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Nairobi Area Library (NAL) Book Club kids at the Mamba Village, Nairobi.

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The views expressed in this publication are those of the authors and do not necessarily represent the position of the knls Board.

The publication of this issue would in no way have been possible were it not for the commitment of the various contributors. I salute you all and keep it up!!

What is happening in your COUNTY???? Please send in the articles for the 14th issue including comments and feedback on the past issue(s) by end of April 2013. All articles should be sent to: **The Editor, ac.ke**. Remember one article should not exceed two and a half pages double space on an A4 paper, font Arial Narrow pt. 12.

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Expanding capacity for quality service delivery



Organizations often want to get certified to ISO's management system standards even though certification may not be a requirement for an organization to operate. The single best reason for embracing implementation of these standards is to improve the efficiency and effectiveness of the organization's operations. After the expiration of the first three-year cycle of ISO 9001:2008 certification in June 2012, knls has once again attained the second cycle following recertification for a validity period of three years from 8th October 2012 to 7th October 2015. This issue highlights knls journey to this coveted certification.

Knls' transformation and expansion programme continues with completion of two more new libraries in Narok and Kibra. Construction of the National Library of Kenya project continues despite hard economic times. You will see progress photos of this project in this issue.

To say the least, all libraries are good, and some are great. But to be a role-model library that most profoundly demonstrates: service to the community; creativity and innovation in developing specific community programs or a dramatic increase in library usage; and lead-

ership in creating programs that can be emulated by other libraries, is no doubt a tall order. In 2012, knls scooped all the first library of the year award in the public libraries category in an event held at the Kenya National Museum auditorium in September 2012. This is no cheap achievement and it resonates well with knls' determination to continually improve its performance.

It is widely agreed that we can improve the future performance and results of almost any endeavor by looking back to see what worked and what didn't - if we actually apply what we have learned. Meru library decided to introduce a practical application of lessons learnt from the 2012 LOYA celebrations to the primary schools. This was after they (Meru library) garnered the 1st runners up award. Read more about this innovation in the inside stories. Through various advocacy campaigns, knls has continued to receive enormous support from various partners and well-wishers who are keen to contribute to the much needed accessibility to relevant and timely information. We have highlighted just a few in this issue and their areas of focus. You will also read about why every library should have a web site.

In ensuring that the youth have the right information to help them make informed decisions, knls libraries participated and/or organized various forums addressing key youth issues. For example Murang'a library participated in the county youth trade fair and Kisumu library spearheaded the peace campaign dubbed "SITARUSHA MAWE TENA" to ensure that youth do not engage in violence.

Courtesy, in other words politeness, gentility, consideration or good manners is far too important than what we may take it to be. Courtesy however does not require training or education to effect; it comprises small gestures that go a long way.

These and many more stories including the "Steve R. Covey's seven habits of highly effective people" are outlined for you inside this issue. Read on!!

Nancy



An artist impression of the knls headquarters building (left) and (right) construction in progress

Providing conducive reading environment tops Board's priority list

For the last five years, knls has engaged in the establishment of modern and quality library buildings, and also renovation of the existing ones, with an aim of promoting a positive reading culture among the citizens by ensuring conducive environment for reading.

Previously, the public library system was associated with dilapidated building, which kept a majority of Kenyans away from using them. Parents were also hesitant to bring their children to such facilities since the environment was not welcoming. To address this challenge, the Board has embarked on refurbishment of the existing library buildings to give them a facelift.

The Board has also determined as a policy issue that any new library building coming up would have to incorporate key sections such as a welcoming children library, teenage section, multimedia section and a multipurpose hall, among other sections. The modernization programme also involves installing and use of library software that would ensure effectiveness in service delivery. The Board appreciates that integration of ICT in library service provision



Richard Atuti, knls Director

.....
...any new library building coming up would have to incorporate key sections such as a welcoming children library, teenage section, multimedia section and a multipurpose hall

and library management systems in no longer an option but a must. "We are therefore focusing on strategic solutions that will enable us to network all the 59 knls branches. The implementation of the upcoming National Library and HQs project is a clear manifestation of the revitalization programme that the Board is implementing.

Completion of this project will realize the establishment of a full-fledged independent National Library of Kenya and also the knls Headquarters. This will be a major milestone as the country has remained without a distinct National Library for close to five decades. The project is expected to be complete in about four years from mid 2012.

The Board hopes that to ensure all Kenyans have access to relevant and timely information sources and resources, every county should have a modern library, which should be networked, to all the other libraries in the constituencies' within the county. This can be achieved through partnership with development agencies in order to eliminate the information gap that exists in many parts of the country.



knls provided a safe haven for students during the national Teachers' strike in September 2012

knls gets ISO certified for three more years

By Consaroline Kayoro

The journey to ISO certification began way back in April 2008, with initial training by Millennium Management Consultants (MMC). Bureau Veritas was the certifying body commissioned by the Board to conduct external audits and award certificate. Initial certification, which covered the Head office and Nairobi Provincial Library, was issued on 20th June 2009 and was valid up-to 19th June 2012. Determined to ensure quality management systems in the entire knls network, the Board commission Bureau Veritas to extend the certification to all its library branches. The Scope extension Audit was then conducted by the Bureau Veritas between 27th May to 18th June 2010 and a revised certificate issued to incorporate the all branches. The validity period remained the same i.e. up-to 19th June 2012. According to the organization's quality manual two internal audits are conducted every year in March and September. The certifying body, Bureau Veritas conducts one surveillance audit every year in May.

On expiry of the certificate in June 2012, knls applied for recertification and for purposes of continuity Bureau Veritas was retained as the certifying body. A recertification audit was carried out in various knls branches to determine merit for re-certification between 7th–11th May 2012. Upon impressive audit results, knls was issued with a new three-year-cycle ISO 9001:2008 Certificate valid from 8th October 2012 to 7th October 2015. The validity of the certificate is subject to continued satisfactory operation of the organization's Management System. This will be ensured through two internal audits and one external surveillance audit yearly. This certificate covers 57 branches that were operational at the time of audit.

