

THE NATIONAL ASSEMBLY



PARLIAMENT
OF KENYA
LIBRARY

THE PARLIAMENTARY LIBRARY AND LEGAL AND RESEARCH SERVICES PROJECT

1ST JOINT STEERING COMMITTEE/CONSULTANTS MEETING

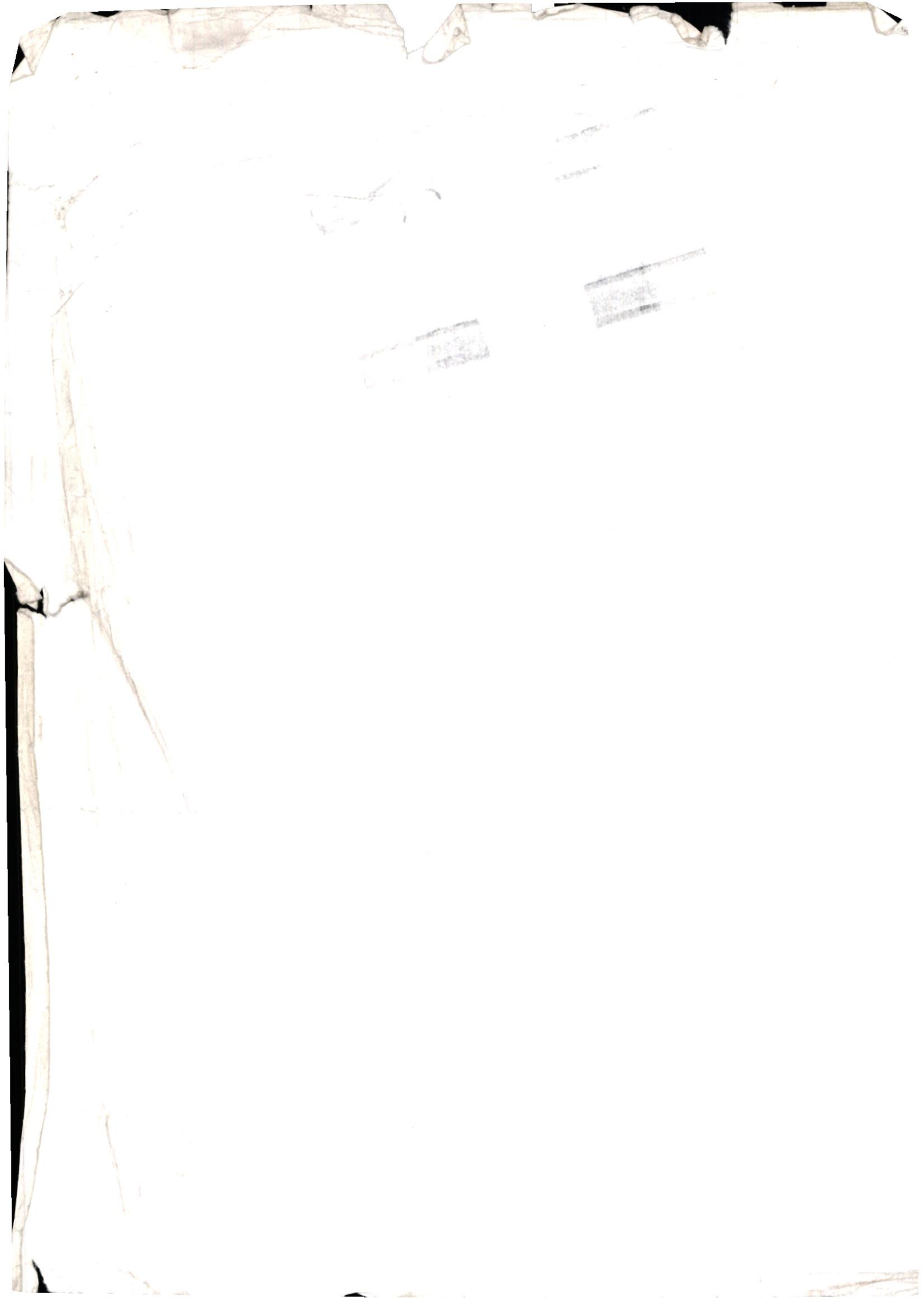
Notice is hereby given that the 1st Joint Steering Committee/Consultants Meeting will be held at **9.00 a.m.** on **Friday, 3rd October 2003** at Committee Room 9, Parliament Buildings.

Agenda:

1. Apologies
2. Adoption of Agenda
3. Discussion of Preliminary Findings of Needs Assessment
 - Confirmation of situational analysis
 - Confirmation of, and proposal on recommendations
 - Preliminary proposals on project design
4. Any Other Business.

A handwritten signature in blue ink, appearing to read 'Pauline Nyamweya'.

PAULINE NYAMWEYA
CONSULTANTS' TEAM CO-ORDINATOR



PARLIAMENT
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KENYA NATIONAL ASSEMBLY
LIBRARY
MAIN BUILDING

*Parliamentary Centre
Le Centre parlementaire*

PROJECT FOR IMPROVEMENT AND DEVELOPMENT OF
LIBRARY SERVICES INTO MODERN PARLIAMENTARY
LIBRARY AND RESOURCE CENTRE FOR THE KENYA
NATIONAL ASSEMBLY

