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From the Editor

Welcome to the fifth edition of our KENAL Newsletter. It has been a tough year but a fulfilling one as well. We saw God at work leveling many mountains that were standing on our way as a nation. We saw God making ways for us even where there seemed to be no way. And for that I say “the Almighty God is everything that we need.”

In this issue we have highlighted a diverse number of topics which I believe will be both informative and interesting. You will read about continued cementing of partnerships with some of our longstanding associates like the Chinese Embassy and Goethe Institut.

Our PS' visits to our library on different occasions are also highlighted. This is a clear testimony that KNLS has the required goodwill from the PS as a person and the parent Ministry in general.

You will also read about a young American lady who we can all agree that she felt “sufficiently philanthropic to give to Kenyans” even though she didn't have the money. However, she realized she had the key and very important resources which are “will and faith.” Debbie Schacner defied all odds to walk for two and a half years in order to raise funds for the development of Timau Community Library. Read more about how she exposed herself to imaginable danger by walking for 8,000KM.

New partnership with NIC Bank has been formalized through a donation of Children's books in the spirit of corporate social responsibility. We have also covered an article from one of the junior library users in Nairobi. Doris Wairati says she started visiting the Kenya National Library at the age of twelve when she was in class seven and has since realized bumper benefits from the library.

There are definitely many other stories that are educative and the joy in reading them is guaranteed. So read on!

As a tradition, I once again take this space to register my appreciation to all those who contributed to the writing of this Issue. It is no debate that sustainability and continuity of this publication is made possible by your efforts. Let me also thank all the KENAL Newsletter readers because it would have been futile if there was no audience. I wish all our contributors and readers a victorious and joyous 2009. May all your ambitions and desires be accomplished.

- Nancy

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Notice

Please send in your articles for the 6th issue by 31st March 2009 to allow ample time for compiling and editing. All the articles should be in soft copy and should be sent to: **knls@nbnet.co.ke** or **pr@knls.or.ke**. Please confirm through telephone if your article has been received at the PR office. Articles should be clearly marked “KENAL Newsletter” and should not be more than two A-4 pages, double space font 12 – Times New Roman. Thanks for your cooperation and support!

Compiled and edited by Nancy Ngugi, Senior Public Relations Officer

From Chief Executive's Desk

To all KNLS staff: As we come to the end of 2008, I wish to humbly express my appreciation and gratitude for the contribution each of us has put individually and as teams in branches and departments. This combined effort and commitment has resulted in better performance this year. Thank you once again and let's all aim at improving further as we continue to embrace the performance focused mode of working. On behalf of the Board and on my own behalf, I wish you and your families a blessed, fulfilling and prosperous 2009.

May God bless you all.

Irene Kibandi (Mrs)
Director, KNLS



In the spirit of corporate social responsibility, NIC Bank donated books worth Ksh. 400,000 for KNLS Children libraries, on 10th December 2008 at the KNLS headquarters. This was a timely Christmas gift for the KNLS junior library users. The official presentation of the books was presided over by Dr. Jacob Ole Miaron, PS, Ministry of State for National Heritage and Culture, who also received the books on behalf of KNLS from the Chairman of NIC Bank Mr. James Ndegwa. In addition to the books, NIC also gave a Christmas cake to over 200 children who had come to witness the occasion. Mr. Ndegwa who underscored the importance of books said he was happy with the partnership between NIC and KNLS. He anticipated more fruitful engagements between the two organizations in future. The PS lauded the Bank's gesture in ensuring that children have access to relevant information which is the basis for inculcating a reading culture at an early age. He challenged other private organizations to emulate the NIC Bank and offer tangible support for the development of public library system in Kenya.

Selfless and determined!

Debbie Schacner defied all odds to walk in order to realize development of Timau Community Library

BY NANCY NGUGI

A quick glance at Debbie and you really wonder why a young girl would expose herself to imaginable danger walking for 8,000KM with the sole aim of empowering the Timau community in Meru. However, listening to her as she heartily explains why she decided to walk across American oceans for two and a half years, you are left with such guilt and the two big questions are “what have I done for my

what no one else was thinking of doing. Debbie says she was inspired to hike for the library development due to the challenges she encountered as a volunteer teacher in Timau. She used to get books for her students all the way from the KNLS Laikipia Library in Nanyuki which is about 12 km from Timau.

The problem for her was not really taking a matatu to go all the way to Nanyuki to borrow and return the

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Debbie poses outside the Timau Library site.

community, and what have I or am I doing about the problems facing my community?”

The idea to establish a library in Timau was born in 1999 following persistent decline in education standards. Among the people who believed that a library would be the ideal response to this problem was the then Laikipia KNLS Librarian, Mr. Pancreas Kimaru who is currently working in Nairobi Provincial Library at the headquarters.

He worked together with the current Project Secretary, Mr. Marete Kithinji and the then Area Chief, Mr. Onesmus Kinoti through whose efforts, the Government allocated a one acre plot for library development. While the library committee laboured to ensure that the process of ownership of the plot was legalized, Debbie who was working with Mfariji Christian Fund for the Children and the Aged (CFCA) as a volunteer teacher decided that she was going to do

books on behalf of her students. What worried her more than anything was, “HOW WOULD THESE POOR STUDENTS ACCESS READING AND OTHER INFORMATION MATERIALS AFTER SCHOOL?” Knowing too well that education and learning are necessary lifetime processes, Debbie was worried that her efforts in voluntary teaching would go to waste if a rescue plan to ensure this continuity was not addressed.

It was incomprehensible for her to realize that there were people who grew up with extremely no idea of what a library is. This was especially so because she was herself introduced to a library before she could even read. The importance of having a library in every community was also enhanced during her hiking. As she traversed foreign cities and cultures, her first stop would be in a library from where she would get information about where she was and

How Debbie Schacner defied odds to walk for Timau Library

4 how to proceed from there. She managed to raise Ksh. 4.2million: When Debbie went back to her home in America after her volunteer work at CFCA, she left with a single purpose of raising money to help in the development of a library in Timau. At her own expense, she hiked from the Western to the Eastern Coasts of United States of America to raise money for the library. She managed to raise Ksh.4.2million, which would probably have taken the community in Timau decades to realize. This is not so much because there are no resources, but like in other communities, I believe the problem is a national mishap. There lacks a solid and deliberate structure to ensure that every citizen has access to a library and information services. This is clearly demonstrated by the meager national budgetary allocation to KNLS for library development. One would argue that the Government has only one basket from where all sectors of the economy are fed. But it should also be appreciated that until every Kenyan has access to a library, and therefore information that is timely and relevant, we shall continue to talk of poverty, illiteracy, unexploited resources, brain drain, low education standards, lack of democracy, dirty-game politics, and the list is endless. The development of Timau Library is estimated to cost Ksh.7.3million. That means there is still a deficit of Ksh. 3.1 million. If the Constituency Development Committee could take up this project as one of its priorities, then the dream to have the Timau Community Library will come to pass. Debbie knows too well that community involvement, community contribution and hence community ownership are prerequisites for a successful community project. She therefore hopes that the community and wellwishers

would join hands to make this dream come true.

Challenges faced: Debbie says that during her two and a half years of hiking, she learnt many things. Key among these was that “there are so many people walking to survive.” She encountered different people walking for a specific course and this encouraged her to soldier on. However like in any worthy course, Debbie encountered a number of challenges, which nevertheless did not discourage her in any way. These included:

- How to effectively communicate to people. She needed to make people understand and get involved in the project through contributing funds. She would take time to market her idea and encourage people to help. She also faced language barriers in some cities and this made it difficult for her to communicate.

“ *It was a complete honour for me to walk, and i am just trying to live my faith.* ” ”

- Cultural barriers. Cultural difference has proved to be one of the single-most handicap to development. This is because, before people can accept what you are doing or what you have to offer, they must accept you as a person first. Hence, if there is some cultural disconnect in any form, one may face not only rejection but ejection, and this really could sometimes spell the termination of a project.

- Limited resources. Debbie was walking on self-sponsorship. Anyone would agree that walking for two and a half years across unfamiliar environment is not one of those opportunities that we want to jump into. Debbie was carrying a tent because she could not afford to sleep in hotels as food was obviously her first priority if she had to focus on her walk. She would request people to allow her to pitch the tent in their compounds and I imagine this was not easy at all for a young lady like Debbie.

Clearly, Debbie can spend eternity trying to explain why she hiked for 8,000 km for a cool two and a half years, but I must confess that I seriously don't understand.

Even after a brief talk with her, I am unable to get suitable words to describe her generosity, commitment and selfless virtue. At 32 years of age, Debbie admits that she would like to get married and start her own family. She is scheduled to go back to her home in US early 2009 and she says the greatest moment in her life would be to see a library stand out in Timau.

Debbie says she is motivated by Andrew Carnegie's saying that “I believe that a library outranks any other one thing that a community can do to help its people. It is the never failing spring in the desert.”

This is what Debbie, as a volunteer, and the residents of Timau are striving to achieve. She sums up her unfathomable gesture as follows: “IT WAS A COMPLETE HONOUR FOR ME TO WALK, AND I AM JUST TRYING TO LIVE MY FAITH.” Bravo Debbie, you have sacrificed your own life to respond to the needs of a foreign community. May God enlarge your territories and shower you with His countless blessings!

National Book Week celebrated nationally



Permanent Secretary, Ministry of Information and Communications Dr. Bitange Ndemo (front left) is joined by the KNLS Director and NBDC (K) officials after launching the National Book Week on 23rd September 2008.

This year's national book week celebrations were held in all the KNLS branch libraries.

