

Dr. Maurice J. Freedman, Director
Westchester Library System
8 Westchester Plaza
Elmsford, NY 10523 USA

REPORT - ACADEMIC AFFAIRS SPECIALIST

KENYA

1. Introduction

I was selected for this program and all arrangements confirmed regarding my consultation and lectures in January 1988. The trip arrangements had me arriving in Nairobi, late in the evening of February 20th. Because of the Government of Kenya official election holiday, I had the additional day of February 22nd to adjust to the eight (8) hour time difference between Kenya and Eastern Standard Time, a blessing.

I reported to the Embassy, February 23rd, and began officially on my assignment at that time. My work was completed March 4th, and I flew out late that evening for Frankfurt, and eventually to New York City.

2. Assignment

My assignment, as it has worked out, has had several components:

2.1. Consultation and Lectures

2.2. Official Visits

2.3. Informal Contacts

3. USIA/USIS Support

In addition to discussing each of these items, I will comment on the quality of the arrangements made by the USIA staff in Washington, DC, and the USIS/Cultural Center Staff in Nairobi.

2.1. Consultation and-Lectures

2.1.0. Several consultations and lectures were held during the assignment. Appointments were made at the University of Nairobi, Jomo Kenyatta Memorial Library, February 23rd; and, at the Jomo Kenyatta University, Moi Library, March 1st. At both of these universities I delivered formal lectures, and then offered consultation in the discussion period and in private meetings with officials at the respective institutions.

In addition a formal paper was delivered, Automation Alternatives for a Developing Country--with Special Reference to the District Focus, District Information Documentation Centers (DIDC), at the Kenya Library Association Annual Seminar, February 25th.

A consultation was held with Dr. Florida Karani, Assistant Principal of the University of Nairobi College of Adult and Distant Education (C.A.D.E.), the University's extension program located in the Kikuyu area. A visit with the C.A.D.E. librarian, Mr. Macharia, and a tour of the C.A.D.E. library were included, too. This took place on February 29th.

Mr. Lukasavich, U.S. Cultural Affairs Attache, USIS, Nairobi, and I had discussed at some length the general approach I should take in my lectures and consultation with Kenyan librarians. It was his view that automation development in Kenya was very limited, and that any attempt to extensively discuss developments in the U.S. would not be well understood and be counter-productive, at least in terms of assisting the Kenyans see what immediate and short-range steps were possible for them.

My experience more than bore out the accuracy of Mr. Lukasavich's views, and with one notable exception--to be discussed below--I endeavored to pursue the path he indicated.

Following is a review of each of the lectures and consultations held.

1.1.1. **Jomo Kenyatta Memorial Library, University of Nairobi** (23 February 1988). Both before and after the lecture I delivered, I met privately with the Director and Acting Deputy Director of the Library, and the Director of the University's Institute of Computer Science. (Note that henceforth the Jomo Kenyatta Memorial Library of the University of Nairobi will be referred to, for short, as the Kenyatta Library. This in no way should be confused with the Moi Library at Jomo Kenyatta University, which in turn should not be confused with the library at Moi University.)

The Kenyatta Library is the largest library in Kenya, contains about 350,000 volumes, and actively acquires materials, primarily in English and other Western languages.

My lecture gave a review of library automation in the U.S., and how it evolved with special reference for the potentialities of the mechanization of the Kenyatta Library. Based on the discussions held with the three officials cited above and comments which arose during the question and answer period, I recommended a course of automation development that had a reasonable degree of feasibility, and would not compromise the Kenyatta Library's long-term future in the international library community.

1.1.1.1. To begin with the latter point, I indicated that it was essential that any automation efforts of the Kenyatta Library be predicated on the use of the MARC (Machine Readable Cataloging) format, as the basic machine readable medium for the storage of cataloging data. MARC, a standard originally developed in the U.S. and accepted and used by virtually all U.S. institutions and companies involved in library automation, has been adopted by the international library community and, with minor variations, has been officially implemented in many countries around the world.

By accepting some version of the MARC format, several benefits would accrue to the Kenyatta Library. First, the Library would be working with a standard generally accepted by the international library community, albeit implemented slightly differently in each country. Second, and, practically, of far greater importance, the Library would have access to and be able to utilize all of the systems and programs specifically created to manipulate library data in the MARC format.

The implication here is that the Kenyatta Library would not have to re-invent the wheel by attempting to build its own system, undoubtedly repeating many mistakes already committed, making some new ones of its own, and having to find programmers and systems analysts who do not exist currently in the University community to work on the problem.

To reiterate, the value of adopting MARC is twofold: it is consistent with international library standards, and the Kenyatta Library will be able to exploit existing software and systems specifically developed to work with MARC data. The redundancy is intentional, as this recommendation concerning the use of MARC is meant to apply to any work or plans for the other universities in Kenya.

Some specific recommendations followed my views regarding MARC.

1.1.1.2. 1 distributed information pertaining to a U.S. system called Bibliophile. Bibliophile uses an IBM PC/compatible microcomputer system and the CD-ROM (Compact Disk - Read Only Memory) technology to provide an inexpensive yet Library of Congress quality means for cataloging and converting library holdings to the MARC format. Bibliophile contains all of the Library of Congress (LC) cataloging in the MARC format on four (four) CD-ROM platters, approximately 3,000,000 records at this point.

In addition Bibliophile's software includes the means to print complete sets of catalog cards and labels using the same PC/CD-ROM combined system used for cataloging. This would dramatically increase the productivity associated with manual catalog card production, thus freeing people to work in other areas where there are either backlogs or tasks going undone.

Note that the LC/MARC database represents most LC cataloging back to 1968, all current LC cataloging, and selected pre-1968 cataloging for materials commonly held by libraries or titles included in standard lists (e.g. Books for College Libraries, etc.)