Everybody in the knls family played a great role in ensuring that the recertification was successful. In the next

three years there should be evidence of continual improvement as well as steady conformity to the Quality management System. It is important to remember that continuous quality improvement does not just happen; it has to be planned and managed. We cannot improve anything unless we know its present condition and this requires measurement and analysis to determine whether improvement is both desirable and feasible. Change is inevitable in all aspects of life. Change can only be improvement if it is beneficial. It can be a retrograde step if it is undesirable but there is a middle ground where change is neither desirable nor undesirable. Our challenge in the next three years will be to cause desirable change and to eliminate, reduce or control undesirable change so that it becomes tolerable change. We should not only concentrate on "putting out fires" instead we need to consider improvement by raising standards. According to Hoyle (2009) there are two types of standards, one for results achieved and another for the manner in which the results are achieved. We could improve on standards we aim for, the level of performance, the target or the goal but use the same methods. However, there will come a point when the existing methods won't allow us to achieve the standard, then we need to devise a new method, a more efficient or effective method or due to the constraints on us, we may choose to improve our methods simply to meet existing standards. We will therefore need to ask ourselves four critical questions: Are we doing it right? Can we keep on doing it right? Are we doing it the best way? Is it the right thing to do?

The process of continuous improvement would be a series of interrelated activities, resources and behaviors that bring about an improvement in performance. Everybody in the organization can contribute to this at whatever level. Let's all work towards improvement that will yield greater efficiency and effectiveness.



knls stand during the Kids festival at the Carnivore grounds in August 2012



A junior library customer in Nakuru library volunteers to organize and serve the other junior readers as she waits for her KCPE exam results.

knls tops in the 2012 LOYA maktaba Award

The 2012 Library of the Year Awards (LOYA) was held on 21st September 2012 at the Kenya National Museums auditorium. The occasion was graced by the Constitution Implementation Commission Chairman, Mr. Charles Nyachae. Out of 75 libraries that participated, knls scooped all first three trophies in the public libraries category as follows: Best public Library award went to Buruburu; 1st runners up to

By David Muswii

Meru Library; and 2nd runners up to Thika Library. The annual event that was initiated in 2010 brings together various libraries to compete in different categories such as excellence, creativity and innovation in the provision of library and information services in Kenya. The main sponsors have been Jomo Kenyatta Foundation, the Goethe-Institut Kenya and the Kenya Library

Association. Others include Radio Africa Limited and Children Book International. The overall top prize for the Library of the Year 2012 was awarded to Kenya Methodist University. Kenya prides in being the first country in Africa to introduce an annual national award for libraries. An introduction compelled by the realization of the key role that information plays in the modern world and that Kenya is part of the global information society.

Meru Library replicates lessons from award

By Richard Wanjohi

After scooping the 1st Runners Up Award at the Maktaba (LOYA) ceremony in September 2012, Meru Library decided to extend the gesture to its institutional customers. The award ceremony, which focused only on the primary schools within Meru County, was held at the Meru library on 12th October 2012. The aim of the award is to recognize excellence in the provision of library and information services in primary schools in Meru County. Key partners who facilitate the event included Meru Water and Sewerage Services (who donated a trophy worth Kshs 9000/-); Municipal Council (books worth Kshs 6000/-); Equity Bank (Donated Kshs 3000/-); Meru Teachers Sacco (Donated 6000/-) and knls Headquarters (Donated books worth Kshs 10,000/-).

Recipients of the award were chosen based on the organization of their school libraries, number of book club members, library operation and innovation. The participating schools included: CCM, Minors school, Uuku, Gitoro, Mwirine and Mpuuri.

A team of 3 librarians i.e. Ann Kamau, Richard Wanjohi and Beatrice Mathu played the role of adjudicators. They carried out the assessment in the 6 primary schools on 9th October 2012. The event, which was graced by Mr. Paul Gichohi from the 2012 Maktaba award winning library, Kenya Methodist University, as the guest of honor, was attended by 25 pupils who were the book club officials in their respective schools, 6 teacher librarians, welfare officer from the prison department and the knls staff.

The best library position was taken by CCM Primary School. The 1st and 2nd Runners Up were Minors and Uuku Primary Schools respectively.

The CCM Primary School library was recognized for among other characteristics, the warm reception accorded to the judges by the Head Teacher and the Teacher Librarian.

The library is well organized and comprises a librarian's office, a set of rules and regulations to guide the library usage, 240 books including reference books for the teachers and a computer.

User education is given to new members, including basic computer skills and it has a 76 active knls book club members, whose details are saved in the computer.

The school has partnered with friends in Canada whom the children communicate with through writing letters to each other. The book club members together with the Head Teacher have each donated a book to the library. Children also bring magazines from home for other members to read. The old and outdated materials have been weeded for disposal.

To address challenge of inadequate furniture the boys from the school assist in building shelves for the school library. The library opening hours are break time, lunchtime and from 3.10pm after classes.

Turn to page 6

Advocacy training for Library and Community held at Embu library

An advocacy training workshop was organized at the knls Embu library on 20th December 2012. The objectives of this training was to share the research findings on the perception of public libraries in Kenya; to sensitize the county leadership on the role of libraries in Community and National development; to market the library to the community as an empowerment centre and to rally support for the library.



Librarians and community members attending Advocacy Training at Embu Library in December 2012

During the event, participants identified the communities' top priorities as health, infrastructure, education and employment opportunities. There was consensus that the library has a significant role to play in addressing these needs. However inadequate electronic information resources, which were on high

demand among the professionals and youth was cited as a major setback. Seventy people were trained of which thirteen were librarians. The aspiring leaders who spoke in-

dicated that the library was a very important facility in the growth of any community and committed to integrating it in their development agenda (manifestos).