The week-long celebrations which kicked off on 22nd and ended on 27th September 2007 were officially launched by Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications on 23rd September 2008.

In his remarks, Dr. Ndemo accentuated the importance of information and therefore the critical role played by authors, publishers and all information industry players.

The height of the celebrations was a book-march that was flagged off by His Worship the Mayor of the Nairobi City Council (NCC), Cllr. Geoffrey Majiwa at the KNLS headquarters.

Different stakeholders in the book industry including KNLS staff, publishers, invited schools, librarians and individual members of the public endured the sizzling sun to walk all the way to Sarit Center, Westlands where the Nairobi International Book Fair was taking place as part of the National Book Week Celebrations.

The Mayor, who appreciated the importance of accessibility to information by the public, promised that NCC would work closely with KNLS to ensure that all Nairobi residents from the 69 wards have access to library services.

Various branches reported that the week's celebrations were a success despite the limited funding, which also resulted to the celebrations being held in one day, four days and five days by

different branches. Feedback from across most KNLS branches showed that members of the public wanted the celebrations extended for the whole week to allow more institutions to participate.

This year National Book Development Council (K) who has been a great sponsor gave KNLS Ksh. 90,000 to facilitate the celebrations in some of the KNLS branches, while the rest of the budget was met by the KNLS Board.

Like in past, this year's celebrations were attended by a team of book industry players from Uganda and Tanzania.



Below, His Worship the Mayor of Nairobi Cllr. Geoffrey Majiwa flags off a walk at the KNLS headquarters.

It was all color and glamour at the KICC grounds from 20th to 22nd August 2008 as Ministries, their departments and sagas displayed their worth to their financiers, that is, the tax payers. If you had an opportunity to visit the venue of the public service week celebrations at the KICC, then you agree with me that it calls for a deliberate and generous expenditure to prove a point – to show your worth – to justify your existence – and above all just to let the citizens know what they should expect from your organization and at what cost. Ministries went out of their way to do just that, and if this was not an illustration of how serious they take their customers and the citizens at large, then I don't know what else it would have been. As I toured the various stands, it was clear that the whole essence of the public service week was basically to answer the famous journalistic 5Ws and H i.e. what, who, where, when, why and how. The exhibitors displayed their Citizen's Service Delivery Charters in all colors. Thanks to the government for issuing this directive. The simplified one page document makes it quite easy to tell at a glance the relevance of a particular government department/organization to a citizen. It was quite clear that the public service institution has so much to offer to the citizens but a number of Kenyans are not aware where to get what service or worse still, the requirements for obtaining such services are not known to them. Indeed, a look at the various stands and exhibits therein was a clear testimony that our beloved country is richly endowed and frankly speaking the citizens only need a little bit of coordinated focus for significant development to be realized. Evidently, this event is such a necessity and should be hosted in all constituencies so as to create concrete awareness and understanding of government services and

Color and glamour at Public Service Week



Prime Minister, Hon Raila Odinga visits the KNLS stand during the Public Service Week.

operations to the citizens. This is the only way that citizens will be able to demand for better services from the government and hold their leaders accountable.

Among the exhibitors, was KNLS under the Ministry of State for National Heritage and Culture exhibition tent. Under the same tent was the National Museums of Kenya, National Archives, Department of Culture, Presidential Music Commission, NGO Board and Kenya Cultural Centre. The entire Ministry's tent was closely supervised by the PS, Dr. Jacob Ole Miaron. And when the Prime Minister (PM) was touring the various stands, our PS was there to ensure that the guest was taken through each stand to learn about the Ministry's activities. That is how the PM landed at the KNLS stand and keenly listened to the brief explanations about our services. The audio navigator captured the day when the PM took

the garget and listened to audio books as a Braille staff from Nairobi Area Library Mr. Njoroge (who is totally blind) explained how it works. It was awesome to briefly host the PM, who was escorted by our PS at our stand. During the three days, we were able to explain to citizens the services that are available at our libraries. It was quite fulfilling to see several citizens curiously interested to know how they could utilize KNLS facilities and services. This was also an opportune moment for us to explain to wananchi about the recently introduced minimal registration charges and available services. I can only say that according to my own opinion, the public service week was a success. So next time you find your library clients demanding for better services, it is because they know too well that: HUDUMA BORA NI HAKI YAO!!!

Heritage PS visits KNLS



PS, Dr Jacob Ole Miaron (in glasses) during his visit to KNLS.

The Permanent Secretary in the Ministry of State for National Heritage and Culture, Dr. Jacob Ole Miaron visited KNLS on 18th July 2008. The PS who was fairly new in the Ministry was on a familiarization tour of the departments and sagas that fall under his Ministry. He was accompanied by Mr. Said Athman who is the Culture Secretary, and two other senior officers from the Ministry headquarters.

The PS emphasized on the importance of teamwork and the need to place every employee under performance contract. He urged staff to set measurable targets and avoid delivering services haphazardly. He also encouraged staff to ensure that they acquire the necessary skills to deliver services professionally.

The Culture Secretary, Mr.

Said Athman emphasized on the importance of reading by acknowledging that the first verse that was ever revealed to Prophet Mohamed by Allah was "read." He said that the Kenyan public had largely become a listening society thus sometimes negatively reacting to whatever they are told irrespective of who tells them.

Such is what contributed to the post election violence that was witnessed in Kenya after the 2007 general elections. Mr. Athman challenged KNLS to ensure that Kenyans embrace the culture of reading so that they are able to analyze issues critically.

This will ensure that their decisions are not only based on what they are told, but what they read also. The PS concluded his visit with a tour of the upcoming Buru Buru library project.

BY CAROLINE NGACAKU

Public Service Week in Nyeri

In Nyeri, this year's event was held at the Whispers Park. The event was officially launched by Hon. Sam Onger, Minister of Education, and Joseph Ragut the Central Provincial Commissioner. Government departments, banking institutions, parastatals and national parks participated in the event.

The mystery of what services are provided by organizations provide was solved as they displayed some of their services and the staff answered questions from

the public. Nyeri KNLS library received quite a number of visitors at its stand and the main issues addressed were the introduction of the registration fee and provision of adequate and appropriate information materials.

The staff explained to the public that the minimal fee was mainly for improvement and maintenance of our services. The library users were in agreement that a little value to information makes one appreciate the services more.

Chinese corner at KNLS, Nairobi

A Chinese corner has been established at the KNLS Nairobi Area Library. This was as a result of enhanced relationship between KNLS and the Chinese Embassy in Kenya. The corner was officially launched on 13th August 2008 by His Excellency Zhang Ming, Ambassador of the People's Republic of China, Chinese Embassy-Nairobi. In his remarks the Ambassador stressed that despite having been in Kenya for only two years, he had developed great love for the country and was proud to be part of Kenya.



Chinese Ambassador, His Excellency Zhang Ming (left) presents a DVD to Mr Atuti, Deputy Director, (Admin and Finance), KNLS

He underlined the importance of libraries in the achievement of vision 2030, saying that libraries distribute knowledge which is the answer to Kenya's struggles. He described the library users as the "vision for Kenya." To beef up the Chinese corner, the Ambassador donated assorted books on economics and development, history of China, Chinese foods, Chinese people etc. He also donated a TV, DVD player and a computer.

BY NANCY NGUGI

Goethe institut does it again!

As it is a tradition, every year Goethe Institut, Nairobi sponsors a workshop for KNLS staff aimed at improving the library and information service delivery to the public. In July this year, Goethe Institut organized a workshop on: "The Role of Libraries in Promoting Democracy: Ensuring Free Access for All."

The workshop was officially opened by Mrs. Irene Kibandi, Director KNLS. A wide range of topics revolving around library, information and democracy were covered. One of the presenters Ms. Catherine Kennedy from South Africa, underscored the importance of libraries saying that: "Public library is the single most democratic institution in the community." In a public library is where the entire public meets ir-

respective age, social status, education background, gender, etc.

She challenged librarians to "go out and reach the people, and provide them with information instead of guarding the same in the libraries." Catherine also highlighted on the South African experiences in the Truth and Reconciliation Commission (TRC), something similar to what Kenya is grappling with. Some of the key points that Kenyans could learn from included:

- People must be willing to choose what to remember and what to forget
- TRC had the mandate to give amnesty upon full disclosure by the perpetrators
- Forgiveness instead of vengeance was the overriding factor
- There was time limit to ensure that the exercise was

not dragged for a long time.

Catherine challenged KNLS librarians to collate all the information and reports on truth and reconciliation and repackage the same for learning purposes and future reference. In closing, Mr. Eliphas Nyamogo who spoke on behalf of Goethe Institut Director thanked KNLS for the 7-year old partnership, which he said had significantly orientated him in such a way that he finds himself talking about KNLS "wherever he goes."

He encouraged librarians to learn foreign languages so that they are able to disseminate information presented in other languages. Mr. Nyamogo thanked the presenters and also challenged librarians to write papers for publication.

Workshop on serving print challenged users



Some of the dolls donated by FORCE Foundation for print-handicapped children

The FORCE Foundation sponsored a three-day workshop for librarians dealing with sight challenged persons. The focus was on how to provide services to print-handicapped readers in public libraries.

The workshop was designed as a Training of Trainers (ToTs) programme that would enable the participants to cascade the training downwards to relevant groups in their areas of representation.

The training which was conducted in October 2008 was facilitated by David Owen, Jenny Craven and Janice Maskort and was based on the theme: "Best Practices for Providing Services to Print-handicapped Readers."