CONSULTANT TEAM

Prof. Joseph.B. Ojiambo – Lead Consultant

Dr. Joseph Kiplang'at - Consultant

Mr. Hudson Liyai- Consultant

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DRAFT REPORT

6th October 2006

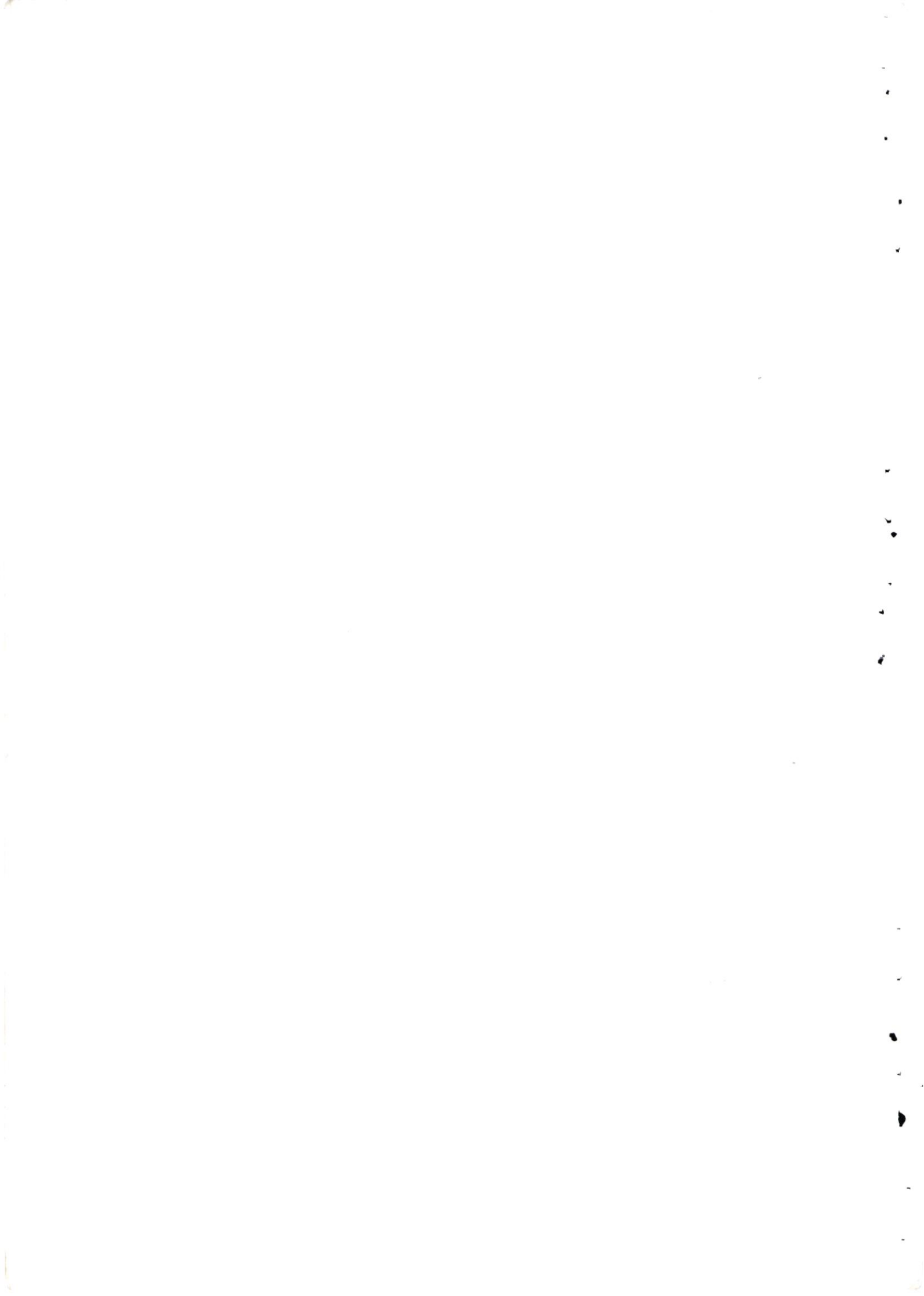
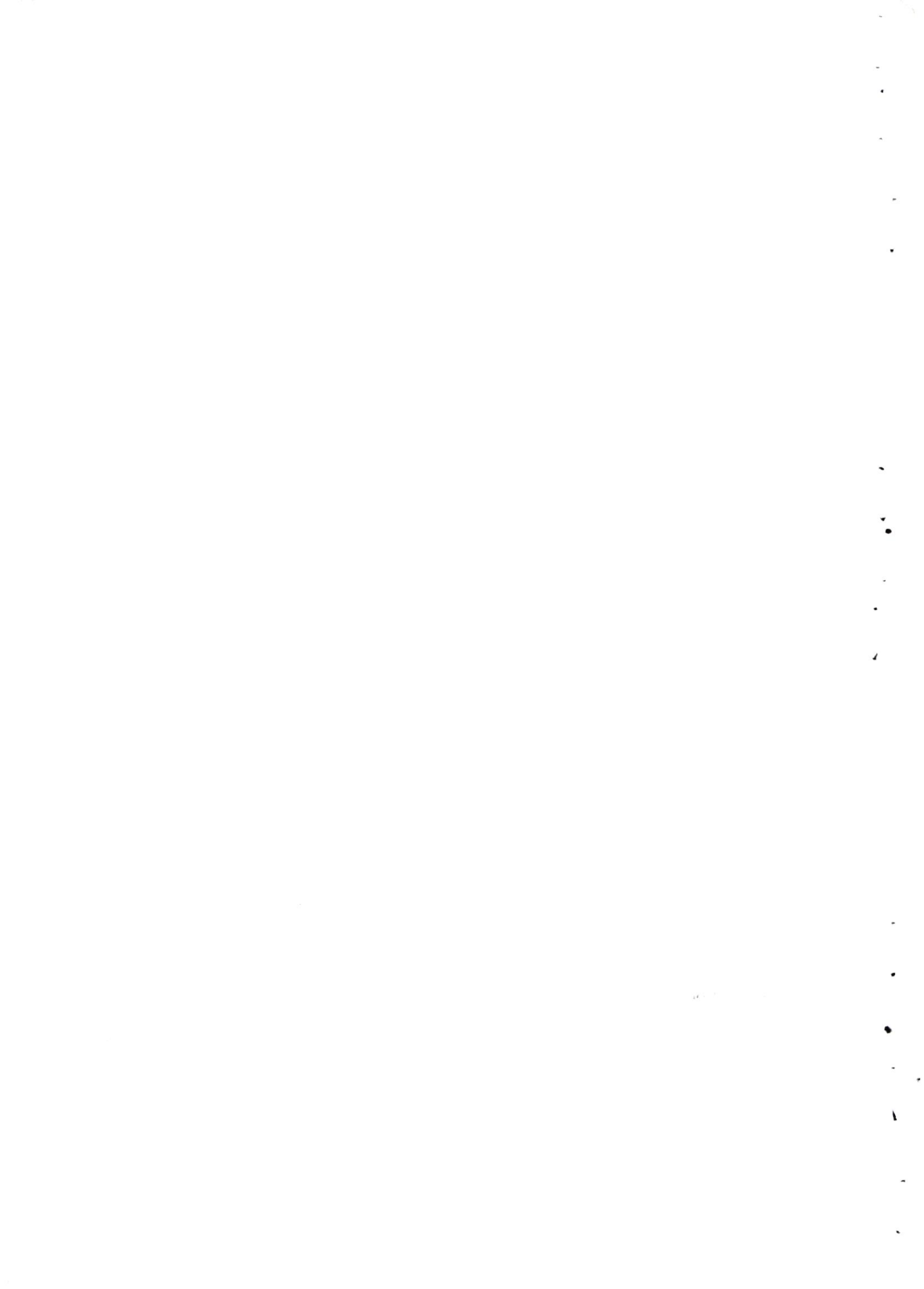