Meru Library applies lessons from LOYA

From page 5

Meru District library owes its success story to the great support received from the following;

1. The Director's office for supporting many of our programs
2. Safaricom foundation through book donations and playground facilities
3. KASNEB who were our main sponsors during the in 2012 Career Day.
4. Equity Bank, Meru Water and Sewerage Company, KCB, Meru Municipal Council and Fina Bank who catered for the library membership fee for needy and bright students.
5. Partnership between Meru Municipal Council, Kenya Scouts Association Meru who rehabilitated 32 street children and Meru Library gave them basic computer skills and allowed them to work on voluntary biases in the library. This enabled them to gain empowerment through life skills and become responsible citizens.
6. Meru Municipal Council, Meru Teachers Sacco, Equity Bank and Meru Water & Sewerage Services for supporting the Meru Library Awards Ceremony.



knls Director Mr. Richard Atuti and Vice Chair of the Board, Mrs Betty Buyu during a visit at the Meru Library

"WE SALUTE ALL OUR PARTNERS, AND WE SAY, GOD BLESS YOU!"

knls mission to expand access to information continues

By Nancy Ngugi

knls has continued to expand its territories countrywide in an effort to ensure timely access to information resources and sources. After the glamorous groundbreaking ceremony for the construction of the first public library in the Ma region i.e. the knls Narok Library in 2012, the facility is finally complete and open to the public. The Narok residents and its environs had eagerly waited for its completion. The knls Board agreed to open the facility to the public as an official opening is planned at a later date. This is an important facility that has attracted the interest of the community leaders such as the Hon. William Ole Ntimama, who was very instrumental in the establishment of the library. Hon. Ntimama who uses every available opportunity to talk about the importance of reading, requested the Board to allocate space where a Masai cultural section can be established. Hon. Ntimama has pledged to donate books written on historical Masai culture to enable the library

customers gain deep understanding of the community.

The two-floors library building is located within the National Museum of Kenya land, which is next to the Narok Stadium. It is a few meters past the Narok Town Centre along the Narok – Bomet Rd. It comprises various sections including: adult library, children library, multimedia section, circulation/reception area, multipurpose community hall and a restaurant. The library's catchment area includes the Narok County and its environs. It is also expected that the library will be a stopover for both local and foreign tourists making their way to the Masai Mara National Reserve.

Among the benefits that the Narok residents and other library customers can expect include: improved education performance especially given that only in the 2011 Kenya Certificate of Secondary Education that a second mean grade of As

was attained in the history of the county (according to reports). The first time they got an A was in the 2010 examination when a student from a private school in Narok town inscribed his name on the list. The library will not only provide the customers with diverse and relevant information resources but also a conducive reading environment. The library was put up through GoK funding.

Another new entrant into the knls network is the Kibera library in the Kibra slums, Nairobi. The establishment of this facility was sponsored by the Berkeley Trust of UK, in their quest to improve the living standards of less fortunate communities. The family was on a project evaluation tour in January 2013 where they visited the library. Practical Action has also set up the knowledge node to help in offering practical solutions on various life and entrepreneurial aspects among the youth and other members of Kibra community and its surroundings.



Library clients queing to gain access to buruburu branch

FACE LIFT

The Board has allocated funds for construction of new library buildings in Rambula, Nyilima and Mbalambala. This was as a result of the deterioration of the initial old buildings that were donated to facilitate the establishment of library services in these areas. In addition to Board's contribution, Nyilima also received donation from the Rarieda CDF.

Well-wishers participate in library expansion

US Embassy

After the establishment of an American Corner in Kisumu library in 2009, the US Embassy has donated Ksh. 14M for the expansion of the Kisumu knls library. This is aimed at catering for the uprising numbers wanting to use the library services and the American Corner information resources.

Safaricom Foundation

Safaricom Foundation gave a donation of Ksh. 250,000 for the completion of the Timau library building. The construction works have already been completed and the community is excited about the conducive reading environment within the library.

Constituency Development Fund (CDF) Support

Nyilima and Moyale libraries received Ksh. 2M and Ksh. 2.5M respectively from their respective CDF Committees. This was as a result of advocacy skills gained through the support from EIFL's Public Library Innovation Programme (EIFL-PLIP). The funds were used to establish new library buildings for the communities. The Town Council of Moyale also allocated a piece of land for the construction of the new library building. The immediate former MPs of the areas facilitated the donations.

Kibera Library 'opens with a bang'!



Berkeley Trust team visits Kibera Library in January 2012

By Mary W. Kinyanjui

The Kibera community library received book donations during a function held at the premises on 17th November 2012. The function which, was aimed at creating awareness about the newly opened library at Kibera, attracted over 70 children from the nearby schools.

Emphasis was laid on the benefits of the library to children and the community at large. Among those who graced the event were the District Officer of Kibera, the area councilor, and other community members. Guests were entertained by children from St. Monica primary. Carol Lightowler, who is a longtime crusader for the establishment of the library in the area, donated a total of 141 books, through the 'Start a library initiative' from Story Moja and 34 story books from Dr. Hooria Chisti, an author from 'The friends of Africa Library Trust'. Carol Lightowler also reiterated her commitment to continually support the library.

The community library welcomes and invites more support and funding from donors as well as encourages reading by all members for knowledge and transformation of livelihoods. To our valued donors for your support, THANK YOU!

Cooperative Bank of Kenya supports a reading culture

By A. Mutahi, knls Nyeri
The Co-operative Bank of Kenya Nyeri branch has joined in the effort to promoting a reading culture in the society.

This was after the institution sponsored 25 less fortunate students for the library membership in the month of November 2012. The move by the bank and other stakeholders has seen a rise in the number of junior library membership grow.

More children now have access to 'power' in terms of information and knowledge through reading. In the spirit of empowering Kenyans with knowledge by encouraging a sustained culture of reading, we look forward to working with more well-wishers. Our sincere appreciation to all those that have contributed towards this worthy course!

Internet a significant information resource for libraries



By Betty Kalugho

A website is a set of interconnected webpages, usually including a homepage, generally located on the same server, and prepared and maintained as a collection of information by a person, group or organization. The web page represents various types of information presented to the visitor in a readable manner. The information on a web page is displayed online with the help of a web browser which connects to the server where the website's contents are. The web address, i.e. the Uniform Resource Locator (URL) is an internet address of a website, file or document. Every website has its unique web address. There are various website categories including personal, commercial, government, and non-profit organization websites. Clearly, the internet has become a strategic source of information a significant resource for libraries. The benefits include:

1. **Visibility:** By creating a website, a library becomes more visible to the people trying to find it online. Customers are learning to search online information before they purchase offline. You can drive traffic to your site to learn about your library.
2. **Advertising tool:** Websites can be used to describe a library's products, services and resources in great detail compared to print which is more expensive. Additional information or changes in services can be updated easily without reprinting costs. Adverts on websites are accessible for longer periods and one can reach a wider audience. A website is also a place to put your accomplishments. The library's accomplishments can also be placed on the website. This fosters trust & reliability to the eyes of the people. People somehow feel confident about their choice of your services over others' services. It also is a good place to display your creativity by use of videos and pictures to give previews to people on how your library looks like.
3. **Market expansion:** Internet allows breaking of geographical barriers since it can be accessed from any country in the world. By having a web presence, you expand your market significantly. You make yourself available to people in other time zones across the globe rather than limiting the market audience to your local geographical area.
4. **Convenience:** Customers can visit the website at their own privacy and comfort. They have the convenience of reading about the library, the services and products offered in their own time. They only come to the library when they want. Library staff does not have to turn away customers when working hours are over. Customers can visit the website for the information they are looking for. Research about the library can be done online before paying a visit. Some links like "contact us" on the website can allow customers to contact the library 24 hours a day - 7 days a week. The website can serve as a self-service medium e.g. instead of waiting in long queues to renew membership or reserve a book, you can do it electronically. Customers are also updated on current library news & events.
5. **Add value & satisfaction:** By offering convenience, a point of reference and that touch of individualized customer service, you add value to your offering and customers' experience a higher level of satisfaction. Feedback forms on the website are invaluable in giving customers a way to provide honest and timely feedback about their experiences with the library. Websites allow customers or potential customers to sign up for materials like newsletters, flyers which can be sent to them electronically.
6. **Locating your presence:** The library's physical location when included in the website shows customers the directions of where it can be found. Change of location can also be communicated on the website immediately so that you lower the risk of losing customers.
7. **Growth opportunity:** A website serves as a great place to refer potential partners or donors to show them what the library is about, what it has achieved and what it can achieve.
8. **Adds credibility:** Having an online presence adds credibility and shows potential customers that you are serious about providing the best service and that you are current on the latest technology.
9. **Two-way communicative marketing:** Customers can quickly and easily give feedback on your products/services through features like book request forms, endorsements, ask a librarian, facebook, twitter etc.
10. **Market research:** Features on the website like visitor polls, online surveys and website statistics can be used to find out what customers like, how they feel about the services etc.



A little secret that amazingly made a big difference!

Books! Books! Books! It is 5.30am on a Saturday. As rooster crows, I open my eyes and kick the blanket. I roll out of bed and hurriedly dress, slid into the kitchen, and light a fire from the smoldering embers. Now I am preparing to milk the cows, then I'll take a shower. In half an hour I'll be on my way to the Kenya National Library Service (knls), Embu branch, which is 9kms away from my home village.

Today I don't have bus fare to board my favorite bus "Lovely Lady." So I will walk down the valleys, up the hills and along the plains.

One thing is certain. By the end of the day, I'll be exposed to a multitude of book titles, each vying for my attention and yelling in my ear, "Choose me, not her; choose us not them."

What is it about the books that grab my attention? Is it the author or the title? The answer is a resounding "both." Some of the books are written by famous authors, yet I'll not pick them. Is there a massive difference between "Tintin" and "Astrelisks"? No! If it's about reading a comic book.

And there is more: don't give me facts because my mind is made up. The library allows me to borrow only two books. Today I'll pick one comic and one storybook. That way I'll have fun in my reading.

This scene is reminiscence of my teenage days in the 80s. By then,

I was a member of the knls-Embu branch. I vividly recall how I first stepped into the library.

Lend an ear to this: My friend Moses often came to school with a variety of books. He always excelled in class. We treated him like a celebrity. And he loved the attention.

One day I asked him, "What's the secret of your success?" Four words jumped off his mouth: "Join the public library!" he screamed. I held my breath as chills went down my spine. I ached with hunger for knowledge. I burned to read. So I pushed my limits.

Unquestionably I registered as a library member and my world changed. Books became my world. Books became my friends. The world I knew then was my village. But I began seeing the world in a bigger perspective.

Recently, I re-connected with the knls family. The support I received was mind blowing! Am the author of the bestselling book? "7 Branding secrets of Builders Who Get Rich."

And I'm pleased to see this book on the knls shelves.

On the other hand, I've done things I never knew I could do. But every great thing has a beginning. I trace mine to those early visits to the knls Embu branch, in the 80s. I've spoken to various audiences. I've been interviewed at K24 TV as an expert guest. The Business Daily newspaper reviewed my book.

Charlie Tremendous Jones once said: "You're the same today as you'll be in five years except for the people you meet and the books you read," And I've proved him right.

Now am working on my second book. It's about "Turning your obstacles into stepping stones!" And here's the bottom line: The little secret that my friend shared in the 80s has amazingly made a BIG difference.

Alex Murithi is a motivational speaker and the best selling author of "7 Branding Secrets of Business Builders Who Get Rich." Reach him at: - guidepostskenya.com Email: - guidepostskenya@gmail.com

Murang'a library participates in county youth trade fair

By Caroline Ngachaku

The event organized by the Ministry of Youth and Sports affairs, Murang'a County youth board, TechnoServe and Mercy corps took place on the 27th September 2012. The youth came out in numbers displaying their innovations e.g. of embroidery, farming, health issues awareness and at the same time were engaged in open discussions to enlighten them on the services provided through display of products. Murang'a District Library took part in the event reaching out to over 300 youths who visited the stand and

also got an opportunity to network with Vijana Pamoja Group, which works on creating awareness on the HIV/AIDS pandemic and health. This offered an opportunity for future work relations. The event which coincided with the National Book Week, aided in publicizing services and importance of the library as a source of information, book reading and lay emphasis to the youth to make use of their free time gainfully instead of being involved in social ills.

QUOTES

By Fridah Tallam

Success does not consist in never making mistakes but in never making the same one a second time.

~George Bernard Shaw~

A capacity and taste for reading gives access to whatever has already been discovered by others.

~Abraham Lincoln~

Books don't change people; paragraphs do, Sometimes even sentences.

~John Piper~

"Smart people learn from their mistakes. But the real sharp ones learn from the mistakes of others."

~ Brandon Mull, Fablehaven~

"Good judgment comes from experience, and experience comes from bad judgment."

~ Rita Mae Brown, Alma Mater~

"Your most unhappy customers are your greatest source of learning."