FORCE Foundation also donated dolls for the KNLS libraries to be used by the visually challenged children. The dolls are designed with the six Braille dots that represent the alphabets and the numbers. The dolls are learning toys for the kids.

BY CAROLINE KAYORO

Serving customers outside campus

Librarians are facing the challenge of meeting the course related needs of students outside campus and other wide range of customers. Kenya has experienced a big increase in the number of off-campus students as a result of the more flexible registration requirements in campus.

With the explosion of distance learning from the year 2000, not just public libraries, but nearly all types of libraries are being called upon to provide educational support to meet these emerging needs.

Increasingly, adults are pursuing educational opportunities that are close to their homes and jobs, and they are more inclined to enroll in courses that are not tied to the conventional constraints normally associated with a traditional university experience.

With distance learning alternatives growing in popularity worldwide and academic courses being taught in a wide variety of formats and locations, librarians are constantly challenged to provide resources and services to students and faculty who are frequently far removed from the main campuses. Off – campus customers include – distance education students, e-learning, correspondence based students, school-based program students, campus students on vacation and the general public.

While the library as we know will continue to exist as a brick and mortar facility, its services and resources will change, and the conception of the library must change also.

Buchanan (2000) rightly argues that the library's role in instruction



Heaps of books undergoing processing at the Collection Development and Distribution Department

is assuming a newfound importance in our information-laden environment, and critical research skills and strategies are more important now than ever.

Library services and resources are changing, and with the growing number of distance learners, the library must evolve into a proactive entity reaching out to students instead of a passive entity, awaiting visitors.

Public libraries are the only institutions that help foster (self or continuing) education among the members of their communities. To some, the role of

the public library was “to serve as a supplement to the public school system” (Lee 1968, 90).

This notion of the public library as a kind of “people’s university” subsided as compulsory school attendance became the norm and the general educational level of the population increased.

As Lee indicated “The educational objective gradually changed its emphasis from helping adults to make up for their lack of formal schooling to encouraging all adults to use their leisure creatively and . . . to educate themselves continuously” (Lee 1968, 93).

Role of KNLS in serving off-campus customers

KNLS recognizes that information is a basic commodity in everyone’s life. KNLS therefore wants to ensure that the services they provide are responsive to the need of the general public at large and are always willing to meet the challenge of tackling new emerging needs and trends e.g. setting up multi media units, library automation, camel & donkey libraries and community based libraries among others. KNLS is open to all individuals regardless of age, tribe, race, religion, nationality, physical status, social and political views. Campus students therefore comprise part of KNLS customer base. KNLS currently has 48 branches spread throughout the country. This gives KNLS the advantage of serving a wide area. Many off-campus students are using KNLS branches as these are the only libraries within their locations.

Challenges faced by KNLS: The off-campus students are now posing a great challenge to KNLS. This is because the KNLS librarians are not equipped to meet the kinds of demands being placed on them by college students. The students’ information needs inevitably increase the strain on KNLS branches, as these “library-less” students struggle to get research materials which normally accompanies any type of college-level study. KNLS being a public library serving a wide range of customers may not specifically meet all the students’ needs. This challenge however, would require proper co-operation between KNLS and the Universities.

Possible avenues of co-operation and partnerships

KNLS and University librarians should look for ways of co-operating in order to serve the students effectively. There are various activities that can foster proper working relationships between KNLS and the Universities.

- **Staffing:** Competent library personnel can be assigned duties in planning and providing library resources and services and in ascertaining their continued adequacy. A new professional position, Coordinator of Off-Campus Library Services may be introduced to facilitate co-operation between KNLS and the Universities.
- **Sharing resources:** Universities can spend some money every year on the purchase of relevant information materials to support the programs of the various courses on offer. These information materials would be stocked at the various KNLS branches and made accessible to the students. Further consultations can be made to determine whether these materials should be KNLS property or the University libraries'. In a public library in West Georgia, the University has established a collection, numbering nearly 10,000 volumes which are housed in a special section of the public library, completely open to borrowing by their patrons.
- **Online databases:** KNLS has already subscribed to various databases and these are available at the National Library Division, Nairobi. It would be useful for the universities to provide and place a workstation at the KNLS branches of interest to them so that students could access at least one database which is on academic level. This opens a door of sharing computer resources.
- **Processing of information materials:** The different libraries could look into ways of enhancing standards in cataloguing, classification, indexing and abstracting to facilitate easy sharing of resources. This may include considering ways of developing a union catalogue for co-oper-

ating libraries and making it available through the Online Public Access Catalogue (OPAC).

- KNLS and the University libraries need to develop off-Campus Service policies that will require that external degree students try to meet their needs at one of the co-operating libraries near to them. This will require developing special relationships and formal agreements that must be fully utilized. A written agreement can enhance the association between the co-operating libraries.

Resource sharing through library co-operation becomes especially relevant if one considers the cost involved in serving off-campus students, a cost which in fairness should be borne by the college or university which is collecting tuition fees from these students. Through co-operation with KNLS, these services can be heavily subsidized. The goal of every university should be to provide library support for a distance education student which is equivalent to that available to an on-campus student. Consider what the university would save even in terms of staff.

Conclusion

The challenge to all librarians is to ensure that a customer is no longer necessarily required to drive long distances to reach the campus library or any other library. Instead, the library is "delivered" to the individual's own neighborhood. As more and more research materials become available on-line in full-text, either on the Internet or through state or regional initiatives, it is very possible to imagine that at some point the demand for specific off-campus library support will no longer exist. For the foreseeable future, however, these easily overlooked students are out there, and they still very much need and deserve our help. It is our responsibility as information providers to figure out how we can best serve them. The library can make distance learning either a most pleasant or most distressing experience for off-campus students.

KNLS celebrates National Heritage and Culture Week

KNLS joined other ministry departments and sagas in celebrating the national heritage and culture focus week.

The celebrations, whose theme was "Promoting Social Cohesion, Economic Growth and Peace through Cultural Diversity", were held from 9th to 17th October 2008. The celebrations were programmed in such a way that each day a specific department/ saga had some

highlights on which the Ministry was focusing on.

For KNLS, our highlight was the launching of the library software at Nairobi Area Library on 15th October 2008. The function was presided over by the Dr. Jacob Ole Miaron, Permanent Secretary in the Ministry of State for National Heritage and Culture.

The PS decried the negative connotation that has been at-

tached to culture in Kenya and other African countries, and also the absence of culture in economic development. The PS challenged the KNLS staff to comprehensively familiarize themselves with ICT since the library users view them as experts. KNLS staff were also encouraged to visit other Ministry departments and sagas so as to gain useful understanding of what happens in the entire Ministry.

Crime in libraries has been a big problem. Incidences of crime include mutilation, defacing, book theft, vandalism, non return of books, indecent social behavior and disorderly conduct, employee dishonesty, pilfering of books and arson.

At times they include assault to both staff and library clients. Most crimes in the libraries are hidden (unknown), while most of the known ones are selectively not reported due to:

- Administrators may feel that they might be perceived as unable to maintain a safe and efficient institution.
- Others are not reported because they are not defined as crime eg. missing books might be labeled as long overdue rather than stolen

The problem of crime could be minimized or even prevented by use of security devices and programs that range from simple smoke detector and locked storage room to the more sophisticated book theft detection systems, intrusion alarms and closed circuit television. The more expensive the program, the less likely it is that the library will have crime. Protecting a public institution involves securing several possible weak points:

1. Property lines
2. Possible entry points
3. Interior space (both general and specific)
4. Multiple points

Property Line Protection (PLP): This refers to security measures that act as a physical or psychological barrier to the property itself. This does not keep people out completely, rather it defines the property line.

However, care should be taken so that other security and professional issues are not detracted. For example, whereas high or solid fences or walls may lead to easy surveillance, modern trends of information institutions demand an open inviting environment. Thus the perimeter security should be de-

Crime includes mutilation, defacing, book theft, vandalism and non return of books among others



A closed circuit television (CCTV) security surveillance camera is a vital tool in cutting crime in libraries.

BY PATRICK M. MUTTA

Crime prevention programmes in libraries

signed in a way that the building is not concealed but inviting to potential users.

Protection of Entry Points: These should be extended beyond normal entry sites such as doors to include all possible entry points as follows: windows, fire escapes, vents and ducts. The door is the most common illegal entry point. Special attention should therefore be paid to locks and door hinges. Areas with exceptionally valuable or sensitive materials should have some type of access control – card keys will restrict unauthorized personnel and provide a record of all legitimate entrances & exits.

Protecting the Interior Locations: Securing the interior of the library should focus on both a general type of protection as well as a plan for specific critical areas. Internal protection is important as those who are in the building during working hours are secured. Other programs need to be considered for interior protection – both exterior and interior should be adequately lighted.

However the presence of a guard augments the use of closed circuit surveillance. The guard monitors the system as he/she performs other duties.

Multiple Point Protection: Security programs are most effective if most (all) areas are protected. Closed circuit television (cameras) can be extended to almost any location in or around the facility. Security personnel posted to give adequate coverage in all the areas. Security guards should be thought of as a crime prevention component of a security program.

Question: How best is your institution secured in readiness to avert potential crime?

BY DORIS WAIRATI
Junior Library User

A bumper benefit from the library



Doris samples books at the junior library section in Nairobi

I started visiting the Kenya National Library at the age of twelve when I was in class seven. As a girl, I kept on facing challenges in life. My most dreaded obstacle was that I could not find enough time to do my school work or private reading efficiently until my parents' inspiration to attend the library took course.