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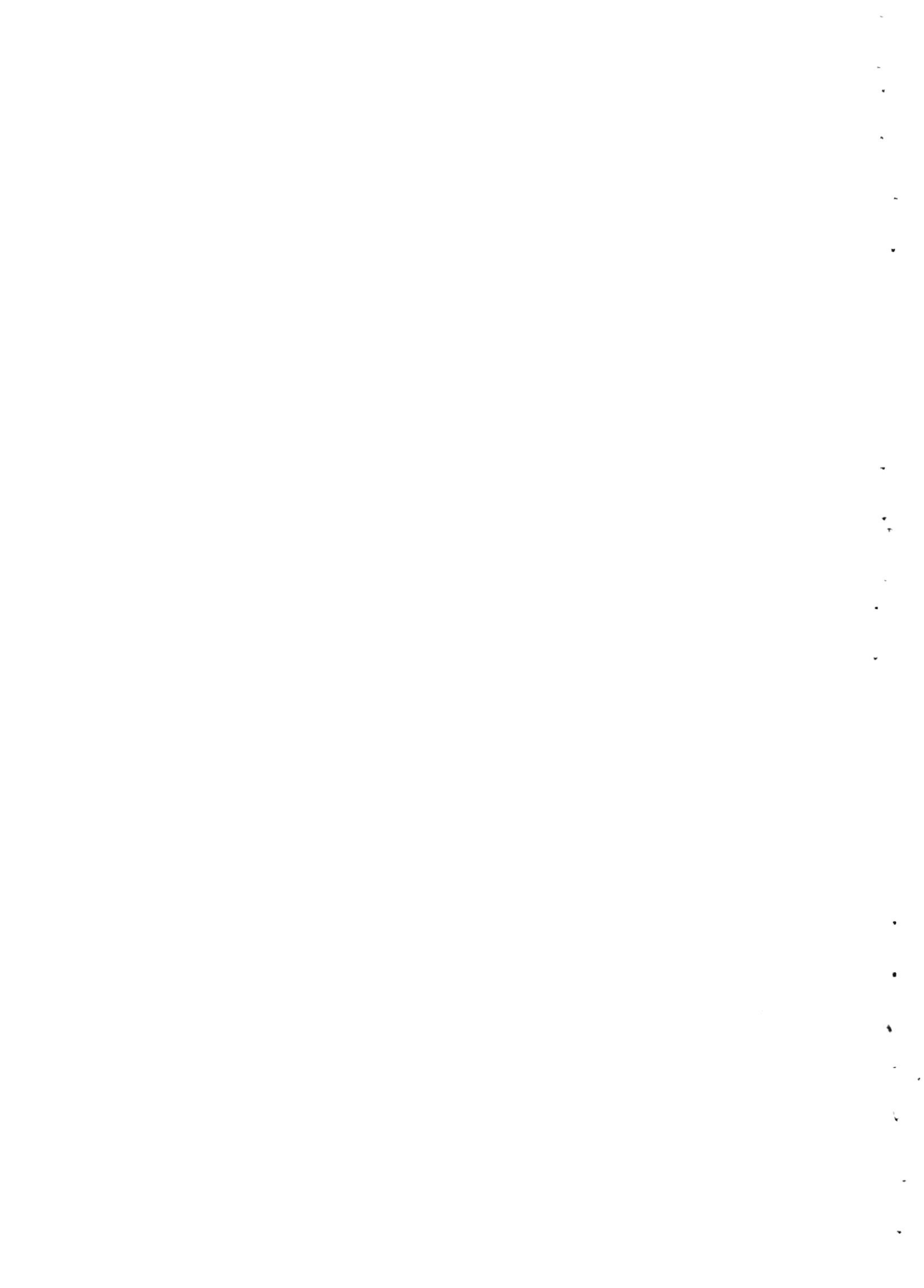
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LIST OF ABBREVIATIONS

ICT	Information and Communication Technology
KNA	Kenya National Assembly
ECK	Electoral Commission of Kenya
PSC	Public Service Commission
PAC	Public Accounts Committee
PIC	Public Investment Committee
MPs	Members of Parliament
FGD	Focus Group Discussions
UNDESA	United Nations Economic and Social Affairs
TOR	Terms of Reference
SCESCAL	Standing Conference for Eastern, Central and Southern Africa Libraries
IFLA	International Federation of Library Association
APLESA	Association of Parliamentary Libraries of Eastern and Southern Africa
UNICEF	United Nations Children Educational Fund
WHO	World Health Organization
FAO	Food and Agricultural Organization
CDP	Collection Development Policy
INASP	International Network of Availability of Scientific Publication



SDI	Selective Dissemination of Information
SIGLE	System for Information of Grey Literature in Europe
CPA	Commonwealth Parliamentary Association
IPU	Inter-Parliamentary Union
CD-ROM	Compact Disk- Read Only Memory
LANs	Local Area Networks
WANs	Wide Area Networks
OPAC	Online Public Access Catalogue
ISBN	International standard book number
MARC	Machine Readable Catalogue
TIA/EIA	(Telecommunication Industry Association/ Electronic Industry Association)Cabling standards recognised internationally which make use of coloured codes
ISP	Internet service provider
VSAT	Very Small Aperture Technology
RAID	Redundant Array of Inexpensive disks
CAT 6	Category 6 – A cabling standard

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- Figure 1: Organizational structure of the KNA **Error! Bookmark not defined.**
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CHAPTER ONE: INTRODUCTION

1.1 Preamble

This project was initiated by the Kenya Government to revamp and re-organize the Parliamentary Library into a Modern Library and Information Resource Centre. Specifically the project Terms of Reference were as follows:

- Conduct situation analysis of present library facilities and services with view to identifying shortfalls, based on established international standards and benchmarks.

- Make detailed and comprehensive recommendations for improvement of the library in all aspects of service delivery that include human resource development, information and material collection, equipment, ICT application among others.

The Project was carried by a Team of consultants comprising:

Prof. J.B. Ojiambo- Lead Consultant

Dr. Joseph Kiplang'at - Consultant

Mr. Hudson Liyai - Consultant.

The work commenced on the 20th of August 2006. The Team carried out Literature review, designed the data collection instruments, and collected data. The Team visited the various sites including Parliamentary Library, Archival Centre at County Hall, and Information Resource Centre at Continental House. The team consulted and gathered data from the Members of Parliament, Parliamentary Staff and the Library staff. This data was analyzed and form the basis for this report.



The persons consulted and interviewed including institutions visited are listed in Appendix 2.