~ Bill Gates ~

"Sitarusha Mawe Tena" Campaign

By Moses I. Mwandishi

In a bid to prevent the recurrence of the darkest moments in Kenya's history, the PEV of 2007/08, Kisumu knls branch has come up with an initiative as a way of standing up for the peace and co-existence of the residents of Nyanza. "Sitarusha Mawe Tena" campaign will focus on the issues and challenges that generate violence and find possible measures to shun the culture of violence as well as engage the youth in discussions and give them a forum to freely discuss their views, opinions and grievances. The campaign was officially launched on 8th December 2012 and will work hand in hand with the Provincial Administration set to run from November 2012 to April 2013.

Murang'a library: a beehive of activities

By Grace W. Muchoki – Murang'a Library

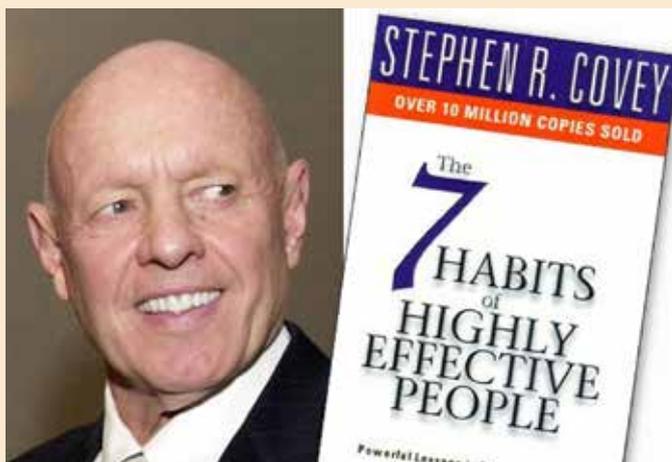
That a library is a treasure house of knowledge cannot be over emphasized. Murang'a Library confirmed this when the library becomes a bee hive of activities during the schools' 3rd term. The situation was made even worse during the 2012 countrywide teachers' strike when candidates from different learning institutions flocked the library to read and prepare for the end year examinations. The library services were fully utilized with the available sitting capacity fully packed as other library customers made use of the available outdoor reading spaces. Candidates were grouped together for discussions and revision as they eagerly waited for their teachers to agree on a re-turn to work formula with the government.



The Murang'a Library

Seven habits of highly effective people

By Njeru John, Munyu Library



Steve Richards Covey's book "The 7 Habits of Highly Effective People" ignores the trends and pop psychology for proven principles of fairness, integrity, honesty, and human dignity. The book helps people solve personal and professional problems. The book outlines the 7 habits as follows:-

1. Being Proactive. Life doesn't just "happen", it is carefully designed by you. The choices are yours. You choose ambivalence. You choose success. You choose courage. You choose decisiveness. You choose happiness. Every moment, every situation provides a new choice. Being proactive is about taking responsibilities. Proactive people recognize that they are "response-able." They don't blame circumstances or conditions for their behavior. They know they choose their behavior.

2. Begin with the End in Mind. What would you want to be when you grow up? That question may appear a little trite, but think about it for a moment. Are you right now who you want to be, what you dreamed you'd be, doing what you always wanted to do? Be honest. Sometimes people find themselves achieving victories that are empty successes that have come at the expense of things that were far more valuable to them. Habit two is based on imagination the ability to envision in your mind what you cannot at present see with your eyes. If you don't make a conscious effort to visualize who you are and what you want in life, then you empower other people and circumstances to shape you and your life by default.

3. Put First Things First habit. In order to live a more balanced existence, he continues, you have to recognize that not doing everything that comes along is okay. There's no need to overextend yourself, all it takes is realizing that it's all right to say no when necessary and then focus on your highest priorities.

4. Think Win/Win. According to Steve, this is a character-based code for human interaction and collaboration. Most of us learn to base our self-worth on comparisons and competition. We think about succeeding in terms of someone else failing that is, if I win, you lose; or if you win, I lose. Life then becomes a zero-sum game. Win-win sees life as a cooperative arena, not a competitive one. Win-win is a frame of mind and heart that constantly seeks mutual benefit in all human interactions. Win-win means that agreements or solutions are mutually beneficial and satisfying. A person or

organization that approaches conflicts with a win-win attitude possess three vital character traits: Integrity: sticking with your true feelings, values, and commitments. Maturity: expressing your ideas and feelings with courage and consideration for the ideas and feelings of others. Abundance Mentality: C'mon, there are enough resources for each one of us.

5. Seek to Understand, then be Understood. Communication is the most important skill in life. You spend years learning how to read and write, and years learning how to speak. But what about listening? If you're like most people, you probably seek first to be understood; you want to get your point across. And in doing so, you ignore the other person completely, pretend that you're listening and attentively focus on only the words being said, but miss the meaning entirely. Why this happens is because most people listen with the intent to reply, not to understand. You listen to yourself as you prepare in your mind what you are going to say, the questions you are going to ask, etc. You filter everything you hear through your life experiences, your frame of reference. You check what you hear against your autobiography and see how it measures up. And consequently, you decide prematurely what the other person means before he/she finishes communicating.

6. Synergize. To put it simply, synergy means "two heads are better than one." Synergize is the habit of creative cooperation. It is teamwork, open-mindedness, and the adventure of finding new solutions to old problems. But it doesn't just happen on its own. It's a process, and through that process, people bring all their personal experience and expertise to the table. Together, they can produce far better results that they could individually. Synergy lets us discover jointly things we are much less likely to discover by ourselves. When people begin to interact together genuinely, and they're open to each other's influence, they begin to gain new insight.

7. Sharpen the Saw. This means preserving and enhancing the greatest asset you have--YOU. It means having a balanced program for self-renewal in the four areas of your life: physical i.e. eating, exercising, and resting, social/emotional i.e. Making social and meaningful connections with others, mental i.e. Learning, reading, writing, and teaching, and spiritual i.e. spending time in nature, expanding spiritual self through. Sharpen the Saw keeps you fresh so you can continue to practice the other six habits. You increase your capacity to produce and handle the challenges around you. Without this renewal, the body becomes weak, the mind mechanical, the emotions raw, the spirit insensitive, and the person selfish. Not a pretty picture, is it? Feeling good doesn't just happen. Living a life in balance means taking the necessary time to renew you. It's all up to you. You can renew yourself through relaxation. Or you can totally burn yourself out by overdoing everything. You can pamper yourself mentally and spiritually. Or you can go through life oblivious to your well-being. You can experience vibrant energy.