In order to convert the entire Library holdings to the MARC format not just the current and more recent acquisitions, that is, to systematically find LC cataloging copy for materials published prior to 1968, I also gave the Kenyatta Library staff information pertaining to the PC/CD-ROM product from **Utlas**, called **UTLAS DISCON**. The UTLAS DISCON product provides access to 6,000,000 LC shelflist records (the shelflist is the master set of LC catalog cards in call number or shelf order sequence, hence the term, shelflist) for use in retrospective conversion.

The combination of the two products, Bibliophile and UTLAS DISCON, would give the Kenyatta Library the means to convert its entire holdings to the MARC format. Once converted, the database could be used in a number of ways to substantially improve the quality of library service for the University of Nairobi and the libraries of the entire nation of Kenya, and potentially to improve the productivity of staff in regard to such basic bibliographic functions as circulation control, catalog production and acquisitions.

The specific means of improving library service fall into two fundamental areas.

First, on a far less costly basis, CD-ROM catalogs could be produced on a periodic basis. Assuming at least some distribution and availability of PCs with CD-ROM reader capability, the CD-ROM catalogs could be distributed to all of the University of Nairobi library sites, and depending on the politics and resources involved, additional copies of the Jomo Kenyatta Memorial Library union catalog could be distributed to other university libraries in Kenya, as well as other institutions such as the Kenya National Library Service, the McMillen Library, and any other libraries that would benefit from access to the catalog holdings of the libraries of the University of Nairobi.

(Note that the term "union catalog" is used because it contains the holdings of not just the Kenyatta Library, but all branch libraries of the University. This is because the cataloging at Kenyatta Library is for all of the books going to all of the branch libraries, as well as the Kenyatta Library. As a result the catalog at the Kenyatta Library is a union catalog of the holdings of all of the branch libraries and the Kenyatta Library, while the branch catalogs only indicate the holdings of the given branch.

Someone at C.A.D.E. in Kikuyu has to call Kenyatta Library if that person wants to know if the Kenyatta Library has a given book. All of this would be radically changed if the union catalog of all University of Nairobi libraries could be distributed on CD-ROM platters to every branch, as well as made available at the Kenyatta Library.)

The implication of such catalog distribution must be made explicit. Once libraries know what is available, they will wish to have access to those materials. The University will have to deal with the issue of access, and give serious thought to delivery between the main campus and branches. It would seem to be a more reasonable form of library service to deliver materials to where people are, rather than force them to go to where the books are.

This issue arose at the Kikuyu facility. It would seem far more efficient, as well as better service, to send twenty or thirty books to the Kikuyu branch than to have twenty people all travel to the Jomo Kenyatta Memorial Library to get those same books. To the extent that some form of delivery exists between University campuses, and to the extent that it could be used for this purpose, a major improvement in library service would be achieved at the branch campuses, and the collections at the Kenyatta Library would be far better utilized.

The distribution of the catalog could be extended to other libraries, i.e. non-University of Nairobi libraries, but the politics of access, interlibrary loan, and delivery would have to be solved. Nonetheless the nation would benefit by such distribution, and one hopes that such problems could be solved in the long run.

The second major area of improvement that would be possible by having the University's holdings in the MARC format would be the capability of the University of Nairobi to avail itself of one of the "turnkey" minicomputer-based integrated systems currently marketed in the United Kingdom and the United States of America.

("Turnkey", in that the system includes all of the hardware and software required, as well as the staff training and documentation; then you "turn the key on", as with a car, and use it right away. It never works that smoothly or simply, but such systems are built and marketed on that basis.)

Such systems are quite expensive, but the discussions with the Library's Director, and Acting Deputy Director, and the Institute of Computer Science's Director (Tony Rodriguez), seemed to indicate that over the next five years, the University would find a way to pay for the purchase of such a system.

I was pleased to note the sophistication and insight demonstrated by Mr. Rodriguez regarding the wisdom of buying such a turnkey system. Typically data processing people dramatically underestimate the complexity and difficulty of automating library processes, particularly cataloging. Mr. Rodriguez took the time to study the library application and the MARC format and came to approximately the same conclusions recommended here with regard to the purchase of a turnkey system.

With such a system the whole process of issuing books to users will be altered radically. The computer will keep track of who has which item and the laborious and time-consuming work associated with filing the issue slips will be handled in its entirety by the minicomputer. It is my understanding that professional staff have to assist, at least some of the time, in the filing of issue slips. Certainly there are professional tasks going begging while the librarians are handling these pieces of paper. And there is always clerical work to be done.

The turnkey system will be liberating for the professional staff, systematically improve the quality of record-keeping and the productivity of the record-keepers, and afford both professional and clerical staff time to apply themselves to service problems which otherwise are either not getting done at all or getting done less than satisfactorily.

In review, the PC/CD-ROM products would give the Kenyatta Library a sound beginning for an automation program, provide the University with some immediately demonstrable products (the CDROM catalogs of the converted holdings), and provide the foundation for the planning and eventual implementation of an online turnkey integrated library system.

Funding for the PC/CD-ROM products seems not wildly beyond the current situation, at least as presented to me by the Library's management. And funding for the turnkey system, although not available at present, can begin to be addressed at this time. The support and endorsement of the Institute for Computer Science is added testimony to the soundness of this direction.

Lastly the exchange with the staff was stimulating and indicative of a degree of sophistication one did not expect, given the almost complete dearth of automation in Kenya's libraries. I wish to thank the Jomo Kenyatta Memorial Library's Director, John Ndegwa, and Mary Kimani, the Acting Deputy Director, for their cooperation and graciousness in having me as their guest at the University.

1.1.2. Moi Library, Jomo Kenyatta University (1 March 1988). I met and consulted with the Deputy Director of Moi Library, Rosemary Ndegwa, gave a lecture to the Moi Library professional staff, and consulted as well with the staff at the conclusion of the lecture, dealing with issues and concerns to do with automation.

Ms. Ndegwa was a most gracious host, and seemed extremely knowledgeable and conversant with library issues in general, and the Moi Library's operations in particular. She appeared to be an exceptional resource in terms of the leadership, knowledge and ability required to lead the Moi Library's development in coming years. Due to a scheduling conflict, James Nganga, the Director of the Moi Library was not available to meet with me.