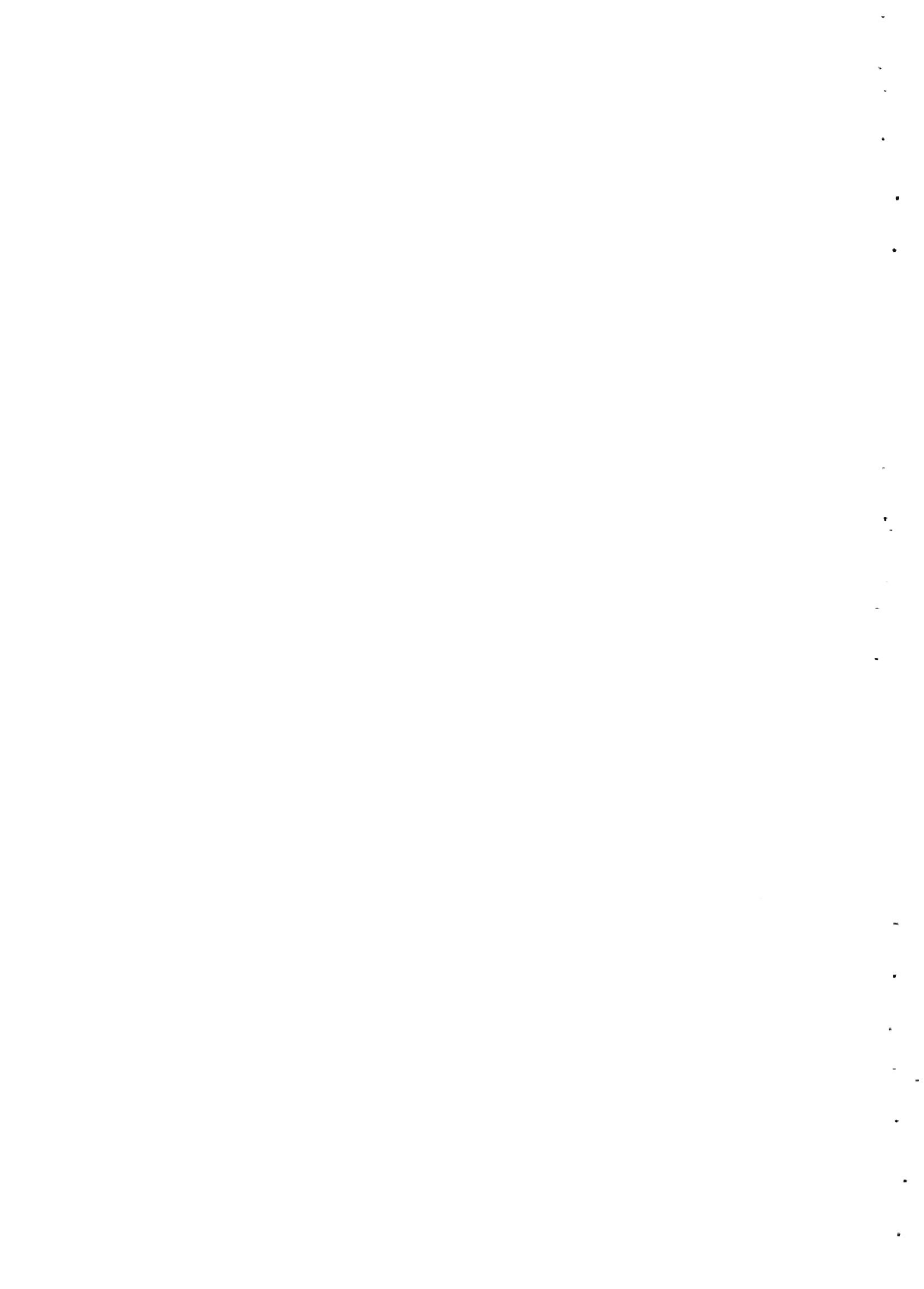
1.2 Purpose and Scope of the study

Parliaments face an increasing range of demands from constituents, the society and the international community. Expectations from these interested parties have created pressure for change in existing working methods of members of parliament.

Such changes require members of parliament to enact good laws, promote good governance, promote democracy, socio-economic development and fight corruption. To fulfil these functions effectively, parliaments need to ensure that they are adequately equipped to continue their essential constitutional functions.

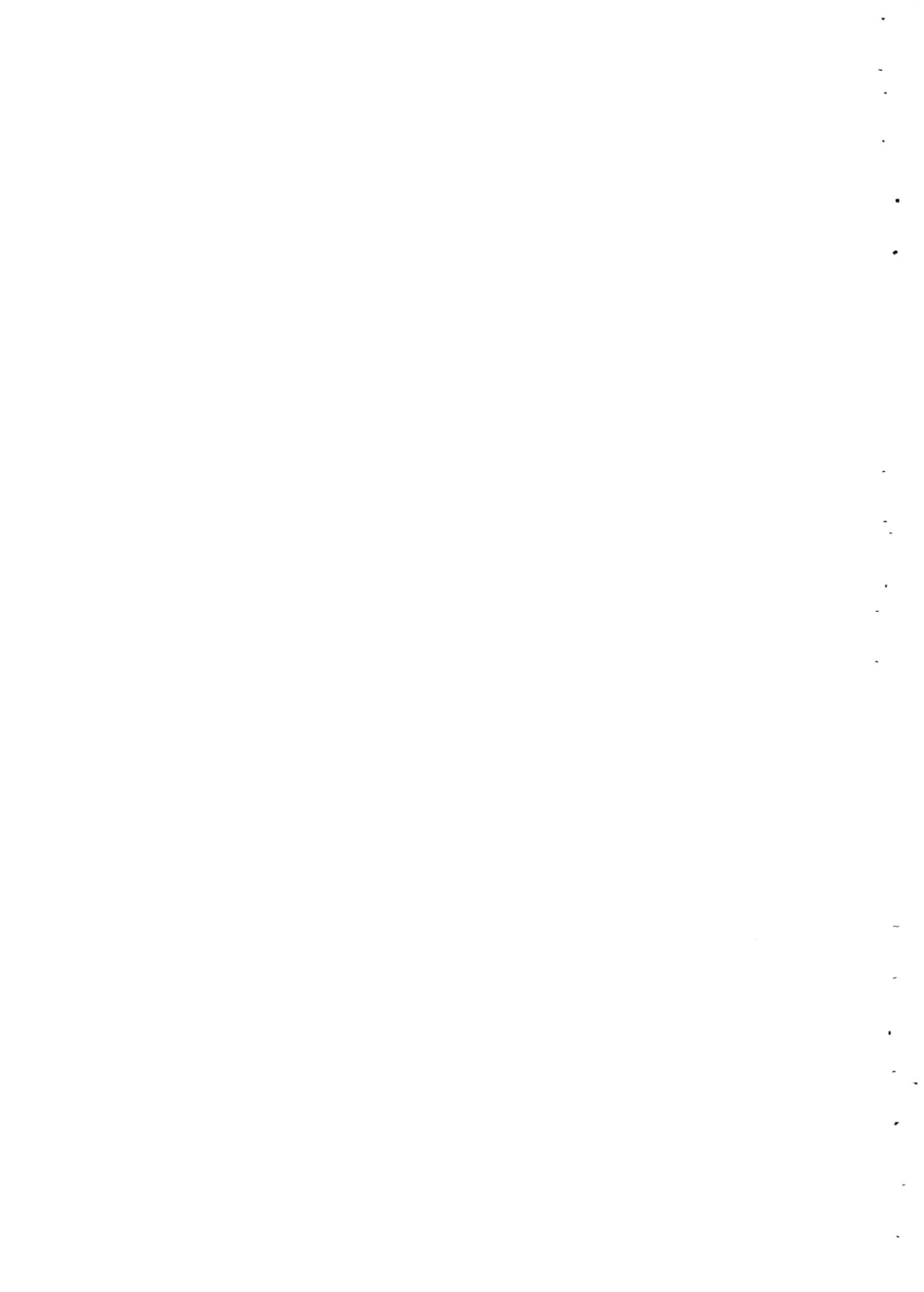
Today the multifarious role played by members of the legislatures of democratic establishments require multifaceted information in their day-to-day performance as legislators. They have an incessant need for timely, authoritative and current information because of the enormous responsibility bestowed on them by the electorates and society. A strong information accessibility that empowers them to fulfil this responsibility effectively is therefore very significant.

To support parliament in meeting increased demands and expectations placed upon them, parliaments need a well defined information system strategy. This information system strategy should enable parliamentarians and their staff to perform their duties competently and efficiently. The information system should also enable them to access relevant and timely electronic, multimedia and print information. Such a system would incorporate a library and information resource centre, archives and records management centre.



This study therefore, was undertaken to analyse the capacity and needs of the library and information services at the Kenya National Assembly (KNA). Most importantly it was intended to make recommendations for improvement and modernisation of the facility. A modern, state-of-the-art library and information system is arguably the foundation of an active and effective parliament, especially the parliament of a young democracy such as Kenya where efforts to enhance the values and practices of participation and representation are now underway. The importance of parliament in the democratization process in Kenya cannot be overemphasized. The Kenyan parliament is the sole legislative institution of the state and the highest forum for citizen involvement in government. The Kenyan legislature also plays a direct role in the social and economic reform and development in the country.