Or you can procrastinate and miss out on the benefits of good health and exercise. You can revitalize yourself and face a new day in peace and harmony. Or you can wake up in the morning full of apathy because your get-up-and-go has got-up-and-gone. Just remember that every day provides a new opportunity for renewal, a new opportunity to recharge yourself instead of hitting the wall.



A sample of books at Buruburu library

Common phrases and their origin

The use of expressions such as idioms, phrases, satire, proverbs and others is an important aspect in language, as they give splendor to communication.

Chinua Achebe one of the renowned literature scholars and iconic Nigerian authors articulates this aptly in his book "Things Fall Apart." He demonstrates the esteem in which proverbs are regarded in the Igbo community, and quotes that "proverbs are palm oil with which words are eaten".

Phrases are a reflection of cultures or traditions of different communities. The most surprising thing is that some phrases may originate from different cultures and are imported and adopted for use in another. Have you ever taken time to know the origin and meaning of some simple phrases that we use on daily basis? Here I seek to explore the meaning and origin of some common expressions.

"Let the cat out of the bag" means to reveal the truth. It refers to a con game practiced at country fairs in old England. A trickster tried to sell a cat in a bag to an unsuspecting clown, saying it was a pig. If the victim figured out the trick and insisted on seeing the animal, the cat had to be let out of the bag.

It is common to hear one say; - I bought an item but I had to **"pay through the nose"**. The import of this phrase means to pay a high price or to pay dearly. Its origin is rather ridiculous and it dates from the ninth-century Ireland. When the Danes conquered the Irish, they imposed an exorbitant nose tax

By Njeru John, Munyu Library

on the island's inhabitants. They took a census (by counting noses) and levied oppressive sums on their victims, forcing them to pay by threatening to have their noses actually slit. Paying the tax was "paying through the nose." and to have your nose spared one had to pay the compliance tax. Oppressive! Wasn't it?

To be **"caught red-handed"** denotes being caught in the act. The source of this phrase dates eon of years ago. Stealing and butchering another person's livestock was a common crime. But it was hard to prove unless the thief was caught with a dead animal and with blood on his hands. This is also called smoking gun evidence.

In life, there are those who are fortunate. The phrase to be **"born with a silver spoon"** in your mouth means one who is pampered, lucky or one born into wealth or prosperous circumstances. It is derived from the ancient times when it was customary for godparents to give their godchildren a silver spoon at christening. These people were usually well-off so the spoon came to represent the child's good fortune.

To **"read between the lines"** is to perceive or understand a hidden meaning. Its origin dates to the 16th century. It became common for politicians, soldiers, and businesspeople to write in codes. To ordinary folks, this writing was unintelligible. They concluded that the meaning was not in the lines of gibberish, but in the space between them.

To **"toe the line"** is to behave or act in accordance with the rules: in the early days of the British parliament, members wore swords in the House of Commons. To keep the members from fighting during heated debates, the speaker of the House of Commons forced the government and opposition parties to sit on opposite sides of the chamber. Lines of two sword-lengths plus one foot apart, were drawn in the carpet. Members were required to stand behind the lines when the house was in session. When a member stepped over the line during a debate, the speaker would yell: "toe the line!"

"Beating around the bush" is to go about things in a circuitous manner, going around an issue rather than deal with it directly. It originated in the middle ages. Then people used to catch birds by dropping a net over a bush and clubbing the ground around it to scare the birds into flying into the net. Once a bird was caught, you could stop beating around the bush and start eating.

"Rule of thumb" is a common ubiquitous phrase denoting certain benchmarks to be adhered to. Some say it came from the 17th century courtesy of an English judge who allegedly ruled that it was okay for a husband to beat his wife with a stick provided that the said stick was not wider than his thumb.

The phrase **"raining cats and dogs"** means torrential rain. It originates in the days before garbage collection when people tossed their trash in the gutter including dead house pets. When it rained really hard, the garbage, including the bodies of dead cats and dogs, went floating down the street.

Intellectual property: Application in information centers

By Betty Kalugho

Intellectual property is a legal concept that has been described by various experts as referring to creations of the mind for which exclusive rights are recognized. Under intellectual property law, owners are granted certain exclusive rights to a variety of intangible assets such as musical, literary, and artistic works; discoveries and inventions; and words, phrases, symbols, and designs. The innovations and creative expressions of indigenous and local communities are also categorized as intellectual property. The intellectual property law encompasses the areas of copyright, patents and trademark.

It is largely intended to encourage the development of art, science and information by granting certain property rights to all artists including inventors in the arts and sciences. These rights protect the artists from infringement or unauthorized use and misuse of their creations. They include the right to be credited for the work, to determine who may adopt the work to other forms, who may perform the work, who may financially

benefit from the work, the right to re-produce, distribute, communicate or perform the work to the public among other rights. Laws that protect intellectual property are involved with the following

- a. Providing patents to owners of inventions for certain periods
- b. Providing trademarks that are renewed every so often
- c. Providing copyrights that last the lifetime of an author and about 50 years after their death
- d. Allowing for trade secrets where companies keep secret information of their products to give them an advantage over their competitors
- e. Providing industrial design rights to protect designs

The Universal Declaration of Human Rights states, "Everyone has the right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author."

Turn to page 15



Kids engage in various creative activities at the knls stand during the kids festival at Carnivore in August 2012



The New knls Narok Library

Intellectual property and information centers

From page 15

The World Intellectual Property Organization treaty and several related international agreements are premised on the notion that the protection of intellectual property rights is essential to maintaining economic growth. It also gives statutory expression to moral and economic rights of creators, the rights of the public in access to those creations and to encourage fair-trading.

Libraries & Information centres usually deal with copyright in the areas of literary and artistic works such as books, poems, plays, films, musical works, broadcasts, drawings, paintings, photography, sculptures and architectural designs. Libraries and information centre services involve providing access to learning resources, scientific and research information. Librarians manage information resources and respond to requests from students, academicians and members of the public. Librarians need to firmly deal with any library customer who may engage in copyright infringement

either through unauthorized copying of someone's work or unauthorized use of a copyrighted work in a manner that violates the owner's exclusive rights. This applies to both print and non-print media. In Kenya, copyright is infringed in instances where one is found with two or more infringing copies (section 38(3) of the Copyright Act).