The lecture at Moi Library was different in emphasis from the one I gave at the Kenyatta Library. I dealt more with the fundamentals of library automation and demonstrated how a strategy for automating a library could be developed. Although the path to the conclusion varied, the conclusion was fundamentally the same.

I recommended that should the Moi Library ever have the funds to automate, the PC/CD-ROM products would be the starting point. It perhaps was a minor embarrassment to discuss turnkey systems, and even the CD-ROM products given the current situation at Moi Library. Note well that the Moi Library is not buying new books because it long since has run out of money to pay for them. Further there are many invoices outstanding for books already received for which vendors have yet to be paid. Hence the vendors will not sell books to the Moi Library until their accounts are settled.

I made it quite clear in terms of priorities that any library's first priority is getting the books which define it as such, i.e. as a library, and the staff to organize and service these materials. Once these joint priorities essential to a library's existence are served, then it is reasonable to enter into discussions of mechanization, automation, etc.

I did note that the Moi Library was successfully using the U.S. manufactured Minigraph product to duplicate and print catalog cards. This is an extremely cost-effective way to make catalog cards and utilizes a miniature mimeograph machine specifically built for catalog card production--hence the name "Minigraph". In addition it had its own bindery, and quite successfully and professionally was binding its own materials.

It should be noted as well that getting the supplies from outside of Kenya required to operate the Minigraph and other duplicating equipment was a real trial for Moi Library. As a result large stocks would have to be ordered well in advance of the actual need for their use. Of course this was possible only as funds permitted.

Both in the case of Moi Library and Kenyatta Library, the library facilities were modern, well laid-out, and attractive. (Note that Kenyatta Library was in a brand new building, and because the new shelving had yet to arrive, none of the books were in the new library. Nonetheless the building was lovely, and I trust that the delivery of the books will proceed smoothly and successfully.)

The obvious point in relation to both university libraries is that they are developing country libraries, and have funding problems which are basically unknown to libraries to which they reasonably could be compared in the United States.

That stated, and bearing in mind reservations already made, it still can be maintained that the PC/CD-ROM products could be of great assistance in improving the quality of the work, the productivity of the staff, and the quality of service to the respective university communities, as well as to library service throughout Kenya.

If the University of Nairobi's collections, the nation's greatest library resources, were made accessible to the national library community, it would be a major advance for library service for the entire nation.

2.1.3. University of Nairobi, Kikuyu Campus, C.A.D.E. (29 February 1988). As noted above, I was given a tour of the library, a series of relatively small rooms, most fully utilized by materials and readers. As with the discussion of the Kenyatta Library's catalog being distributed, the issue of the branch library at Kikuyu getting access to the materials at Kenyatta Library was most important.

Dr. Karani found the idea of having a catalog of the Kenyatta Library holdings most worthwhile, and the suggestion that some form of delivery service to bring the materials back and forth between the Kenyatta Library and the Kikuyu campus library of great interest. It was clear that there were no funds for a shuttle dedicated solely to this enterprise, but it did seem feasible to try to use the means of transportation currently in use for moving messages, materials, etc. between the main and branch campus.

The slightness of the C.A.D.E. library collection in comparison to the ambitiousness and scope of the educational curriculum cried out for some form of added support that would not put the burden entirely on remote students finding their way downtown. The cost of transportation and the time consumed in the travel militate against such a solution. It would be a boon to the branch programs to be able to successfully pursue some form of distributed catalog program, and an attendant intra-University of Nairobi libraries book delivery program.

The obvious point is that the branch and C.A.D.E. programs would be appreciably strengthened without having to unnecessarily duplicate or otherwise buy scarce resources that already exist at the Kenyatta Library or one of the branches.

2.1.4. Kenya Library Association (KLA) Annual Seminar (24-26 February 1988). It was a pleasure to be an invited guest and speaker at the KLA Annual Seminar. Over the three days of the Seminar, eighty or so people were in attendance. I was pleased to have attended three of the many sessions held, and was most impressed with the quality of the presentations, and even more impressed-if that's possible-with the candor and forthrightness of the questions and the discussions following the presentations.

For this American observer, one who has attended library meetings in the U.S. and in Canada, the KLA Seminar was like a combination of the two. In Canada (and I would guess, similarly in Great Britain and perhaps IFLA, too) there is a great deal of formality, recognition and praise for the people who speak, those who introduce them and everyone in attendance. whatever contention or disagreement that is felt at the Canadian meetings I attended is dealt with privately, either before or after the given session.

In the U.S. it is another story. There is a certain formality to proceedings, people are properly introduced, and proper attention is paid to what is said. But none of this respect and recognition is carried out on the scale of Canada or Kenya, at least as my many years of observation have led me to so conclude. Once the speaker is done however, the issues can become joined most contentiously, and sometimes to the point even of unpleasantness.

What makes the KLA participants so interesting is that seemingly every person who commented from the audience began by recognizing the person chairing the given session and praising the speaker for the worthiness and insight of the speech delivered. Upon completion of these niceties, several of the commenters from the audience then attacked with some real "zingers". Thus at KLA one found the formality and respect of the Canadians, and the attacks of the U.S. librarians, a most interesting situation for this observer to view.

Because I am so used to the American process where a paper is delivered and the audience then has at the speaker, I tended to be a little impatient with the much more deliberate process of the KLA in which a lengthy paper is followed by a summary by the session chair that could run as long as ten (10) minutes. At that point questions would be invited, and frequently the session chair would repeat the question even though everyone in the room had heard it quite clearly.

This process, a bit trying for me, had a civility (despite the sharpness of some of the audience questions and comments) that I grew to respect and appreciate. The only problem with the process was that the sessions constantly ran late and invariably one speaker or another was denied all of the time necessary for a complete discussion of his or her comments.

With all respect and based on the many conferences I had a hand in organizing or managing, it would seem best to have no more than two speakers scheduled per half day, rather than the three that KLA tried to fit in each time.