The effectiveness of the KNA in the performance of its functions and the fulfilment of its mandate to the people of Kenya depends on many factors, but two of these factors are the base of all others. These are, first, the quality and quantity of data and information that forms the basis of debate and decision making by MPs both in the chamber and in committees. The Second factor affecting the performance of KNA is the efficiency and effectiveness of the information storage, retrieval and dissemination system applied within parliament. Worldwide, attention has increasingly focused on improvement of library and information systems that in turn helps to enhance the activities of parliament. This trend can be illustrated by the evolution of institutions such as the United States Library of Congress and its Congressional Research Bureau. In Kenya, the present initiative to modernize the KNA library and information system is in line with what trends worldwide.



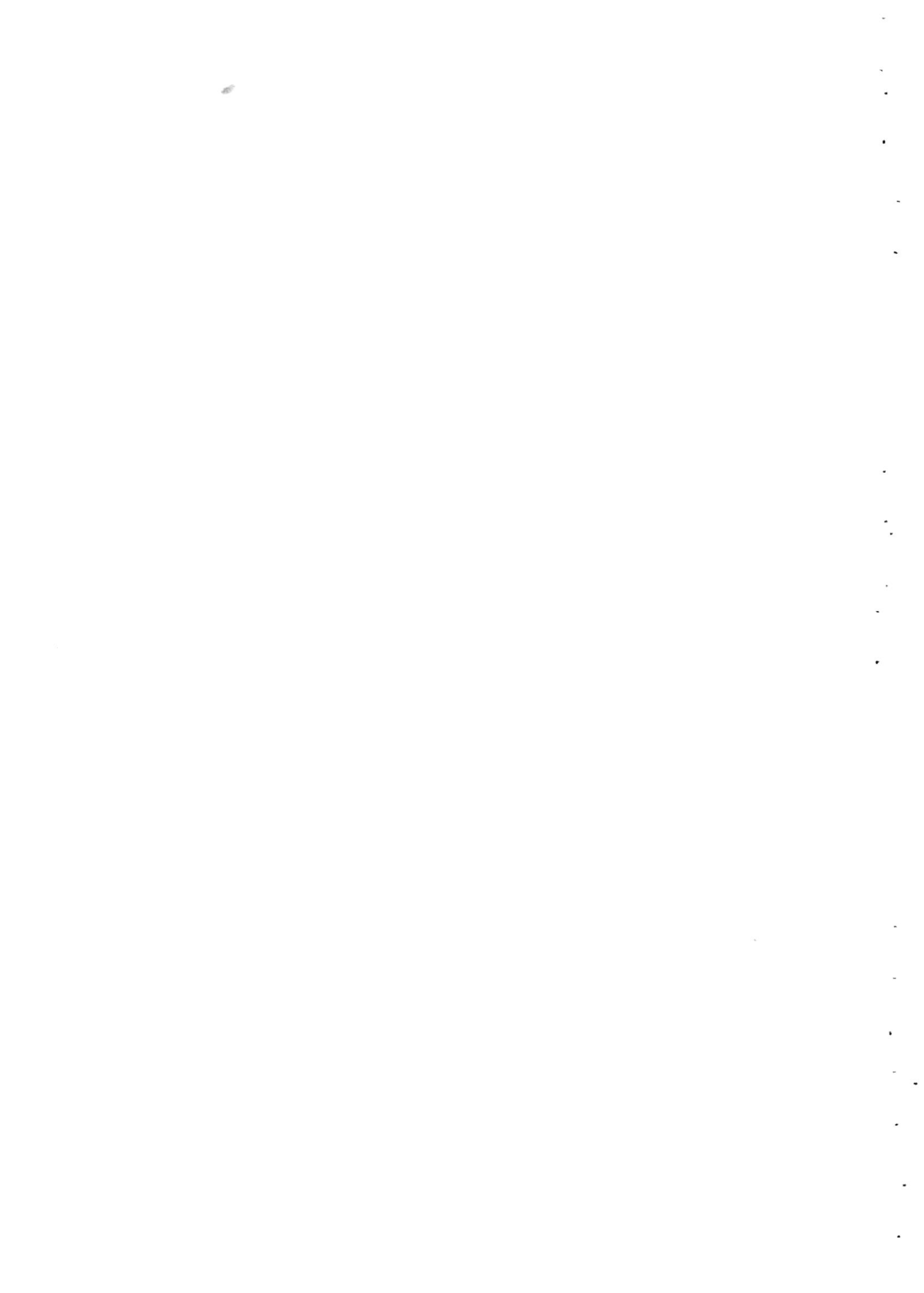
1.3 Terms of Reference

This project sought to propose ways in which the present library and information systems at the KNA can be transformed into a modern library and resource centre that will meet the growing needs of both Members of Parliament (MPs) and parliamentary staff. Specifically, the project used the detailed terms of reference that the KNA has developed to;

- i. Conduct a situation analysis of present library facilities and services with a view identifying shortfalls, based on established international standards and benchmarks
- ii. Make detailed and comprehensive recommendations for improvement of the library in all aspects of service delivery that include human resource development, information and material collection, equipment, ICT application among other aspects

1.4 The Kenya National Assembly: Background and Functions

The Kenya National Assembly has been in existence since the country gained independence from British rule in December 1963. Its precursor, the colonial Legislative Council was established in 1907. At independence there were two houses: The House of Representatives and the Senate. Three years later they were amalgamated to form the Kenya National Assembly (KNA). The KNA is established under Section 33 of the Constitution of Kenya. Currently it consists 210 elected, 12 nominated and 2 ex-officio members of parliament. The Electoral commission of Kenya ECK has recommended an increase in the number of constituencies in the country by 42 electoral areas.



The increase in the number of MPs in the KNA was accompanied with a considerable increase in the size of staff as well. The KNA began with a staff of approximately 58 officers, but the number has now multiplied to 437.

The National Assembly was since its establishment treated as a department in the office of the president. However, in 1999 it was transformed into a semi autonomous entity with a budget drawn directly from the consolidated fund and its own staff managed by the Parliamentary Service Commission (PSC).

1.5 The role of Parliaments in Democratic Governance

The cardinal role of parliament in society is to supervise and check on state organs, institutions, groups and individuals in society. Parliament is Supreme in so far as it is:

- (i) A forum for citizen self government through representation
- (ii) The voice or custodian of the general will
- (iii) The enactor of all legislation including the constitution
- (iv) The mechanism for the control of the Executive through questions, motions, legislation and the budget
- (v) The facilitator of the Judiciary
- (vi) A public policy making body

1.6.1 Mission of the Kenya National Assembly

The mission of the Kenya National Assembly is to efficiently and effectively fulfil its constitutional and legitimate mandate and the roles and functions of a representative institution in a democratic system of government.

1.6.2 Mission of the Parliamentary Service Commission



To facilitate the members of parliament to efficiently and effectively fulfil the Constitutional function in a representative system of Government by holding and ensuring the autonomous status of the parliament in its corporate relationship with other arms of the government.