I gained interest and since then, I could be given the fare to come to the library every weekend. But the encouragement I got from my friends who were also library users boosted my spirits as some of them used to walk all the way from Dandora to the library at community for about 20 KM. To spare time for the library actually needs a no mean determination and devotion but after growing the interest, it becomes sickening to play part in the absenteeism game.

At first, I took it as a hobby being under blanket of what the benefits concealed. I specialized on story books and at times I would peruse through the legendary newspapers especially the Wednesdays and Fridays which have more stories. I like this and my greatest happiness is when I find a mythic narrative. This has highly made me pull up my socks.

Together with my friends we enjoy that team spirit and this has made me develop a proper personality and self confidence with admirable authority. The librarian in charge has really been of great help. At times she would come to my aid on choosing the most hilarious and humorous books. Discussing the themes and characters has enhanced my knowledge and comprehension.

Balancing this with the heavy task in my class work has not been a soft acceleration but a fishy game somewhat. I have my personal time table which I give a hawk's watch at. It's amazing that from a dwarf and shy chubby girl, I am now fluent, advent and uppity young lady who can stand before a sea of humanity and address a serious issue with such strong personality and courage without a shaky tone. I now feel revitalized grammatically and the actual testimony is the way I write composition with great enthusiasm and relish.

My aim is to be the greatest Lawyer world wide if only my dream could come true. I therefore put an elephant urge to my age mates to join us at the Kenya National Library Service to exploit the available resources so as to unlock the hidden locks of knowledge and ladder up in the focus of a greener and flowery tomorrows' Kenya.

Library a cheaper option for learning materials

BY NANCY NGUGI

Doris Wairati is a regular user of our Nairobi Area Library. She recently did her KCPE having been a student at Joyvilla Primary School in Dandora. Doris attributes her positive reading culture to her mother, Mrs. Esther Ndinda who is also a leisure reader.

During a conversation with her, Esther who is a former teacher said that she found books to be very expensive and therefore thought of joining the library so that she could get books for her children to read. During the school term, her daughter Doris used to visit the library on Saturdays (sometimes in the company of her mother) to read and borrow books. If she completed reading the books before the weekend her mother would return and borrow some more for her.

Esther says that she encourages her children to read because she knows that reading builds one's curiosity to know more.

Doris appreciates that through regular reading, her language and general performance in school had improved. She has also managed to encourage some of her colleagues to use the KNLS library. Mama Doris affirms that "parents play a major role in encouraging their children to read."

Esther and Doris met with the Director at the Nairobi Library on a Saturday when the two had come to borrow books. After a brief talk with the Director Doris expressed that she would like to write an article on how she had benefited from using the library.

BY NANCY NGUGI

The uneducated treasure the value of education

This was evidently displayed by a 63-year old man, Mzee Jones Kasyula Kilonzo at a Children Reading Tent (CRT) held at Mlutu Primary School in Kitui Central District.

The CRT which was fully sponsored by National Book Development Council was attended by 200 students and 20 teachers from ten participating schools. Mzee Kasyula has been the Chairman of Mlutu Primary school's Management Committee from 2002 on parents' demand.

During the CRT, the school's Headmaster introduced us to an old quiet man as the chairman of the school. Looking at him, one would want to speculate as to what qualifications are needed to be eligible for primary school chairmanship.

It's not until he begins to talk that you really wish there were such focused men and women in every village, because then, people would be guided by their conscience rather than their feelings, which more than enough times, are misleading. Mzee Kasyula, who has a problem on one of his legs walks with a little difficult with support of a walking stick. But this does not deter him from being actively involved in the development of the school.

He is quick to say that he appreciates the honor that has been bestowed to him by parents through



Mzee Kasyula presents a book to one of the winners during the CRT as Mrs Mugambi of Nairobi library looks on.

their insistence that he remains their school's chairman. Mzee Kasyula has positive words about the headmaster of the school, Mr. Kilele (appointed the H/M of the school in 2003) whom he says that together, they share the same vision for the school and this makes work easier for both of them.

On his achievements, mzee Kasyula says that he has spearheaded the renovation of the school, which was built in 1946.

Mzee Kasyula thanked KNLS for organizing the event for school children saying it would encourage them to read more.

He explains that when he was first appointed, children used to pass through gaping holes on classroom walls but all that has now been sorted out through renovation.

He has also managed to oversee the improvement of student's performance. Mzee Kasyula clearly enjoys doing what he was appointed to do.

This commitment could possibly be traced back to his employment days. With his limited education, Mzee Kasyula rose to the position of Head supervisor at the Kenya Ports Authority where he worked from 1968 up to 2001 when he retired.

However he is quick to appreciate that things are now different and he knows too well that today, it would be unthinkable for anyone to rise to that level without sufficient education. Mzee Kasyula paid tribute to KNLS for organizing such an event for school children saying that it would encourage them to read more.

He appealed to KNLS to consider organizing more of such events in the area, saying that it pains him deeply when he sees children refusing to read even with all the facilities available to them. Good job Mzee Kasyula and may God reward you for your good work.

Young readers in a library.



BY DOROTHY IRERI

Lobbying for public libraries in Kenya

With fizzling budget, libraries are being asked to develop new skills in marketing, fundraising and lobbying in addition to the traditional skills required for information management. It is therefore important that libraries come up with well thought out strategies for fundraising and lobbying if they have to survive in this era of great competition and information explosion. For them to be able to offer information services to all, they have to lobby for the support by all the key sectors. Some of the challenges that could be addressed through lobbying include:

- Inadequate funding
- Poor infrastructure i.e. in terms of buildings, electricity, ICT and other resources.
- Poor reading culture
- Low level capacity building
- Lack of political will for library development
- Absence of an overall coordinating body
- No accurate and current database

- Limited access to policy makers
- Remote appreciation of the value of public libraries by the opinion leaders
- Competition in government funding
- Obsolete and non-existing legal frameworks

Why lobby?

- Lobbying is a democratic tradition- the act of telling our policy makers how to write and change our laws is at the very heart of our democratic system. Its is a better alternative of tyranny or revolution
- Lobbying helps make real solution- people thinking creatively and asking their elected officials for support can generate innovative solutions that overcome the root cause of a problem.
- Policy makers need your expertise- you know your problems first hand
- Lobbying helps people- every thing that goes into lobbying

eg, the research, the strategy, planning, the phone calls and visits- will help fulfill your goal.

- Lobbying advances your cause and builds public trust. Building public trust is essential and lobbying helps you gain it by increasing your organization's visibility.

Steps for lobbying

- Identify specific goals- what is it that you want your legislators to support.
- Identify the appropriate target- who are the people you intend to lobby
- Decide on the method to employ when lobbying
- Decide on who should take what action in the organization. There is a theory about persuasion, 'people like listening to people who are more like them. Therefore, if it is approaching the legislators, people of influence in the organization should be used.

Below, Buru Buru Library undergoing final touches in October 2008. Inset, a model of the facility.



Pictorial



Librarians from Korea pose for a photo when they visited KNLS on their way from 2007 IFLA Conference in South Africa



KNLS Director poses for a photo outside one of the rural libraries in the US during a tour.



KNLS board members at the KCB learning Centre when they attended a seminar in June 2008

Pictorial



Moi University Information Science students during their recent visit to KNLS library, Nairobi



Permanent Secretary, Ministry of National Heritage, Dr. Jacob Ole Miaron signs the visitors book at KNLS, Nairobi when he officially launched the library software. Looking on is the KNLS Director Mrs Irene Kibandi.



Readers at the junior library section



Officials from Computer Aid International (centre and right) are taken on a tour of the library by Mr Atuti.



An official from the American Embassy, Nairobi (second right) with a librarian from the US (right) in a discussion with Mrs Ngovi (Deputy Director).

Research on adult reading

The field of reading has been studied in many different ways. Apparently, all the investigations have something of interest for the librarian, whose major stock in trade is books even in this audio visual age. We are warned that librarians are soon approaching the paperless society. This article assumes however that the most pertinent studies are those which are concerned with the “sociology of reading” and which address the question: Who reads what, and where does he/she get it, and how does it affect him/her? The first scientific studies of reading which began to appear in the middle of the 19th century, were focused on different set of problems. They were concerned with the reading act as a physiological process translating to the charting of eye movements, the noting of pauses, the blinking or up movement or span of attention, as related to reading speed and comprehension.

By the third decade of the 20th century the scientific findings of these psychological investigations were applied to the question of: efficient pedagogical method, refinement of reading tests, experiments in teaching techniques and the exploitation of reading readiness, speed, growth and skill in relation to the psychological processes connected with the reading act. The earliest studies of the sociology of reading were concerned with the general rather than specific aspects of the problem. In other words they were interested in gaining some basic knowledge about readers and reading in broad terms, in knowing something about the average and the norms before turning the attention to total picture. Thus, we saw the importance of describing the “who” in the basic question above, but identification of the reader based on the characteristics most readily ascertained objectively.

Demographic variables such as gender, age, education, occupation and marital status have been used to answer census-like questions. For example, how do readers differ from non-readers? What are the characteristics of the person who reads? Who is more likely, in any community to be a regular visitor to the bookshop, borrower from the library, user of other print media? The variables can be easily identified in a personal interview or checked quickly on a questionnaire within the outlined parameters to give

us a fairly accurate description of the reader. From a general perspective, it may be said that: education is the most important influence on reading behavior no matter the gender, age or economic status of the reader; the younger adults read more than the older ones; the upper middle income groups read more than the lower income groups; women are more likely to read for recreation; and that men are more likely to read for professional and vocational reasons. No matter how the question may be approached, the same findings are likely to emerge.