2.1.4.1. **"Automation Alternatives for a Developing Country—with Special Reference to the District Focus. District Information Documentation Centers (DIDC)"**, was the title of the paper I delivered, February 25th. The conference organizers required that my paper be a state-of-the-art of library automation paper, and Mr. Lukasavich had wished that I focus on here-and-now problems and have a dialogue with the audience. of course Mr. Lukasavich and I acceded to the wishes of the conference organizers, but with a bit of a twist.

In discussing the automation alternatives, I wove into the presentation information I learned from my visit to the Kenyatta Library and my discussions with several Kenyan librarians. I had been given a copy of the **District Focus** document and the Government of Kenya report which specifically discussed the **District Information Documentation Centers**, which are a vital part of the District Focus program.

With the information about the DIDCs in hand, several comments concerning their establishment were dealt with in the paper, as well, and perhaps some of the more pointed comments were offered verbally, during the paper's delivery, but not included in the written document which has since been distributed and appended to this report.

The upshot is that even though the paper had a state-of-the-art focus, it dealt with real problems and real situations confronting Kenya's libraries and librarians today. The comments were limited by time, and focused more immediately on what was involved in some of the automated systems described rather than what I had to say about the DIDCs. Because of delays prior to my presentation, my session was well into the time budgeted for the person who succeeded me.

However there was a wrap-up session on the last day, a time in which the audience could ask questions of all of those who spoke, a one last chance perhaps. During that period I was asked a great number of questions. Included in this report is at least one issue which was raised at that time which seems crucial to me in terms of library development in Kenya.

In discussing the DIDCs I posited that one of the ways automation could be used would be to put PCs in each of the 41 district DIDCs, have each of the DIDCs use the identical database management program in the identical way, and have them-again, using the same set of rules-enter all of the documents collected locally entered into the local PC using the given database management program.

In this way the DIDCs could distribute information about their collections via floppy disks to one or more of the other DIDCs which might find them of interest or relevant. Perhaps more importantly each DIDC could send a copy of its holdings via disk to a central ministry which could collate and publish lists of the documents held in all of the DIDCs. In this way all of the holdings of all of the DIDCs could then be available to all of the DIDCs and any other agency that would be on the receiving end of the lists.

This idea was received with some favor, but in the wrap-up discussion I threw a bit of cold water on it. It seemed to me that if there were only fifty or one hundred documents going into a local DIDC, then a PC might be a pretty expensive way to control them. Instead one or more salaries could be supported for the cost of the PC.

Putting this in a larger context, and after having been to a public library branch that has not had a new book added to its collection in three years, and a university library which was so far behind in paying its bills that vendors would no longer ship it books, it seemed that more fundamental funding issues were confronting Kenya's libraries than the purchase of microcomputers.

Having said this, and while writing this report, I was informed that through grants from UNESCO some microcomputers are to be purchased for the Kenya National Library service (KNLS), and there is the possibility that the branch library of KNLS will be the recipient of one of those micros.

This leads, perhaps, to the last point to be made about automation and mechanization in a developing country. The final speaker at the KLA Annual Seminar was Sospeter Arasa, Secretary General (equivalent of chief executive) of the National Council for Science and Technology, who delivered the Seminar's closing remarks (a substantial paper and not the formalities that I would have expected of a non-librarian highly placed government official), and officially concluded the Seminar and declared it Closed (a practice without precedent in my experience in the U.S.)

In a discussion at the reception following the Seminar with Mr. Arasa, he told me that, indeed, developing countries such as Kenya were extremely hard pressed for funds to support the most fundamental services, schools, libraries, etc. Yet he felt that

Kenya had no alternative, as long as it wished to be a part of the modern world, to bring computers into the country and ensure that they were integrated into the institutions and work of the people.

I have no doubt at all that he was far more cognizant of the nation's and, more particularly, the libraries' problems than I. My sympathy and best wishes are extended to him and the other Kenyans who are simultaneously trying to maintain basic institutions at some reasonable level of service, while at the same time attempt to introduce current, if not advanced, technology to these same institutions.

2.1.5. Seminar at the American Cultural Center (3 March 1988). In conjunction with the American Cultural Center librarian, John Lilech, a seminar was held on the IBM PC microcomputer and particular uses to which it could be put. I spoke for approximately one and one-half (1 1/2) hours on the uses of the microcomputer, and in great depth on the actual components comprising it and how they worked, including the CD-ROM device attached to the Center's PC.

Upon completion of the lecture on the PC, I briefly demonstrated **WordStar**, the word processing program I use back in the U.S., and the program by which this report was prepared at the Cultural Center. When my portion of the seminar was completed, I turned the floor over to Mr. Lilech who proceeded most ably to demonstrate the CD-ROM product, **Books in Print Plus (BIP+)**. All of the attendees were given the opportunity to use the microcomputer and to perform searches on the BIP+ database.

I believe that the seminar was a great success because all of those who attended were given a theoretical understanding of how the microcomputer works, several basic concepts about the microcomputer, and then had two important applications demonstrated for them, one of which they were able to try themselves.

The group attending the seminar consisted of about ten people representing the Library of Congress Nairobi office, the University of Nairobi's Jomo Kenyatta Memorial Library, the Moi University library, and the Kenya National Library Service central office in Nairobi, including its Acting Deputy Director, Sylvester Otenya.

The seminar ended approximately two and one-half (2 1/2) hours after it began, a substantial period of time for what was covered.

2.2. Official Visits

In addition to the libraries discussed above, visits were made to other institutions as part of my overall assignment. These visits were primarily intended for me to be more conversant with the Kenya library scene, rather than consultations per se. The three visits to be discussed here were the trip to the Nairobi Office of the Library of Congress (LC); the visit and tour of the Kenya National Museums, library and archives; and the visit and tour of the Kenya National Library Service offices in Nairobi.