1.6.3 Organization of the KNA

The affairs of the assembly are managed by the Parliamentary Service Commission under the chairmanship of the Speaker of the KNA. The administrative, as well as technical decisions, policies and programs of the PSC are executed through a parliamentary service that is composed of 14 departments, all under the stewardship of the clerk of the KNA.

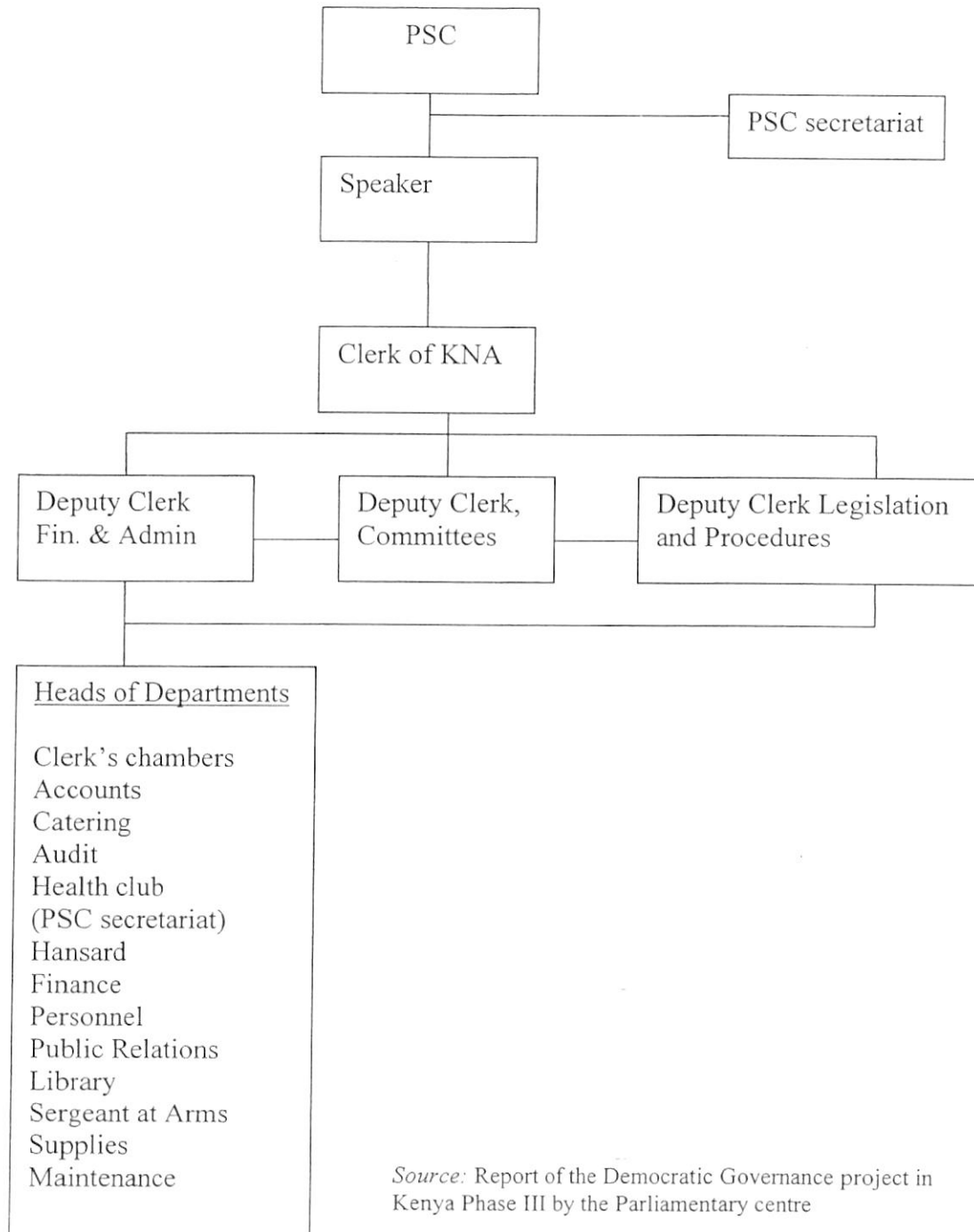
The PSC is composed of the Speaker of the KNA(Chairman), Vice Chairman (elected from among ordinary members of the PSC), and seven MPs, who include the leader of the opposition party with the most seats in the house, the leader of Government business and MPs nominated by parliamentary parties.

The Clerk of the National Assembly is both the secretary of the PSC and the Chief Executive Officer of the Parliamentary service. The role of the PSC is to facilitate the operations of the KNA through management of staff, infrastructure, security, the budget and parliamentary powers and privileges.

Below is the present organisational structure of the KNA.



Figure 1: organisational structure of the KNA.



Source: Report of the Democratic Governance project in Kenya Phase III by the Parliamentary centre

1.6.4 Functions of Parliament

The main functions of parliament include

- (i) **Legislation:** This involves the enactment of new laws, amending old laws and repealing obsolete laws. At the same time the Assembly frequently amends the Constitution of the Republic of Kenya. This legislative task requires MPs to be conversant with legal provisions and legislative procedures. In addition, they should possess some technical knowledge in the different spheres and stages of lawmaking. Staff of parliament are duty-bound to assist and enable MPs in the performance of the function of legislation.
- (ii) **Budgetary Oversight:** MPs work through a variety of committees like the Public Accounts Committee (PAC), The Public Investment Committee (PIC), the Committee of ways and means, and the committee of supply to regulate the revenue and expenditure activities of the executive and thereby guard the resources of the Republic. Most importantly, the MPs have the responsibility to approve the public budget through approval of proposed sources of revenue and proposed expenditure of the revenue that is collected. Through the accounts committees, MPs conduct post expenditure checks to verify whether the Executive raised revenue and conducted expenditure in accordance with the parliament approved budget.
- (iii) **Oversight and supervision of governance:** KNA oversees the performance and actions of the executive branch of government mostly through questions and motions. To this end MPs seek to ensure that executive decisions are lawful, constitutional and in conformity with established procedures and practices as well as popular views and expectations of the electorate.
- (iv) **Representation of the People in the Government:** The classical role of MPs is to articulate the interests of the different constituencies and other interest groups within the country. One of the roles of KNA staff is to facilitate



communication between MPs and constituents, as well as between MPs and the executive or other agencies to which MPs need to make representation.