Some outcomes of reading can be established. The effectiveness of reading done for an instrumental purpose as when one follows recipes, instructions and guide to specific behavior, can be demonstrated by putting the instruction into practice, a successful cake, or home made dress produced on the strength

Education is the most important influence on reading behavior no matter the gender, age or economic status of the reader; the younger adults read more than the older ones; the upper middle income groups read more than the lower income groups; women are more likely to read for recreation; and men are more likely to read for professional and vocational reasons.

of recorded directions furnishes evidence that the marker has read and understood. The comprehension of reading done for school assignment can also be measured by the specific factual content. In other words, reading which leads to an overt act or to the memorizing of an objective piece of information is most inclined to the investigation. Some of the sociological studies centered in the effect of reading and other activities of communication upon political behavior mainly because in the act of voting we have tangible evidence of attitude and interest which can be traced to written and spoken sources. We have therefore learnt that readers of political materials read in line with their predispositions that they select the arguments which support established beliefs and that they are most likely to remember and accept the point which occur most frequently.

However, remembering past things is not a campaign oratory, and its influence is not reflected in a specific act, like voting, which can be observed at a definite time and place. Nor does the reader of Tolstoy, Proust, or Hemmingway consciously turn to such literature in order to change his mind or to reinforce particular opinions already held.

Yet this mind may be changed without his becoming aware of it, and it is this kind of reading which broadens one, makes him more capable of understanding, gives him wider horizons, or sharp-



A book for everybody. Children in a reading activity during a CRT in Kitui

Board allocates funds for CRTs

This financial year, the Board has allocated a budget to 25 branch libraries for organizing Children Reading Tents (CRTs) in various parts of the country. In addition, National Book Development Council (K) has sponsored four CRTs since July 2008. NBDC (K), which draws its membership from players in the book industry, has been a great supporter of KNLS in organizing reading campaigns. Lately, NBDC (K) has been focusing on less fortunate communities in Kitui and Mwingi Districts.

The aim of CRTs is to increase and sustain literacy through promotion of reading, by providing accessible and relevant reading materials to the children. Some of the objectives that these events are geared towards achieving include (but not limited to) the following:

- Inculcate positive reading habits in children and youth as a way of life.
- Develop skills in literacy and information seeking among children and youth.
- Enhance individual confidence through various presentations and question-answer sessions.
- Promote proficiency in language use through speech and writing.
- Promote creativity through moulding and modeling.
- Ignite the teachers to pursue the possibility of establishing and/or improving school libraries.
- Promote excellence in the children's academic performance.

16 Adult reading patterns explained

ens his awareness. Consequently, the librarian must be ready to study the specific reader either in the very act of a particular reading, or through an analysis of all his reading over a period of time, in order to follow through on the implications for his behavior, attitudes and personality development.

It is a commonly held view that addiction to ra-

dio, TV, films in young people may lead to mental laziness that may affect them like a stimulus which has been administered in larger quantities to produce the same kick. For the case of young readers what happens to the ability of the book to reach the child after he has been staffed with a diet of science fiction, crime stories and similar TV fare?

BY P. M. GITAU

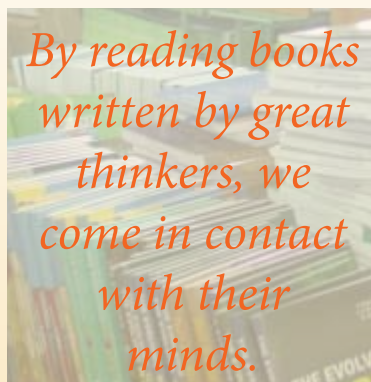
Deriving pleasure from reading

Some people get pleasure from picnics and tours. Others like to discuss various topics and find pleasure in it. Reading of books provides us with unique pleasures that we do not get from any other activity.

Books contain the best experience and thoughts of their writers. Writers put in their books not only their own ideas and feelings, but also what they observe and find in society. Books reflect the condition of the time in which they were written.

By reading books written by great thinkers, we come in contact with their minds. Books enable us to know the best of different countries. Thus, for us to keep abreast with the great minds of all ages, we must read books.

When we are alone, books are our best friends. They entertain us in our spare moments. Good novels, books on poetry and short stories give great enjoyment. At times we become so absorbed in books that we forget even our oth-



er important engagements. Loneliness is no trouble for a reader.

If we are in a cheerful mood, our joy is increased by reading. When we are in a depressed and dejected mood, books console and soothe our troubled minds. They provide us with the best advice and guidance in our difficulties. Indeed, books are our best friends as they help us in our need. Books such as the Bible contain grains of wisdom. They give us sound moral advice. It is through the reading of good books that our character is developed and elevated.

A man cannot remain in touch with the changes in his

own country, or in the whole world, without reading the latest literature. One who wants to be respected in cultured society must keep himself well informed.

Good magazines, newspapers and other books provide us with valuable up to-date information. It gives us great pleasure to feel that our knowledge is up to-date. We get great satisfaction when we are well-informed and capable of adjusting into any educated society. Reading of good books is the key to the store-house of pleasure.

Bacon, an English Author once said that reading makes a full man. No one can question the truth of this saying. But we cannot achieve the full advantage of reading if our choices are not good.

While some books are good, others are harmful to the readers. Cheap books, not in cost but in contents, should not be read, even if they provide some amusement and entertainment, it is the reading of good books alone which bestow upon us the maximum benefit.

BY NANCY NGUGI

Has behaviour really changed?

Until now, majority of Kenyans do not yet know their status.

After more than a decade of awareness creation about HIV & AIDS, it is like a majority of Kenyans have not changed their behavior.

This could be evidenced by the preliminary results of a recent survey on HIV & AIDS which revealed a three per cent rise in prevalence rates. It is like the donor funding that Kenya has enjoyed over the years has not helped much.

We have been overwhelmed with so much information until we have become so familiar with the subject. This subject is no longer scary the way it used to be in 90s. But frankly speaking, funds will not achieve much until we all start looking at HIV & AIDS with the seriousness it deserves.

The starting point should be by deliberately know-

ing our status. Until now, majority of Kenyans do not yet know their status.

The importance of this is that once you know your status, you might be able to determine how to live henceforth.

With information that we already have acquired, we know that whether one is positive or negative, there are options.

If positive, accept your status, seek professional and medical attention and live positively and responsibly. If negative, take the necessary precautions, understand that you could as well be a candidate for HIV & AIDS and live positively and responsibly. It all rests on an individual. Are you ready to change? It is no longer us but I!

BY CAROLINE KAYORO

Staff motivation is instrumental to service delivery

Library and information centres are very much like commercial companies when it comes to customer care, in that both have external and internal customers. It is impossible to satisfy the external customer when the internal customer is dissatisfied or unhappy. The internal customer here comprise of the staff. Motivation simply involves satisfying the internal customer. Managers at all levels therefore need a little understanding of motivation and behaviour. It is important to recognize that every employee has needs. These will vary, not only from person to person, but from time to time with each person. A manager can only effectively meet set targets after understanding the needs of the staff working directly under him/her. After all, no matter how astute the management skills and however artful the political skills of the manager, unless he or she can deliver the goods when results are needed against deadlines, he/she will not be considered effective. Motivation is an important aspect of management especially nowadays because of ideas such as 'delaying' and the 'leaner, flatter' organization which became well known through Peters and Waterman (1982) in the 1980s. Many organizations including libraries have turned to contracting. On one hand, external suppliers are called upon to supply some services which were previously provided internally. On the other hand, organizations are shrinking. Public sector organizations have reduced in size. The challenge to managers is how to motivate the leaner staff when there is more work to be done whereas the remuneration remains constant even in the face of rapid inflation. According to A.H Maslow (1970) theory of human motivation, there are five levels of need:

1. Physical needs: these are often associated with bodily comfort. It is therefore important for the manager to take into account such matters as comfortable room temperatures, the freshness of the air and the adequacy of ventilation, levels of lighting, decoration and canteen facilities. Some of these are a real challenge to KNLS because of inadequate working space in some offices.

2. Security needs: security is a basic need for most people since it applies to both employment and to home life. Managers must bear in mind that to exercise disciplinary control through threats may well be self-defeating since these threats will attack the basic need of security.

3. Social needs: these include such things

as acceptance by fellow workers and integration into the informal structures of the organization.

4. Esteem needs: these cover not only how individuals see their own role but also the perception of how others see them. This need can be recognized by offering criticism only in private but giving praise in public.

5. Self-actualization: or the need to realize one's potential. Training, education and promotion all play their parts in this need.

The manager should strive to seek ways of satisfying the above needs for every individual in order to maintain a conducive working environment. It is im-



KNLS staff attend to visitors at the Public Service Week.

portant to take note that every individual is unique in a special way. No two people on this earth are exactly the same. We all react and respond differently. It is not wise as a manager to give 'blanket' treatment to all staff. A basic understanding of what motivates each individual helps a manager plan the right approach. It is also necessary to understand the following four main temperamental characters when dealing with staff:

1. Choleric: these are people with hot tempers. They are irritable and get angry quickly. They are fast thinkers, demanding and go-getters. They have no patience with slow people and always want to be in control. They are generally extrovert people and take interest on anything around them.

2. Sanguine: These are people who are habitually hopeful, optimistic, confident, always smiling, friendly and expect things to go well. They make good company and are usually outgoing, humorous and generous.

Importance of customer service

What is Customer Service? It is the act of meeting the needs and expectations of customers. For effective service, three basic rules have to be embraced concerning the customer.

- Know more about the customer than your competitors do.
- Get closer to the customer.
- Emotionally but carefully connect with the customer.