2.2.1. **Library of Congress Nairobi office** (25 February 1988). I visited the LC operation in Bruce House, and was warmly greeted and shown around by Jim Armstrong, the director of the office. It was a most impressive operation, and it was clear that Armstrong were doing an outstanding job of acquiring and controlling East African documents on behalf of LC and other libraries participating in the regional acquisitions program.

He introduced me to Ruth Thomas and several of the staff, and gave me a copy of the LC Accessions List for the region. The List is terribly important to Kenya because it has been several years, apparently, since the University of Nairobi has published its own accessions list. (Note that this comment about the University of Nairobi accessions list came up as a *concern* at the KLA Annual Seminar and was not something told to me by the LC staff.)

If there is any way for it to be possible, it would be most helpful if the LC office with its fine resources and staff could in some way provide assistance to the Kenya librarians—perhaps by working with Kenyatta Library or KNLS—in their efforts to stay on top of their bibliographical responsibilities to their nation. Should there be interest in pursuing this point, I would be glad to offer more concrete suggestions.

Mr. Armstrong was most gracious as a host, but he was immanently leaving on a collection trip for "BLS", as he called it. (I believe that referred to Botswana, Lesotho and Swaziland.) Indicative of his thoughtfulness was his having his second-in-charge, Ms. Thomas take me to lunch in his absence.

Lunch with Ms. Thomas and two of the Kenyans on the LC staff, Monica Nyabundi and Rosemary Oyoko, on March 1st, was a most pleasant experience. It turned out we had to be asked to leave the restaurant, which was closing, because we were so enjoying the visit with each other. LC is blessed to have such a strong and dedicated staff in its Nairobi office.

The irony for me about visiting the LC office is that my first real job was with the Library of Congress's Processing Department, and one of my duties was to provide assistance for the establishment of the Nairobi office and to make arrangements for its first director, Jerry James. Never in my wildest dreams could I have anticipated a visit, even the 20 or so years later that this has occurred.

2.2.2. National Museums of Kenya, Library and Archives (29 February 1988).

Mr. J. N. Otike was my gracious host at the National Museums. He is the head of the library, which functions primarily as a research center and collection. It is not intended as a general facility to which anyone can come to study. Rather it is there by appointment for people with specific research interests.

I was introduced to Mr. Matwale, the head of the archives, and he gave me a tour of the Museums' archives. I was impressed with the systematic organization of the archival materials held by the Museum.

Lastly I met Martin Kokonya, a member of the Administration staff, who was the person most conversant with microcomputers that I met during my entire trip to Kenya. He has a really solid background in microcomputers, and it was my sense that his depth of knowledge far exceeded mine in several areas.

We discussed the UNESCO program, ISIS, a bibliographical software package intended for use by libraries. The National Museums had been given a copy of this program by UNESCO, and at some subsequent point would use it to capture the Museums' library and archive holdings.

I shared my concerns with Messrs. Kokonya and Otike about the use of a non-MARC database for library records, but agreed that the National Museums' efforts represented special collections and it was not as critical that the MARC standard be followed. However there will be no way to integrate the Museums' holdings into a national database (when there is one), assuming that the national database will be MARC based. I felt that if they were getting the software and the micros for free, it would be especially hard to turn down such a generous offer.

Mr. Otike then took time from his busy day and most generously and graciously gave me a complete tour of the various galleries comprising the National Museums. It was especially moving to see the photographic documentation of the Kenya peoples' struggle for independence. I also felt more culturally informed by having been shown the 34,000 year old cave paintings that Dr. Leakey so painstakingly had transcribed for display at the Museum and the various pre-human skulls that Dr. Leakey had unearthed.

A final note about the visit would be that the Cultural Center should be aware that Mr. Kokonya is an extremely knowledgeable and capable resource when it comes to microcomputers. It would be to the Center's advantage to get to know him better and see what mutually beneficial areas of cooperation could be developed.

2.2.3. Thika Branch, Kenya National Library Service (1 March 1988). I was greeted warmly at the Thika Branch by Joseph Maundu the Library Assistant, and later introduced to Gladys Kavulani, the Branch's Director. They were both gracious in their welcome, and provided me with a tour of the facilities.

I was sad to learn that the Thika Branch has not received a new book for at least three years. It was the most worn and used library collection I have seen in my entire 23 year professional career. In addition to the well-used collection, virtually all of the seats available for readers were used, and this was at 11:30AM. Interestingly, it seemed that all of the readers in those seats were male. Several conclusions can be drawn.

First, the Kenyans are readers and read and re-read the books in their public libraries. (I was told that Thika was the rule, not the exception.) Second, the Kenyan public libraries are in desperate need of new materials in every single category. I was especially depressed by the sad state of the children's books. I can only conjecture how many of the books had been re-read and re-read by the Kenyan children. Last, it was grossly obvious that even the most minimal financial resources are not available for the proper management of the nation's public libraries.

Nonetheless I was most impressed by the cheerful and positive attitudes of Ms. Kavulani and Mr. Maundu in their pursuit of public library service for the residents of the Thika area. They have my respect and admiration.

2.2.4. Kenya National Library Service (3 March 1988). I had the pleasure of a visit and tour of the Kenya National Library Service (KNLS) offices in Nairobi, hosted by Sylvester Otenya, the Acting Deputy Director. Mr. Otenya struck me as a most impressive person at the KLA Annual Seminar. His comments and questions from the floor were both incisive and to the point. He seemed to have a grasp of the realities of library service in general, and Kenya in particular, that exceeded most of his colleagues at the Seminar. My visit and time with him at KNLS only served to confirm this view.

After having visited the Thika Branch of KNLS, it was of great interest to see how the headquarters operations were managed and to learn more about how the KNLS headquarters supported its branch libraries. Mr. Otenya was most forthcoming in his discussion of these and other matters with me.

KNLS manages the area and district branch libraries of the nation. The designation as area or district is a function of the size of the branch. In addition to the branch libraries, KNLS operates six mobile libraries, what are called bookmobiles in the U.S. They operate all over the country and are associated with six libraries under KNLS management.