- (v) Checks and balances on the operation of the other two arms of the government i.e. The executive and Judiciary
- (vi) Leadership of the people in nation building
- (vii) The making and unmaking of the government
- (viii) The watchdog of democracy

1.7 KNA Library and Information Services

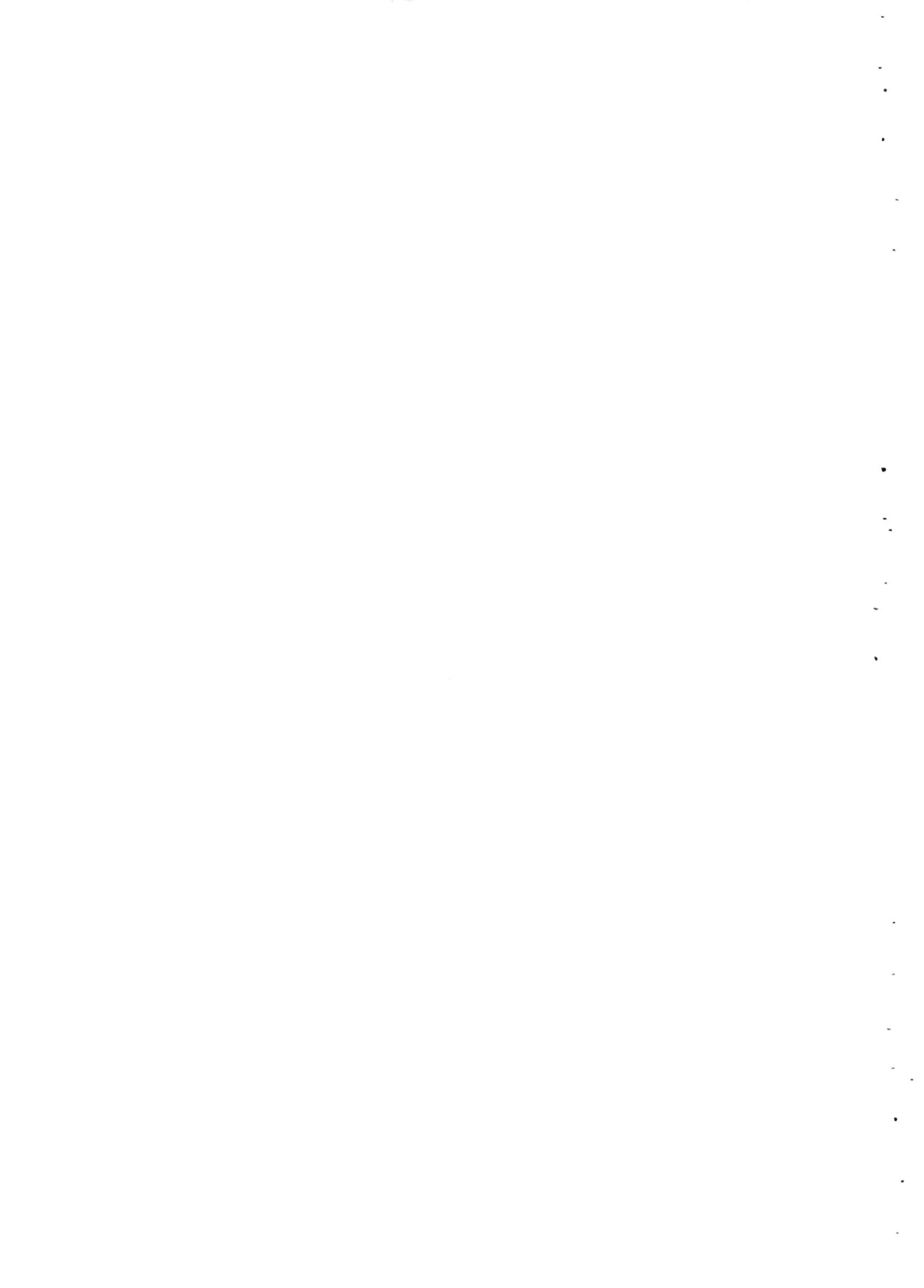
The KNA has a full fledged library department although it is still relatively small both in size and collection. MPs rely on library staff for services that they need in order to fulfil three general functions

- (i) Reference and Information
- (ii) Data for the purpose of formulation of questions, motions and bills
- (iii) Broadening of the scope of general knowledge

The materials that the library collects include; books, journals, government reports, relevant international documents, newspapers and magazines. Notably are the documents and information that the National Assembly generates such as Hansard and committee reports.

However, as acknowledged in the Strategic Plan of Parliament (2000-2012) most books in the library are out-dated and the existing space cannot accommodate the ever increasing number of incoming information materials and the changing information needs of users.

The absence of an adequate number of staff at various levels has occasioned a dismal provision of services at the KNA parliamentary library. The library is currently serviced



by nine (9) staff members; three Senior Librarians with degrees, four assistant librarians with diplomas, and two library assistants with certificates. In addition the library has support staff comprising one typist and one messenger/cleaner.

1.7.1 Goals of the Parliamentary Library

The Goals of the KNA parliamentary library as outlined in the Strategic Plan of parliament (2000 - 2012) are:

- (i) Promote understanding and cooperation between legislators and their information services, recognising the ever growing need for legislators to have access to up to date and accurate information about developments worldwide
- (ii) Encourage programmes to foster the adoption of the latest technologies, including the internet and their use within the directorate of information services and promote liaison with other libraries and research services so as to disseminate knowledge about new systems and databases
- (iii) Promote fruitful relations between parliamentary libraries and research and encourage participation of the library staff in the regional conferences and other forms of regular contact between parliamentary information services operating within and outside the commonwealth.

1.7.2 Current state of Parliamentary Library

During the visits, information gathered by the Team and review of previous projects, it was noted that the following issues affect the performance of the library:

- i. The library offers traditional services, largely manual with little ICT applications.
- ii. It is organised in a traditional manner and does not provide modern information services to meet the information needs of its clients.



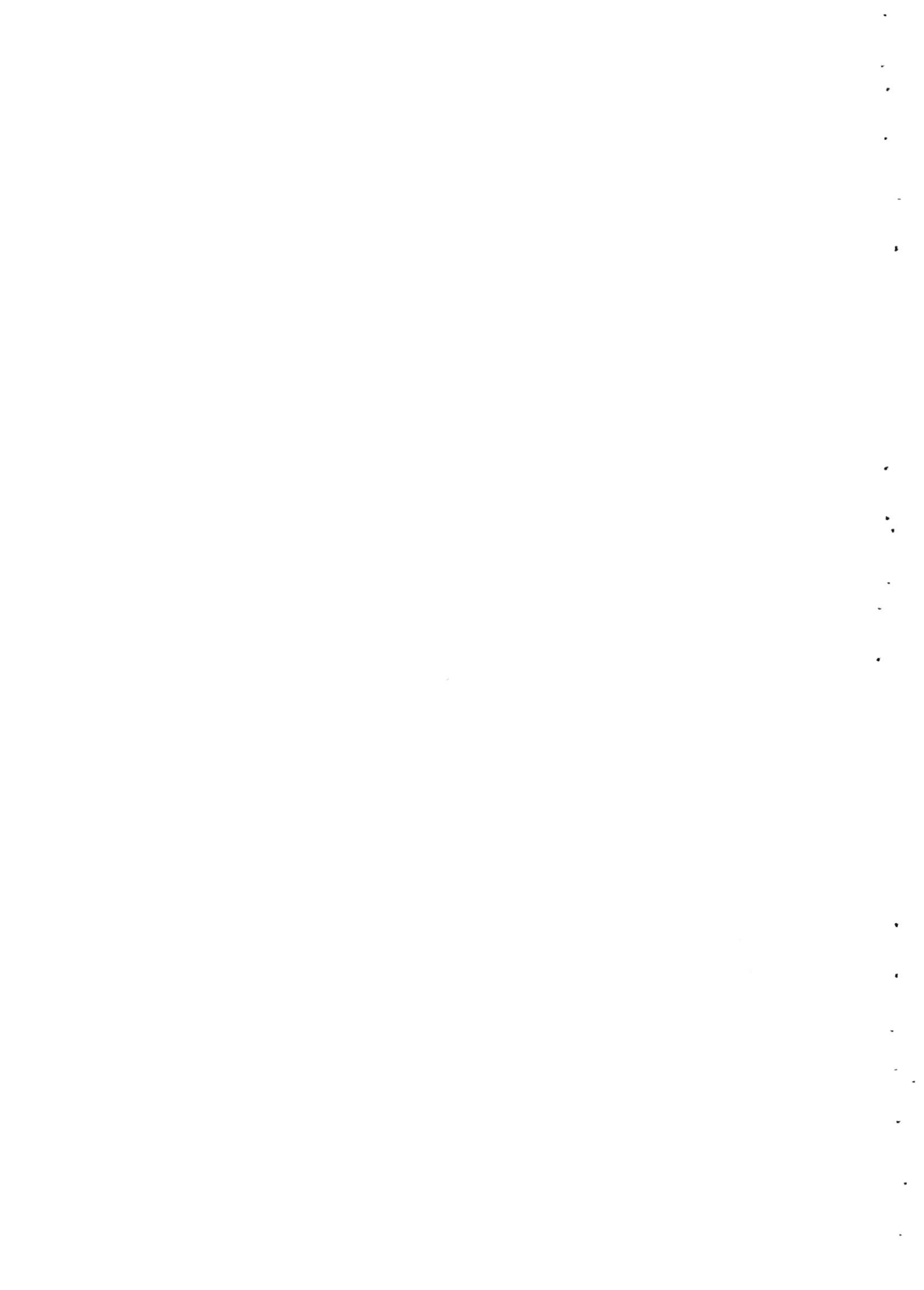
- iii. The existing furniture and equipment is not appropriate for reading, research storage and retrieval.
- iv. There is no rationalisation between the number of staff, level of education and training and roles and functions.

