral storytelling to all parents i.e. both literate and illiterate. Oral language is a strong and critical foundation for successful reading.

RFC is in essence a very simple idea – and most often, the simplest ideas can bring the greatest benefits.

New appointments



Jack Wafula Emusolo was appointed the Principal Accountant on 3rd May 2010. Until his appointment, Jack was working with Childline Kenya as the Finance & Administration Manager.

Prior to that he worked with Value Zone Ltd, Villa Care Ltd, among others. Jack holds a Bachelor of Science degree in Business Administration (Finance Option) from USIU-A, is a CPA (K) Finalist from Strathmore University and has also undergone a Practical Project Management Training with AMREF. Jack has over ten years experience in the field of accountancy and finance.



Julie Awino Musandu joined Kenya National Library Services on 7th June, 2010 as a Senior Accountant.

Prior to her appointment Julie was working with Kenyatta National Hospital as Ag. Senior Accountant.

She has fifteen years working experience in the field of accounting.

Julie holds a Bachelor of Commerce degree (Accounting Option) from Jabalpur University (India), a diploma in Computer Proficiency and she is a member of ICPAK.



Everlyn Metian Ntayia was appointed as a Principal Supply Chain Officer on 2nd June 2010. Until her appointment, Everlyn was working with Tanathi Water Services Board as a Procurement Manager.

She holds a Masters in Business Administration (M.B.A) in Financial Management from India, Bachelor of Commerce (B Com) – India, Diploma in Computer Management, Diploma in Procurement and Supply Chain Management - KIM.

Everlyn is a registered member of Kenya Institute of Supplies Management (KISM) and Chartered Institute of Procurement and Supplies (CIPS).

She is currently undertaking Master of Science in Procurement and Logistic at Jomo Kenyatta University.



Charles Opeyio Ngema was appointed as the Chief Human Resource Officer on 17th May, 2010. Until his appointment, Mr. Ngema was working with The Jomo Kenyatta Foundation as a Senior Human Resource Officer.

Prior to that he worked for Factory Guards Limited and G4 Security Limited as a Personnel Officer. Mr. Ngema holds an MBA in Human Resource Management from University of Nairobi, BA degree from Egerton University, Diploma in Business Management and Diploma in Human Resource Management from Kenya Institute of Management and Diploma in Business English from Business Training Ltd. (UK). Mr. Ngema has sixteen (16) years working experience in the field of Human Resource Management and Administration.

We wish Jack, Julie, Everlyn and Charles a good time at KNLS and we look forward to benefiting from their expertise in their respective fields.

Exits

Various staff exited Board's service as follows"

In reprisal

- | | |
|------------------------|-------------|
| 1. Hesbon D. Oruko | - Eldoret |
| 2. Solomon G. Mukunu | - Nairobi |
| 3. Peter M. Kang'ethe | - Kericho |
| 4. Purity W. Kabuga | - Munyu |
| 5. Elijah M. Mathu | - Munyu |
| 6. Francis T. Ndirangu | - Mutyambua |
| 7. Lilian A. Ondiek | - Nairobi |
| 8. James M. Kimotho | - Nairobi |

Early retirement

Joseph K. Ngugnjiri (Nyeri)

Bereavements

With humble acceptance of God's will and choice we acknowledge the passing on of the Maggy Katheu Muia of Kathaysu Library and Martin Kimathi of Mikumbune Library. May their souls rest in eternal peace. We pray that God will comfort the families and meet them at their point of need.