It is clear that KNLS endeavors to maintain a national library service that reaches most, if not all of the citizens of Kenya.

In addition to managing the branch and mobile services, KNLS maintains a central library in Nairobi, a processing center in the basement of the building (where else? this is always the place in the U.S., too, for processing operations), and the **Kenya National Bibliography**. All of these operations and the KNLS administration are all located in the KNLS headquarters in Nairobi. Note that a mobile library operates from these headquarters, too. KNLS also had something to do with materials going into school libraries, but I am not quite sure whether K NLS is actually responsible for school libraries, as well as public libraries.

A few points should be made regarding KNLS. The physical plant seemed at least adequate. As with the Thika Branch and the university libraries visited, money for materials was a critical problem. Mr. Otenya was not surprised when he was told Thika had no new materials for three years. Looking at many of the books on the shelf in the central library, their dilapidated condition made it abundantly clear that the central collection was in a comparable state.

What means a lot to the KNLS are the contributions from the U.S. While I was there an incredible shipment of books, magazines and educational materials (e.g. reading charts from textbook publishers) was being processed for distribution to public and school libraries all over the nation. These materials seemed to include relatively decent publications.

Unfortunately, when I toured the processing center, I noted that much of the donated books from the U.S. were in reasonable condition but of little value. They tended to be the marginal text and trade publications that mainstream public libraries would ignore.

It is clear that Kenyan libraries are dependent on contributions from the U.S. and elsewhere if they are to have relatively contemporary and defensible collections. It also is clear that if the U.S. libraries are to help, they would be far more generous to send relatively worn books of quality than the marginal or even less useful materials that I observed on my tour' of the facility. What was particularly amusing was a range of shelves--actually about three ranges--of a mint condition economics text. KNLS must have had a thousand copies of that 1983 text, and libraries from all over the country were taking as many as they wished.

I also noted with some dismay that KNLS has no means of its own to ship materials to its branches. Huge cartons and crates were amassed at the headquarters awaiting the time for shipping to given branches. All shipment of books is done via public means, which I assume is some form of parcel post service operated by the post office.

The **Kenya National Bibliography** was a separate department of KNLS.

The National Bibliography was one of the three copyright deposit centers for Kenya, and as such was to receive a deposit copy of each copyrighted item. In addition, the National Bibliography staff attempted to get copies of non-copyrighted materials such as government documents. It appeared that this was an uphill struggle for the staff as the number of copies and distribution of such documents militated against KNLS getting its own copy.

I strongly urged them to fight the good fight in getting these documents and a couple of strategies were considered. I told the manager of the National Bibliography that my doctoral dissertation had me reading British Royal Commission Hearings on the British Museum and its management by the Italian emigre anarchist and greatest British librarian, Antonio Panizzi. As part of his responsibilities as the Museum's director, Panizzi went to great lengths to secure the deposit copies of copyrighted publications.

In the process he antagonized many publishers by taking them to court to force them to make the deposits that were required of them by the copyright law. But he did get the books. I thought that telling them about Panizzi's commitment might be constructively encouraging to those responsible for the Kenya National Bibliography.

The cataloging for and production of the National Bibliography do not involve any automation. One of the staff complained of the great expense of Minigraph related supplies.

Again, I ran into the generosity of UNESCO. It seems that UNESCO is funding an automation program for KNLS and commissioned a completed study toward that end. Mr. Otenya showed me a copy of the study. The **ISIS** program of UNESCO may possibly become the standard for Kenya simply because it is being given away and the equipment needed for its operation is either being subsidized or donated in entirety by UNESCO.

My only reservation is the one discussed above, the non-MARC nature of the **ISIS** program. It is dismaying that a national bibliography will be created in a non-MARC format, but on the other hand I have no alternative to suggest to the Kenyans at the same price. If the U.S. could find a way to subsidize the use of Bibliophile for KNLS, especially the National Bibliography, and perhaps a few other libraries, it would keep the Kenyans consistent with international bibliographic strategies, and leave them open to exploiting all of the systems and packages which run on MARC databases.

With **ISIS** the Kenyans will be wholly dependent on UNESCO developing integrated library systems which use the ISIS database, i.e. integrated systems which perform such functions as circulation control, public display catalogs, acquisitions, serials control, etc. To my knowledge there are no such systems available for the **ISIS** database, but they abound in the U.S. and the U.K. for the MARC database.

There was a children's room which had only one child in it when I toured, but all of the public reading areas were almost filled, again mainly with men, if not entirely so. I was told that during exam times, all of the space in the library is heavily used and that there are readers sitting on the floor.

As with public libraries in the U.S., Mr. Otenya lamented that KNLS was not attracting adult readers as much as desired. Most of the adult users were pursuing some form of educational goal, and used the public libraries for that purpose. The self-help, general interest and recreational readers tended not to amount to a lot of the users.

Mr. Otenya is a graduate of the University of Illinois library school. The University of Illinois can take pride in this bright and capable library manager alumnus.

2.2.5. American Cultural Center. Last but by no means least, I made my home away from home the American Cultural Center in Nairobi. All of the staff were cordial, helpful and extremely sensitive to satisfying my every office need. In one case Sheba, the Secretary, had the Xerox machine removed from the office I was using because she saw that there was a constant parade of intrusions upon my work by people making copies. I did not ask her to do this, and her anticipation of my need is most appreciated.

John Lilech and his staff were most agreeable and pleasant, although our contact was relatively limited. John, a very formal person, provided me with useful information about the KLA Annual Seminar, as well as having gotten me everything I needed to use the Center's PC. I am leaving with Mr. Lilech for his and other Kenyan librarians, use a copy of a literature search on Kenya's libraries that I had done for me by the Westchester Library System.

It was a pleasure and honor to meet many of the authors of the articles abstracted in the printout. Mr. Lilech was one of them. I trust that copies will be made of the printout and distributed to those with interest in it. I know that Diane Rosenberg of Moi University expressed interest in having a copy of it, and Ruth Thomas of the LC office would like to have a copy, too.