Most countries however, recognize copyright limitations and allow "exceptions & Limitations" where the creators can give users certain rights. This is known as '**fair use**' or '**fair dealing**'. Users must in turn acknowledge the source of the work. In Kenya, the Copyright Law provides exemptions by allowing reproduction for purposes of:

- Research
- Criticism/ review
- Reporting of current events
- Use by government or courts of Law
- Use by public libraries or documentation centers

Fair use exemptions allow one

to legally copy small amounts of someone else's work and give the author credit. Libraries and information centers must watch out for abuse of this provision. Libraries in Africa can find this a bit challenging because they have to balance between maximizing access to educational and learning materials, which are limited. The reproduction must be done in such a way that it does not economically disadvantage the copyright owner. They must ensure they do not make or allow photocopying of materials such as a full book without authority, or pirate a soft copy. The libraries also need to avoid procuring such illegal products for the library collection.

In conclusion, copyright and other intellectual property has become increasingly important to the world economy especially for countries, which export copyright-based goods than they import. Economies of countries can lose a lot of money due to piracy and intellectual property infringement.

Common courtesy... or is it?

By Christine Mwakai, Intern from KEMU

Courtesy, in other words politeness, gentility, consideration or good manners is far too important than what we may take it to be. Unfortunately though, common courtesy is not so common; it is seen to belong to the past and those slower times. We habitually feel that we don't have the time or energy to extend ourselves to others with the small gestures that make up what we call common courtesy and people have become so self-involved that there is little care about how our actions impact others. The basic norms on how to treat each other are eluded by many and though one is allowed to have an opinion, every person deserves respect irrespective of their personal opinions.

It is important to show respect to others and to practice the golden rule of "Treat others as you would want to be treated." Words such as thank you, please, sorry, excuse me, kindly, may I among others are little words that carry a lot of weight in them. An act of courtesy will gain you and others better mental health and so we look at a few:

Someone who makes the effort to look one in the eye, smile and greet them properly when entering a room stands out of the crowd. Such people carry with them grace and elegance and we become thankful for our contact with them.

One should also avoid leaving their cell phone on a table and walk away, if it rings or vibrates, it will bother everyone.

We know that time is valuable, but packing your bags or putting on your jacket or sweater minutes before a meeting ends is bothersome to the rest of the participants and disrespectful to chairperson.

In everyday conversation, do not interrupt someone while they are talking no matter how insightful you think what you have to say is. This is common but is a rude gesture and many a times we are not aware that we are even doing it.

Always make an effort to respond to messages in a timely manner.

It is important to show respect to others and to practice the golden rule of "Treat others as you would want to be treated."

While entering or exiting a building, look behind you to see if anyone else is coming through the same door immediately.

Refrain from talking loud in a conversation on your mobile phone despite where you are in public to avoid irritating patrons around you.

It is good practice to greet your boss and co-workers on a daily basis when reporting to work. A good simple greeting can work well in building co-operation and relations between people. Lack of basic courtesies, unreceptive communication within the office even if unintentional can alienate employees and co-workers and in turn reduce their morale, lower performance and the employees could result to looking for other jobs.

Point is, to be mindful. Courtesy does not require training or education to effect; it comprises small gestures that go a long way. People may not take notice, much less return the kindness but one can take heart in the fact that you are creating change in the kind of world you want to live in with your actions.

In his book, 'The Grace of God in Courtesy' John Seward asserts, "Courtesy is an attribute of the whole person and gracious attitude of the mind."

Did you know? That there is a day set aside to observe courtesy? March 21st, National Common Courtesy Day! ... Now you know!



This photo of President Obama bowing in courtesy to Japanese Emperor Akihito in November 2009 drew criticism from American politicians.



A section of participants in the Sitarusha Mawe Tena Campaign in Kisumu in commemoration of Martin Luther King Junior

Martin Luther Day is celebrated with peace campaign in Kisumu

By Moses Imbayi

The American corner at the Kisumu knls library, in collaboration with the then Nyanza Provincial Administration, Brand Kenya Board, Peace Net and 250 youth from different youth institutions organized a peace rally in commemoration of Martin Luther King Junior day on 16th January 2013.

The peace match was flagged off by the District Officer 1 at Kondele Police station which is situated in Kondele famously referred to as “Darfur” because of its volatility and prone to violent eruptions especially during political campaigns. The procession went through corner mbuta, corner Legio, corner Maji, corner Mbaya. A contingent of police officers provided security through the procession that ended up at Manyatta market, where the District Commissioner Kisumu, director peace net and the coordinator American corner addressed the gathering.

The objective of these celebrations was to advocate for peaceful elections and co-existence of different communities. The campaign was dubbed “SITARUSHA MAWE TENA” (I will not throw stones again). King Junior once said: “Life’s most persistent and urgent question is: what are you doing for others?” Every year Americans attempt to answer this question by participating in community service. In this regard the American Corner, knls Kisumu appeals leadership of

this county to encourage the youth to embrace peace and instill democratic values and dialogue to resolve their problems instead of resorting to stone throwing.

Through the American Corner initiatives, knls and its partners have been instrumental in actively supporting the young people to get involved in maintaining peace and stability of the community through focused programs.

The corner has created a movement of young people who believe in transformational leadership and are ready to work and make it a reality. It has also been building the capacity of the youth in dealing with community vices e.g. violence.

Through the peace initiative campaign knls has received the support of various organizations and the community in general. Knls stands as a solution provider to community challenges, while youth programs have become vibrant in the library thus, diversified services and improved usage of the library facilities.

A lot of concerns and information was expressed during this campaign, however the most captivating perhaps was a challenging question by one of the youth; “what kind of person ought you to be in a time like this?” The program is set to continue in different places within the county.

Capturing the fleeting interests of children

By Beatrice Macharia

Children's capabilities vary and their interests change quickly, making it important that the library understands this and employs various strategies to catch these fleeting interests. During their early years, children are known to particularly enjoy watching closely and they notice things they have read in books or have heard previously. Field trips provide this opportunity; to see,

of venue and variation from the usual routine. It also gave them an opportunity to socialize with each other outside the library while also participating in an exciting and informative activity. The members of the club; the parents, children and staff shall forever be grateful to Mr. Nelson Kitum, a friend to the club who sponsored the unforgettable Trip.