Combining these three actions will give you the single greatest competitive advantage in your field of operation. An old adage "Customer is the king", gives you the reason to be in business. The essence of good customer service is to maintain old customers as well as attract new ones. Customer service starts at every point of interaction between the service provider and the customer. Place and time where quality service is delivered provides an opportunity to enhance or damage the business reputation. How you treat customers the very first time will determine your further relation with them.

Remember:
You never get a second chance to give a first impression!

Staff motivation vital at the workplace

19 egory of people is usually quiet and thoughtful. They are reserved and always appear to be pre-occupied with thoughts. They are introvert people and are more interested in their own feelings.

4. Phlegmatic: These are people who are slow in decision making and take things for granted. They never want to offend anybody and are keen to please everybody.

No single character above is the best for anybody. Staff should be encouraged to practice temperance and moderation of all the characteristics of various characters. Generally it is important to involve people in decision making and to take all opinions into account.

This helps to create an atmosphere of trust, harmony and co-operation. When a staff is unable to perform, the manager should first check out the training programme before accusing the staff of poor performance.

Some managers are notorious for not giving clear instructions or expecting staff to perform tasks without clear guidelines. Managers need to understand that even with adequate training some staff can still perform certain aspects of tasks faster and better than others. This is where the manager must learn to balance the art of job distribution.

However, in spite of all the care and attention, there are still some staff who will continue to cause problems. This may be because they were selected for

Staff should be encouraged to practice temperance and moderation of all the characteristics of various characters.

some sense of grievance and are therefore being obstructive or they may just be unable to handle certain tasks. The manager in this case has clear responsibility to give adequate warnings as to future conduct, ensure further training is given, and follow this up with written warnings. Staff must realize that with the shrinking budgets and leaner staff in most public sector entities, they have to be prepared to turn their hands to the whole range of tasks.

KNLS managers require leadership skills to influence and motivate others to behave and do certain things as directed.

Leadership styles are influenced by special skills and capabilities called personality traits. These are distinct qualities or characteristics of a person that include leadership capabilities, personality and acumen. Some people have more of these traits than others and thus they become better leaders. To be effective in leadership, one should be:

- Persistent
- Self-confident
- Strong willed
- Able to influence others
- Able to make decisions promptly

All in all it is important to always appreciate staff and show them with praise when they perform well. Everybody needs a little encouragement every now and then.



An interview with Mr. P. M. Gitau, Librarian – Kisii

- PRO** What do you consider to be the greatest quote you have read?
- Munyua** There is nothing free that last forever “Sidney Sheldon”
- PRO** Can you please share an aspect of your life that has changed as a result of books you have read.
- Munyua** I was a naughty boy at the beginning but after reading a lot of motivational books, I changed and became responsible and forward looking.
- PRO** What reading habits can other people emulate from you?
- Munyua** Reading late at night and during my free time.
- PRO** Are you or have you ever been a member of a reading club?
- Munyua** I have never been a member of a reading club but I love reading books especially fiction literature, history, geography and religious books. At form II in Secondary school, I had read all the James Hadley Chase novels and African Writers series at that time. Later I came to know about the existence of Kenya National Library Service. I registered as a member and I was able to get a variety of books. I never knew that I would end up working in the same organization some day.
- PRO** What are your hobbies
- Munyua** Designing and planning
Listening to gospel music
Poetry
Watching football
Flower gardening
Composing stories based on reality
- PRO** What do you read for leisure?
- Munyua** Apart from newspapers, I like reading magazines on family life.
- PRO** What sacrifice have you made to be where you are today
- Munyua** I have sacrificed some sleep and merry making events and luxuries
- PRO** Do you have a principle by which you live?
- Munyua** The sky is the beginning and there is nothing elephant
- PRO** What do people admire in you?
- Munyua** Simplicity and high thinking, I can dream a dream and pursue it on a very serious note.
- PRO** What does your job involve?
- Munyua** Leading from the front
Talking through actions
Listening to people’s problems
Providing information
- PRO** Who are your role models?
- Munyua** Jesus Christ: He gave up his life on the cross for the salvation of many
Francis of Asisi: Used to preach to people through walking actions in the streets.
Walking down the street though in deep prayer
Abraham Lincoln: Determination
Peter the Disciple: He was always ready for battle
King David: He was a man of war against God’s enemies
- PRO** What do you consider as God’s purpose in your life?
- Munyua** To witness to people about Jesus Christ and winning souls for the Kingdom of God
- PRO** What is your Mission
- Munyua** To do what I must do here in Kenya to my very best for the Kenyans - for the future of the country and for the glory of God.

BY AUGUSTINE RONO

Defining information

Information, like beauty, depends on the eyes of the beholder. It has no intrinsic values in itself: value is conferred by the user. Until that happens, what we have is only raw data: ideas, facts or figures, a book on the shelf, an article in a journal, statistics on a page or a picture on the wall. Information is not knowledge or intelligence by itself.

To convert information into intelligence, we need to analyze, interpret and apply it in order to solve problems, effectively confront challenges and opportunities as well as make appropriate decisions or conclusions. Experts posit that within an organization there are attitudes and approaches which can reduce or nullify the value of information for the recipients i.e.

1. Apparent Priorities: Conflict between the individual's personal priorities in a time frame and that of the organization.
2. Fixed Ideas: A person with pre-conceived ideas can do as much damage as the ones who will not risk a change of direction for fear of being seen to be weak or inconsistent. Information should always cater for alternatives.
3. Communication: Lack of the right information at the right- time probably accounts for many howlers and misunderstanding will account for many more.

BY NANCY NGUGI

Reading is romantic

It was on a Wednesday morning (7th August 2008) as I listened to a vernacular FM station. The guest speaker in that morning show was KNLS Director, Mrs Irene Kibandi. She had been invited to talk about libraries and the importance of reading.

I was so tickled by the Director's response to a statement made by the presenter indicating that the explosion of ICTs had made it possible for people to read electronically without having to read books. The Director passionately emphasized the need to engage with printed materials.

That is when she explained that reading a book, a magazine, newspaper etc. "is so romantic" and cannot in any standards be compared to elec-

tronic reading. She went on to clarify that when you look at, turn and feel the pages of a book, you actually "fall in love" with it to the extent that you can make quick references.

I found myself agreeing with her that this results to intimacy and that is why you find most avid readers admitting that they don't share their books with anybody.

In comparing a book to a friend, I got a quote from one of the Timau library committee members who said: "when reading a good book, you are in the company of the best brain."

When you are lonely and especially in a foreign land, a book and therefore a library, is the best companion." Are you lonely? Find your choice of friendship in books!

“When reading a good book, you are in the company of the best brain.”

Customer service

20 Truths about Customers

Some of the basic truths about customer service have been identified through research and they include:

- Customers will tell their friends about fast service offered by friendly and helpful employees.
- One unhappy customer will tell at least nine others, 13% of unhappy customers will tell at least twenty others. 90% of dissatisfied customers never complain and 90% of dissatisfied customers never return. How many customers do you loose on the first time interaction?
- Focus your business around customer satisfaction. Be the service provider of choice by providing service that meets the requirements of the customer. Remember that in a competitive environment, a customer will not put up with second best.

Elements of Customer Satisfaction

- **Reliability:** fulfill promises, continuity of staff and consistency of performance.
- **Assurance:** Ability to inspire trust and confidence.
- **Tangibility:** Physical manifestation of professional service delivery.
- **Empathy:** Practices that suggest respect, caring and personal attention.
- **Responsiveness:** Willingness and readiness to help and provide timely service.

Remember: You never get a second chance to give a first impression!

BY B. O. MBORI NYILIMA

Ten things that make a good manager

Management experts argue that good management should be guided by some key principles which include the following:

1. **Acknowledge your Staff**
When a member of staff does a job well, acknowledge him or her for it. Do not let an opportunity to praise a piece of good work go by.
2. **Never humiliate a staff especially in front of his/her colleagues**
If you are annoyed with someone on your team or they have done something wrong, play it cool especially in public. If you humiliate someone, they will hold a grudge against you and work will suffer too.
3. **Create a culture where mistakes are okay**
If you do not make mistakes, chances are you are not stretching yourself. If you allow your staff to feel that mistakes are part of reaching new heights rather than something to feel bad about, then they make more risks on your behalf.
4. **Remember personal details**
Take time to know your staff – who they are, who is important in their lives etc. Be interested in them as people not just as workers.
5. **Do not hide behind your position**
Be human and friendly with your staff. That way you'll all be able to support one another when things are tough.
6. **Be approachable**
Allow your staff to feel that they can come and talk to you about sensitive issues, work difficulties etc., and that you will respect them and not hold what they share against them.
7. **Admit your mistakes**
If you get it wrong say so, managers do not have to be infallible. Your staff will respect you more if you are able to admit your mistakes and then set about sorting your solutions.
8. **Listen in such a way that your employees will talk to you**
Often people feel afraid of or intimidated by management. Let your staff know that you are willing to listen to what they have to say and that they are important and worthy of your time.
9. **Be clear in your request**
It is your responsibility to ensure that people understand your request. Communicate clearly and often ask if people have understood what you are asking for.
10. **Treat everyone respectfully and courteously at all times**
Everyone is valuable and deserves respect. A manager is only as good as how he or she treats the people in his or her team.

BY NANCY NGUGI

Corruption eradication

Have you noticed the obsession by which various organizations are marking their compounds and offices as corruption-free zones?

Conspicuous billboards have been raised to send this message into the heads of anyone who steps into the compounds.

All this has been in an effort

to eradicate corruption. While this is commendable, it is disturbing to note that most of the corruption cases that we read or hear about glaringly take place either behind or in front of these pronounced notices.