Of special interest to me was the use of CD-ROM by the Center's staff. Mr. Lilech apparently showed great initiative in installing and getting the CD-ROM databases to work. He is to be commended for his initiative and success.

My only recommendations for the Center concern its technology. At the optimum, an AT compatible microcomputer with a high speed (28ms average access time) 40MB hard disk should be purchased, at least 640KB of memory, and it should include a VGA color card and monitor. I would be pleased to be more specific if requested. This type of machine is common now in the U.S. and can be purchased for \$2,500 to \$3,000 at this time. If this is not possible, a color card and color monitor should be bought for the Center's current PC because it is incapable of providing graphics images or displaying the different colors that enhance the use of the BIP+ CD-ROM product and other software packages currently available on the market.

It is suggested too that a laser printer be purchased. Hewlett Packard's new Desk Jet laser printer goes for about \$1,000, if its Laser Jet II cannot be afforded at about \$2,300 list. Note that the Desk Jet performs the same functions as the Laser Jet II, but it is slower at printing.

In addition some standard PC packages should be available at the Center for demonstration for others but also for exploitation and use by the Center staff. A word processing package, a spreadsheet program (either Lotus 1-2-3 or the new Quattro, which is appreciably cheaper), and a database management program (my preference is Paradox 2.0) all should be acquired and put to use.

I met with Mr. Wilson, the Kenyan who was sent to London for training regarding the use of U.S. databases via satellite hookup. I promised to send him a list of databases that I thought would be especially useful to the Center and the Embassy. Please note that heavy use of a database via satellite will be much more expensive than subscribing to the database on CD-ROM. This of course assumes that the cost of the online via satellite searching will have to come out of the Embassy budget.

Perhaps a brief couple of comments about the collection in the Cultural Center library are in order. On the positive side, I was tremendously impressed with the diversity and quality of materials that had been assembled for display for the Black History Month exhibit. Whoever selected the books for the library's collection is to be commended, and the person who assembled them for the exhibit did a really fine job.

It is difficult to be positive about the books I found on the shelf when I was searching to find a novel to read. The fiction collection was badly out of date and in need of weeding. Whatever care and professional selection work went into the selection of materials on Black Culture, was in no way reflected in the current fiction collection. It was out of date, and aside from some classics is badly in need of a major renewal. If the Dewey classes are in the same shape, the new librarian scheduled to take over the Center will have a major collection development job to do.

I am grateful to Sheba, Blasio and Sammy for supporting and helping me with my work at the Center. Instead of having to surmount local working conditions, they made everything easy for me.

2.3. Informal contacts

There were some nice contacts that were made. I was very happy to make the acquaintance of **Dean McWilliams** and his wife, Alvi. Professor McWilliams of the University of Ohio faculty was in town for USIS to lecture on American literature and films.

Robert Palmer, a free-lance consultant, lectured on library management at KLA, and it was interesting to hear about his Fulbright experience in the Peoples Republic of China. He was sponsored by the USIS, too.

Charles Wambugu, a Kenyan librarian befriended me, and took me for Kenya beer and Kenyan delicacies (goat sausage and goat intestines) at a bar/restaurant favored by Kenyans, an interesting open air establishment.

Library School Education in Kenya: **Diane Rosenberg**, a British Subject, chatted with me about her new assignment as an information science instructor at Moi University. It was a concern of the KLA Seminar that Kenya needs a masters degree program for librarians, and that there seemed to be the possibility that in a few years the country would have two such programs.

Ms. Rosenberg was going to manage an undergraduate program beginning this fall. With the meager resources at Moi (only 5,000 volumes in the library at this time) she could not see how the University could possibly support a masters program in the immediate future. She was aware of the plans of Kenyatta University, under Rosemary Ndegwa's leadership, to begin a master's program.

Mao's phrase, "let a hundred flowers bloom", may be appropriate, and then again maybe not. Certainly Kenyatta's program will be a competitive incentive for Moi to accelerate and intensify its efforts to get a master's program going. On the other hand, a program at Kenyatta University may be better than no program at all, especially when the perception exists that Moi University has taken a very long time to get started.

Because of the very favorable impact Ms. Ndegwa had upon me, my guess would be that a program under her leadership would have some substance and value. I was extremely impressed by the range and quality of library science periodicals I saw on the shelf at Kenyatta University. The minimal collection at Moi University will be a problem, and Kenyatta seems to know what to get and successfully has been acquiring the right serials apparently.

The U.S. can play a useful role by staying in touch with both organizations and helping in whatever way it can. It was clear from my discussion with Ms. Rosenberg that she will be in touch with the U.S. Embassy for whatever form of assistance can be rendered.

I also had pleasant lunches with Judy Waterman, American Cultural Center, and Larry Garufi, a high USIS official at the U.S. Embassy. We discussed matters of mutual interest and thoughts and observations I had regarding the Cultural Center and Kenya libraries and librarians.

3. USIA/USIS support. As with my USIA work in 1984, the people in Washington, and on site in Nairobi were great.

Bernice Avant handled all of the arrangements out of the USIA office in Washington. She was responsive to my every information request, and promptly sent me everything I needed. It is rare in one's experience to have such informed and expeditious support. As a result I was fully prepared, inoculated and raring to go when I reached Nairobi. My deepest appreciation and compliments to Ms. Avant for her support.

On the Nairobi end, William Lukasavich, the Cultural Affairs Officer, was nonpareil in his support of my efforts. I first met him in Istanbul in 1984 when I was an AMPART (American Participant program), and his professional handling of this novice international traveler was most welcome.

Mr. Lukasavich made all of my arrangements, met me at the airport, accompanied me on almost all of my visits, and gave me all of the support--moral, technical, and office--I ever could have wished for. The unlimited access to the PC in the Cultural Center made it possible for me to prepare this report, and to specifically tailor my KLA Seminar paper to the needs of the attendees.

My every need was seen to by Mr. Lukasavich.