Children utilizing every available space at the Buruburu library during the Teachers' strike in September 2012

hear, touch as well as smell. The trips are good too for adventure, discoveries, and experiences, which helps in strengthening their dispositions to go on learning. In this regard, Nairobi Area Library (NAL) organized a trip to Mamba village for the baby /parent book club members on 18th August 2012. The trip to Mamba village, which financially facilitated by a friend of the club, was one of the many strategies NAL employs to keep the children interested and attracted to the library, reading and books. Mamba Village Nairobi is located in a serene environment only 20 kms from the city centre off Langata-Karen road.

It is home to many crocodiles and a few other animal and birds species. There are Tortoises, ostriches, the giraffe and a closer of its kin, the camel. The children had the opportunity to see and learn about them all and later engaged in other activities available there such as the nature trail, panji jumping, camel rides and boat rides in a big manmade lake amongst many more exciting feats. The trip was refreshing and mentally rejuvenating for the children due to the change

In summary, NAL's Baby /parent's book club received donations for its many activities in the year 2012 from various friends to the club as follows;

- 1. VALKRIES LTD.** (This is a women's "chama")- donated funds that helped to hire animators and buy snacks for the children club members during the monthly meetings for the whole year. This was the second time the Chama supported the club.
- 2. NAIROBI BOTTLERS** - They have been major supporters to the club. They provided sodas and water during the club's monthly meetings and fully funded the Children Christmas party on 8th Dec 2012 that hosted over two hundred children.
- 3. NELSON KITUM** - A Kenyan based in the US, during his visit to the country in August, sponsored the children's trip to mamba Village, Nairobi. To them all, we express our deepest gratitude for their generous support to the club. Thumbs up! To you all!

Moyale Library to move to new building

By Abass Ahmed Haji

When the knls adopted the community library initiative in 1990, the people of Moyale responded to the Board's call of community involvement by providing an old building, which was formerly used as a maternity ward. This was to serve as a temporary library facility.

The building was renovated by Arid Lands and Moyale County Council. Seven years down the line the Ministry of Health demanded back the building, which they had earmarked to serve as a special wing for civil servant patients.

As the Librarian in charge, I took the issue back to the local community leaders including the former area MP, Hon. Mohamud Ali, and also presented the problem in various public forums within the district. With no public library in the entire county of Marsabit, the community strongly supported the library as relevant and important entity within the district and speaker after speaker they acknowledged the need for a resource center.

Consequently, the library received a grant of 2.5M from CDF Moyale constituency for the construction

of a new public library building. The Town Council of Moyale also allocated a piece of land situated between the District Commissioner's Residence and Kenya Wildlife.

Construction of the library building, which comprises the adult and junior sections and the librarian's office, is already in progress and near completion.

We are appealing to well-wishers to help us in the construction of an ablution block, a store and a perimeter fence around the library compound.



Upcoming New Moyale Library Building funded by CDF

Prevention of HIV-AIDS

By Nancy Ngugi

Since Kenya recorded its first case of HIV in 1984, the AIDS epidemic has become one of the central impediments to national health, well-being and development. AIDS has heightened the poverty levels; slowed economic growth; reduced life expectancy; worsened other infectious diseases; and visited particular ills on affected households, with the harshest effects experienced by the society. Without a doubt, well-thought-out sustained progress in the AIDS response will be critical to achievement of Vision 2030, which seeks to galvanize a national transformation that ensures Kenya's status as a prosperous, globally competitive country by the year 2030. (National Aids Control Council, 2011)

In deed, the epidemic continues to present both new challenges and new opportunities as Kenya looks to the future. The important thing to note though is that most people infected with HIV are not ill. Some stay without symptoms for more than 10 years. In addition, a "carrier" can host the virus and pass it on to other people without knowing it. But once the virus is established in the body, the chances of getting AIDS increase. Some of the frequently reported symptoms of HIV/AIDS infections are:

- *Constant or rapid unexplained weight loss of more than 10 pounds in two months;*
- *lack of appetite*
- *Unexplained long-lasting diarrhea or bloody stools*
- *Constant fatigue that is not associated with physical activity or mental depression*

- *Persistent fevers, night sweats, dry cough, or difficulty breathing for more than two weeks*
- *Lightheadedness, dizziness, headaches, mental disorders*
- *A thick, whitish coating of yeast on the tongue or mouth that cannot be scraped off (This is called "thrush.")*
- *Severe or recurring vaginal yeast infections and chronic pelvic inflammatory disease (PID)*
- *Purplish growths or blotches on or under the skin, inside the mouth, or on the nose, eyelids, or rectum*
- *Swollen glands or enlarged lymph nodes in the neck, armpits, or groin for more than a month*

It is however important to remember that many HIV/AIDS symptoms are similar to those of tuberculosis, influenza, pneumonia, minor yeast infections, and other STDs.

The adage "prevention is always better than cure" is more true today than ever before. The best way to prevent HIV and AIDS is self-discipline and education. By educating yourself (and your children) about HIV, how it is transmitted, and how transmission can be prevented, you may save a life. It has also been argued that a drug that has been shown to prevent HIV infection in a significant number of cases must be combined with behavioral approaches. Available treatment options are only effective in reducing the symptoms associated with the disease. The way to start is by going for a test so as to determine your status!

- www.healthline.com/

CORRUPTION IS DEADLY

SOME FACTS ABOUT CORRUPTION

- **Corruption is the abuse of entrusted power for private gain. It hurts everyone who depends on the integrity of people in a position of authority. It hurts real people every day.**
- **When we talk about corruption in terms of statistics, it's easy to forget the human cost of abused power. Behind every fact or figure are real people, forced to live without the services, opportunities and rights they deserve. All too often, these stories remain hidden – silenced through threats and intimidation, or drowned out by louder, more powerful voices. But with the right help, people can and do speak out.**
- **Corruption doesn't think about tomorrow.**
- **Corruption believes in privileges not rights.**
- **Corruption can be rooted out when people join together to change the system that facilitates it.**

SEE WHAT YOU CAN DO TO HELP FIGHT CORRUPTION!!

- <http://www.transparency.org/>