Which brings me to the question: is it the areas/offices that are corrupt or the human

beings working in them? Actually, it is the individuals. Unfortunately or fortunately, it is a personal commitment to declare oneself a corruption-free area.

Nobody can be a hundred per cent sure about the corruption or non-corruption status of another person. Are you a corruption-free zone?

BY NANCY NGUGI

Your road map to success

Success is not an event but a journey which is worthwhile and continuous. It is an on going process. It is a positive result of steady forward movement. Experts concur that there are various steps that lead to success.

Step 1

- Have self confidence in yourself and in your powers and abilities.
- Know your goals – Make a list of what you would want to achieve in life and make a plan on how to get there.
- Put the power of prayers into practice - use your own simple language when talking to God.
- Never use a negative thought in prayers. Only positive thoughts get results.
- Ask God through His Grace and Mercy and Love to help you do your best.
- Have faith in God and yourself. Faith contains dynamics to keep one going when the going gets tough.

Step 2

- Talk to people/mentors who have succeeded in life. People who are open minded and willing to assist. Be sure of the person you talk to, as some may be out to discourage you.
- Have a conviction that you can do it. Conviction is the unshaken confidence that the goal is worthwhile. It is the driving force that will push you to succeed.
- If you think of an obstacle think about how to break it. Get down to it. You should know that “If the Lord is on your side no one and nothing can be against you.”
- Think positively. Practice the power of positive thinking. Adapt a slogan “Be a Winner” Philipians 4:13 “I can do all things through Christ who strengthens me.”
- Alter your mind by becoming a positive thinker and let your spirit give you the inner joy.

Step 3

- Unlock you hidden potential. Exploit opportunities around where you live or work.
- Act now on your dream and work towards becoming it. Make decisions today that will transform your tomorrow.
- Do not become satisfied with the life you are living or what you are doing. Have the spirit of goal setting and goal getting.
- Never dodge or shy away from challenges, face them head on and do not quit. Quitters never

Talk to people/mentors who have succeeded in life. People who are open minded and willing to assist. Be sure of the person you talk to, as some may be out to discourage you.
.....

win. Problems will always be there but they are just temporary. Never give up.

- Tap into the available potential that you have and make the best out of it. Plan well but if you make a mistake, this becomes a lesson. However, “Never repeat a mistake.”

The Secret behind success:

- Have faith in God. Determine what you want to be and actually become it by approaching things positively i.e. think positively, pray positively, believe positively, thus God will release extraordinary ability from your personalities.
- Never lose focus on your objectives. Keep the “go! go for it!” spirit burning. The desire to make it in life will often take you places no matter how strong the winds may be.
- Be eager and creative. Curiosity is the appetite of intellect. This keeps your eyes and ears wide open - like a child who stops crawling and starts walking he fall several times and finally stands, walks and he actually runs.
- Be yourself. Never be daunted by other people’s opinion of who you are or what you should be or what you ought to do. Choose wisely who to seek advice from.

Step Four

- Live life with a purpose. God created you with a purpose. Do not live just because you happen to be alive.
- Finally be willing and ready to pay the price to success. You may not have the credentials, finances and reputation BUT you could have what it takes. Have a successful life!

BY DAVID MUTUA MUSWII

Are these legendary IT people real?

HARD DISK PEOPLE:

- They will know and remember everything for ever
- Every grey hair in their body is a defined secret they will take to the grave
- With their physical attributes and supreme knowledge they have the capacity to entertain to the uttermost
- They are deeply lovable
- Hard Disk people will influence three things in life. True love, Determination and Belief

RAM PEOPLE:

- They forget about you the moment you turn them off
- They immediately begin to regret

WINDOWS PEOPLE:

- Everyone knows that they can't do a thing right, but no one can live without them
- They are the gateway to the known and unknown

SCREEN SAVER PEOPLE:

- They are good for nothing but at least they are fun
- They attract the uninterested and dim-witted
- In their world everybody has an equal opportunity
- They will not commit themselves to any cause

INTERNET PEOPLE:

- They are difficult to access
- They are not chopped like soapstone, you groom them

- They muster the rules of the game fast
- They excite or incite by trying to change the inner balance called sanity

MULTIMEDIA PEOPLE:

- They make horrible things look beautiful
- They will smile even if it kills them
- They balance the changes of this earthly world

E-MAIL PEOPLE:

- Every ten things they say, eight are nonsense
- They purport to be masters of all supervisory virtues
- They are frivolous
- E-mail people will exaggerate three things in life: Dreams, Success and Fortune

VIRUS PEOPLE:

- Also known as "comrades", "conmen", "secret wives" or "undercover husbands"
- When you are not expecting they come, and install themselves into your life
- They use all your resources
- If you try to uninstall them you will lose something
- If you don't try to uninstall them, you will lose everything
- Virus People will destroy three things in life: Respect, Trust and Friendship.
- To un-install the virus people you will need to P U S H

P - Pray
U - Until
S - Something
H - Happens

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"In this office, everyone is treated with respect and dignity. Thank God we can still be rude to computers!"

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"I need you to write a manual to interpret the brochure that we created to clarify the pamphlet that we printed to define the handout that we sent to explain the memo."

Staff News

New appointments



Mr. Alex N. Ombongi was appointed as the Senior ICT Officer on 1st November 2008. Until his appointment, Alex was working with BLAM Enterprise as IT consultant. He has worked for British Petroleum (UK) and ESSO Ltd (UK) among others. Mr. Ombongi holds a Master of Science Degree in Computing from Greenwich University (UK) and a Postgraduate Diploma in IT from University of London (UK). He also has a Bachelor of Science in IT from JKUAT. Alex has over four years of experience in the field of ICT.



Mr Patrick M. Nguyo was appointed as the ICT Assistant I on 1st December 2008. Until his appointment, Mr. Nguyo was working with Pinnacle College of Professional Studies –Nyeri as Lecturer and Dean in charge of Examinations and Academics. He has worked with Firestone East Africa Ltd (now Sameer Africa) and Tana Water Services Board among others. Mr. Nguyo holds Advanced Diploma in IT from KSPS, Diploma in Computer Repair, Maintenance and Upgrading from Pinnacle College, and has over three years working experience in the ICT field.

From the PR desk and on behalf of all the staff, we wish Alex and Patrick satisfactory working relations at KNLS. We look forward to benefiting from your wealth of experience in ICT.

Bereavements

It is with humble acceptance of God's will and choice that we publish the names of our departed colleagues who passed on between July 2008 and December 2008 as follows:

Name	Branch	Died on
1. Mr. Patrice A. Nyabola	Kisumu	22/7/2008
2. Mr. Vincent S. Ochieg	Awendo	3/8/2008
3. Mr. Patrick Ambajo	Rambula	4/10/2008

To their families, relatives and friends we pray for God's strength, peace and divine intervention in every area of their lives. May God rest the departed souls in eternal peace.

Other

Mr. Hamisi Mwafetha of Kilifi left Board's service on 21/8/2008 in other circumstances.

Resignations

Between July 2008 and December 2008, the following officers resigned from Board's service to join in nation building in other capacities and/or sectors of the economy.

1. Ms. Roselyn Omolloh - Nairobi branch
2. Mr. Juma Mwatata - Nairobi branch
3. Ms. Naomi Obutu - Kisumu branch

The KNLS family wishes them well in their new engagements.

Retirement

From July 2008 to December 2008, the following staff retired from Board's service after attaining their retirement age.

1. Ms. Gladys Omolloh
Rambula Branch
Retired on 1/7/2008
2. Mr. Mohamed Abdi
Moyale Branch
Retired on 1/7/2008
3. Mr. Cleophas O. Ambok
Nairobi Branch
Retired on 1/7/2008
4. Ms. Mary Njihia
Nakuru Branch
Retired on 1/7/2008
5. Mr. Peter Nyatera
Kericho Branch
Retired on 1/7/2008
6. Mr. Hesbon Adipo
Nairobi Branch
Retired on 4/7/2008
7. Mr. Dominic Oyugi
Kericho Branch
Retired on 12/12/2008
8. Mr. Francis Amiani
Mwingi Branch
Retired on 12/12/2008

The Board and Management of KNLS recognizes and appreciates their selfless service during their employment. We wish them God's favour and blessings as they venture into new opportunities that come their way.

Hats off for your big hearts!

We have continued to receive diverse support from well-wishers and this has greatly helped in supplementing government funding. All the support has been geared towards the enhancement of our service provision to our library users. These include:

1. **Book Aid International** has continued to donate very useful books to KNLS and other needy institutions as well.
2. **Goethe Institut** sponsored two KNLS staff (Farida Mohamed of Mombasa and Robert Cheruiyot of Kakamega) for a three-month programme in Germany from March 2008.
3. **Goethe Institut** also sponsored Ms. Ruth Jemo for two-day Conference in Johannesburg in South Africa from 26th to 27th Nov. 2008. Theme of the conference was: Libraries as information and democracy improving networking, advocacy and lobbying strategies."
4. **Shanghai Research and Public Library**, China sponsored Ms. Caroline Ngachaku for a three-week exchange programme to their library in October 2008. Caroline was able to learn about their library services and operation and she was also to share her Kenyan experience with Shanghai librarians.
5. **Chinese Government**, through the Chinese Embassy in Nairobi, has sponsored Mr. Charles Nzivo for a PHD in Information Science in Wuhan University in China. The three-year course begun in September 2008.
6. Mrs. Irene Kibandi, Director KNLS attended the **International Visitor Programme Leadership**, USA, sponsored project on American Libraries



KNLS Director, Mrs. Irene Kibandi on a tour of American libraries

- 19th June to 18th July 2008. The Director visited several libraries in different states in America.
- 7. **ExPat Foundation** sponsored Mrs. Irene Kibandi for a one week exchange programme in Eritrea. The Director who was accompanied by Mr. Charles Kitendo of IT department visited various school libraries. They were hosted by the British Council, Eritrea.
- 8. **Jacqui S. Scott of Book Aid International** helped to raise £ 330 for purchase of a camel for Garissa Camel Library Service.