On the professional side, it was abundantly clear that his contacts with the Kenya librarians were professionally sound and secure. In all of our joint visits, he demonstrated great knowledge of the immediate library conditions as well as the broader Kenyan library context. All of the people with whom we talked showed him a respect that was clearly based on a successful working relationship with him, and not just his being an officer of the U.S. Government.

I was personally amazed at how he was able to maintain such positive and good contact with me, while at the same time he was scheduling many other U.S. and/or Kenyan AMPARTs, Specialists, consultants, or travelers.

I am deeply grateful for Mr. Lukasavich's support of my efforts. Whatever success can be attributed to my work, it was Mr. Lukasavich's planning, follow-through, and general management that made it possible.

I also am grateful to the USIA for once again selecting me to provide assistance in its noble goal of assisting those outside the U.S. to meet their information needs.

Dr. Maurice J. Freedman, Director
Westchester Library System

Nairobi, Kenya
4 March 1988

List of Visits a and Contacts21 February - 4 March 1988

- 21 February: Dinner, William Lukasavich, Cultural Affairs Officer
- 22 February: Official Government of Kenya Holiday
- 23 February: Jomo Kenyatta Memorial Library, University of Nairobi
James Ndegwa, Director
Mary Kimani, Acting Deputy Director
Tony Rodriguez, Director, Institute for Computer Science,
University of Nairobi
Automation Seminar with Professional Staff
- 24 February: Kenya Library Association Annual Seminar, at American
Cultural Center

Dinner at Mr. & Mrs. Lukasavich's Residence, Nairobi
Robert Palmer, Library Consultant
Professor Dean McWilliams, Ohio University, &
Alvi McWilliams
Father Dick Quinn, Director, Television studios, East
frica, Maryknoll Order
- 25 February: Library of Congress Regional Acquisitions center
William Armstrong, Director

Delivered paper, "**Automation Alternatives for a
Developing country ...**", at Kenya Library
Association Annual Seminar
- 26 February: Kenya Library Association Annual Seminar

Reception for KLA Participants
Sospeter Arasa, Secretary General, National Council
of science and Technology
- 27 - 28 February: Safari at Keekorok Lodge, Maasai Mara
- 29 February: National Museums of Kenya
J. N. Otika, Director, Library
Mr. Matwale, Director, Archives
Martin Kokonya, Computer Specialist, Administration

Lunch with Judy Waterman, American Cultural Center

University of Nairobi, College for Adult and Distant
Education, Library, Offices, Kikuyu Campus
Dr. Florida Karani, Assistant Principal
Mr. Macharia, Head of the Library

- 1 March: Jomo Kenyatta University, Moi Library
Rosemary Ndegwa, Deputy Director
Automation Seminar for Professional staff
- Kenya National Library Service, Thika Branch
Gladys Kavulani, Director
Joseph Maundu, Library Assistant
- 2 March: Lunch with Ruth Thomas, Monica Nyabundi, Rosemary
Oyoko, Library of Congress, Regional Acquisitions Center
- Diane Rosenberg, Faculty, Moi University
- Dinner, Bill & Liz Lukasavich
- 3 March: Microcomputer Seminar, American Cultural Center
- Lunch, Larry Garufi, Public Affairs officer, USIA
- Kenya National Library Service, Headquarters and
Central Library
Sylvester Otenya, Acting Deputy Director
- Dinner, Joseph Wambugu, Kenya National Library Service
- 4 March: Report Preparation

APPENDIX - Page 1

Questions were raised about the costs of CD-ROM.

There is a great deal of variability associated with the cost of CD-ROM master platters and copies. Following is a discussion of costs specifically associated with a catalog display based on a conversion of a library's collection, both of which use the Library Corporation of America products **Bibliophile** and the **Intelligent Catalog**. That is, rather than a \$35,000 to \$45,000 mastering charge for a CD-ROM catalog platter, the prices below indicate all of the charges for a monthly updated **Intelligent Catalog**, including hardware. Note that the prices below do not include any of the costs associated with conversion of manual records to the MARC format using a non-**Bibliophile** system.

Library corporation of America uses a combination of removable hard disk and CD-ROM platter to maximize use of and access to the database, while at the same time minimizing the production costs.

On succeeding pages are the cost details from the sales materials from **Library Corporation of America**.

Actual Strategy

The product recommended for use with Kenya's university libraries, and perhaps for others is **Bibliophile** to convert all of the libraries' 1968 and later imprints. Upon completion of a substantial portion of the conversion, **The Intelligent Catalog**, another product of the **Library Corporation of America**, would be used as the means of displaying the converted cataloging data.

For example if the University of Nairobi converted 50,000 titles with the **Bibliophile** product, for the following prices, the University would get one or more **Intelligent Catalog** stations, each of which would contain the 50,000 titles, fully indexed and searchable in traditional, keyword and other means:

\$2,495 Per workstation complete (IBM Compatible Micro; 45MB removable hard disk; built in CD-ROM drive with sound, graphics, clock/calendar; RS232 port; MS-DOS; in a locking desk with power conditioners, etc. (see brochure for full details)

\$450 Per year for loading and updating the Intelligent Catalog on a monthly basis, etc. (see brochure for full details)

If the MARC database going into the **Intelligent Catalog** has been created by using **Bibliophile**, there is no charge for loading the catalog records into the **Intelligent Catalog**. If the MARC records are from another source (such as **Utlas DISCON**; see attached literature), there is a one-time \$.035 (i.e. 3~ cents) per record charge for each record not converted through **Bibliophile**.

APPENDIX (cont.)--Page 2

Complete sets of brochures for the **Library corporation of America** products and the **Utlas DISCON** product were left with the U.S. Cultural Center staff, and the staffs of the Jomo Kenyatta Memorial Library at the University of Nairobi and the Moi Library at the Jomo Kenyatta University.

Both companies can furnish additional information as needed.

My purpose in suggesting these alternatives at this time is that these particular products seem to offer inexpensive, yet extremely effective ways to automate, consistent with international bibliographic standards.