These and other well-wishers have assisted us in one or many ways.

We sincerely appreciate your support and we look forward to working together in our service to the Kenyan public.

**THANK YOU AND
GOD BLESS YOU!**

Leisure

I preached and preached!

When I was a young minister, a funeral director asked me to hold a grave side service for a homeless man with no family or friends. The funeral was to be at a cemetery way out in the country. This was a new cemetery and this man was the first to be laid to rest there.

I was not familiar with the area and became lost. Being a typical man, of course, I did not ask for directions. I finally found the cemetery about an hour late. The

back hoe was there and the crew was eating their lunch. The hearse was nowhere to be seen.

I apologized to the workers for being late. As I looked into the open grave, I saw the vault lid already in place. I told the workers I would not keep them long, but that this was the proper thing to do. The workers, still eating their lunch, gathered around the opening.

I was young and enthusiastic and poured out my heart and soul

as I preached. The workers joined in with, "Praise the Lord," "Amen," and "Glory!" I got so into the service that I preached and preached and preached, from Genesis to Revelation.

When the service was over, I said a prayer and walked to my car. As I opened the door, I heard one of the workers say, "I never saw anything like that before and I've been putting in septic systems for twenty years."

Source: <http://www.jokesclean.com/>

World's smartest man

One night, a twin-engine puddle jumper was flying somewhere above New Jersey. There were five people on board: the pilot, Michael Jordan, Bill Gates, a Tibetan monk, and a hippie. Suddenly a fire broke out and the passenger cabin began to fill with smoke. The cockpit door opened, and the pilot burst into the compartment.

"Gentlemen," he said, "I have good news and bad news. The bad news is that we're about to crash in New Jersey. The good news is that there are four parachutes, and I have one of them!" With that, the pilot threw open the door and jumped from the plane.

Michael Jordan was on his feet in a flash. "Gentlemen," he said, "I am the world's greatest athlete. The world needs great athletes. I think the world's greatest athlete should have a parachute!" With these words, he grabbed one of the remaining parachutes, and hurtled through the door and into the night.

Bill Gates rose and said, "Gentlemen, I am the world's smartest man. The world needs smart men. I think the world's smartest man should have a parachute, too." He grabbed one, and out he jumped.

The old Tibetan monk and the hippie looked at one another. After a moment, the monk spoke. "My son," he said, "I have lived a long and satisfying life and have known the bliss of True Enlightenment. You have your whole life ahead of you. You take a parachute, and I will go down with the plane."

The hippie said, "Hey, don't sweat it, pop. The world's smartest man just jumped out wearing my backpack."

One line jokes

The reason women over 50 don't have babies is because we would put them down and forget where we put them.

Why is it harder to lose weight as you get older? Because by that time your body and your fat have become really good friends.

My mind doesn't wander, it leaves completely.

It's nice to live in a small town, because if you don't know what you are doing, someone else does.

Source: <http://www.jokesclean.com/>

I am Tired

For a couple years I've been blaming it on lack of sleep, not enough sunshine, too much pressure from my job, earwax build-up, poor blood, or anything else I could think of. But now I found out the real reason: I'm tired because I'm overworked. Here's why: IMAGINE A COUNTRY WITH A POPULATION OF 273 MILLION.

140 million are retired. That leaves 133 million to do the work. There are 85 million in school, which leaves 48 million to do the work.

Of this there are 29 million employed by the federal government, leaving 19 million to do the work. 2.8 million are in the armed forces preoccupied with flashing out the terrorists. Which leaves 16.2 million to do the work.

Take from that total the 14,800,000 people who work for state and city governments, and that leaves 1.4 million to do the work.

At any given time there are 188,000 people in hospitals, leaving 1,212,000 to do the work.

Now, there are 1,211,998 people in prisons. That leaves just two people to do the work. You and me. And there you are sitting, at your computer, reading jokes.

Source: <http://www.jokesclean.com/Work/index.php>

Leisure

Hilarious sightings

Sighting #1

I was at the airport, checking in at the gate, when the airport employee asked, "Has anyone put anything in your baggage without your knowledge?" I said, "If it was without my knowledge, how would I know?" He smiled and nodded knowingly, "That's why we ask."

Sighting #2

The stoplight on the corner buzzes when it is safe to cross the street. I was crossing with an intellectually challenged co-worker of mine, when she asked if I knew what the buzzer was for. I explained that it signals to blind people when the light is red. She responded, appalled, "What on earth are blind people doing DRIVING???"

Sighting #3

At a goodbye lunch for an old and dear co-worker who is leaving the company due to "rightsizing," our manager spoke up and said, "This is fun. We should have lunch like this more often." Not another word was spoken. We just looked at each other like deer staring into the headlights of an approaching truck.

Sighting #4

I worked with an Individual who plugged her power strip back into itself and for the life of her could not understand why her system would not turn on.

Sighting #5

A friend had a brilliant idea for saving disk space. He thought if he put all his Microsoft Word documents into a tiny font they'd take up less room. When he told me I was with another friend. She thought it was a good idea too.

Sighting #6

Tech Support: "How much free space do you have on your hard drive?"

Individual: "Well, my wife likes to get up there on that Internet, and she downloaded ten hours of free space. Is that enough?"

Sighting #7

Individual: Now what do I do?

Tech Support: What is the prompt on the screen?

Individual: It's asking for "Enter Your Last Name."

Tech Support: Okay, so type in your last name.

Individual: How do you spell that?

Cyber Acronyms

PCMCIA: People Can't Memorize Computer Industry Acronyms

ISDN: It Still Does Nothing

APPLE: Arrogance Produces Profit-Losing Entity

SCSI: System Can't See It

DOS: Defective Operating System

BASIC: Bill's Attempt to Seize Industry Control

IBM: I Blame Microsoft

DEC: Do Expect Cuts

CD-ROM: Consumer Device, Rendered Obsolete in Months

OS/2: Obsolete Soon, Too.

WWW: Whole World Waiting

MACINTOSH: Most Applications Crash; If Not, The Operating System Hangs

PENTIUM: Produces Erroneous Numbers Through Incorrect Understanding of Mathematics

COBOL: Completely Obsolete Business Oriented Language

AMIGA: A Merely Insignificant Game Addiction

LISP: Lots of Infuriating & Silly Parenthesis

MIPS: Meaningless Indication of Processor Speed

WINDOWS: Will Install Needless Data On Whole System

GIRO: Garbage In Rubbish Out

MICROSOFT: Most Intelligent Customers Realize Our Software Only (for) Fools (&) Teenagers.

Source: <http://www.halfthedeck.com>

Funny Pictures © 2003 Aperio Technologies



Leisure

Noah's Ark - today's version

And the Lord spoke to Noah and said: "In six months I'm going to make it rain until the whole earth is covered with water and all the evil people are destroyed. But I want to save a few good people, and two of every kind of living thing on the planet. I am ordering you to build Me an Ark," said the Lord.

And in a flash of lightning He delivered the specifications for an Ark.

"OK," said Noah, trembling in fear and fumbling with the blueprints. "Six months, and it starts to rain" thundered the Lord. "You'd better have my Ark completed, or learn how to swim for a very long time." And six months passed.

The skies began to cloud up and rain began to fall. The Lord saw that Noah was sitting in his front yard, weeping. And there was no Ark.

"Noah," shouted the Lord, "where is my Ark?" A lightning bolt crashed into the ground next to Noah, for emphasis. "Lord, please forgive me," begged Noah. "I did my best. But there were big problems. First I had to get a building permit for the Ark construction project, and your plans didn't meet Code. So I had to hire an engineer to redraw the plans. Then I got into a big fight over whether or not the Ark needed a fire sprinkler system. My neighbors objected claiming I was violating zoning by building the Ark in my front yard, so I had to get a variance from the city planning commission.

"Then I had a big problem getting enough wood for the Ark because there was a ban on cutting trees to save the Spotted Owl.

Then the carpenters formed a union and went out on strike. I had to negotiate a settlement with the National Labor Relations Board before anyone would pick up a

saw or a hammer. Now we got 16 carpenters going on the boat, and still no owls.

"Then I started gathering up the animals, and got sued by an animal rights group. They objected to me taking only two of each kind. Just when I got the suit dismissed, EPA notified me that I couldn't complete the Ark without filing an environmental impact statement on your proposed Flood.

Then the Army Corps of Engineers wanted a map of the proposed new flood plain. I sent them a globe.

And the IRS (The tax authorities) has seized all my assets claiming I'm trying to avoid paying taxes by leaving the country, and

I just got a notice from the state about owing some kind of use tax.

"I really don't think I can finish your Ark for at least another five years," Noah wailed.

The sky began to clear. The sun began to shine. A rainbow arched across the sky. Noah looked up and smiled. "You mean you're not going to destroy the earth?" Noah asked, hopefully.

"Wrong!" thundered the Lord. "But being Lord of the Universe has its advantages. I fully intend to smite the Earth, but with something far worse than a Flood. Something Man invented himself."

"What's that?" asked Noah.

There was a long pause, and then the Lord spoke: "Government."