1.8 Statement of the Problem

A preliminary KNA assessment of its library services dated August 2005 shows that the facility urgently needs improvement in most areas of service delivery. Presently the situation in the library is unsatisfactory. The following were observed:

- i. Much of the available information and data are in non retrieval systems that make it difficult to retrieve such information for use by MPs and staff.
- ii. Most of its resources are print materials that are difficult to access and to use.
- iii. Most of the available resources are not a source of up-to-date data and information.
- iv. The operations of the library are still traditional and out of step with the worldwide trends in information services.
- v. Human resource is inadequate in numbers and training to manage a modern parliamentary library and information systems.
- vi. The available space is inadequate and the state of equipment and furniture is poor.

The foregoing description of the present state of the KNA library services demonstrates an urgent need for improvement for the benefit of the users and ultimately the people of Kenya. This project conducted an in depth analysis of the problem and made recommendations with a view to modernise the library services based on internationally recognised benchmarks as well as the special needs of the KNA.



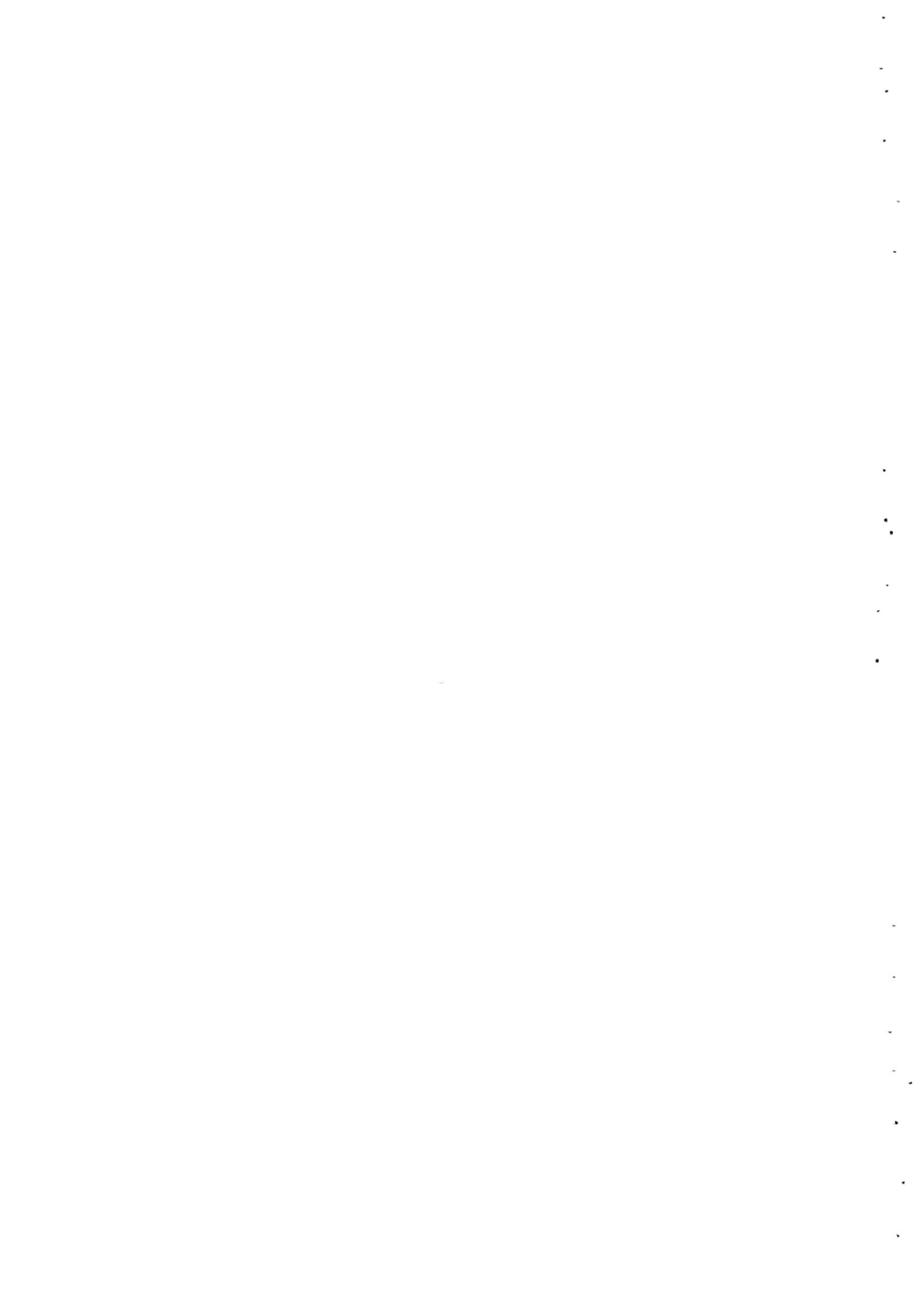
The Project envisages achieving the following:

- i. Introduction of modern information and communication technologies.
- ii. Creation of ample reading and reference.
- iii. Well balanced information resources in print, multimedia and electronic form.
- iv. Provision of information service that is relevant to the special needs of MPs and staff and made available in both manual and electronic.
- v. Installation of automated information processing, retrieval and dissemination facilitate online cataloguing, indexing, electronic archiving and records management.
- vi. Introduction of automated library operations such as membership registration lending and statistical data collection.
- vii. Installation of internet connection to facilitate online searching and access to global information, and possibly a website to publicise its information services to user community.
- viii. Develop professional library staff through training or additional hiring who are competent in information management and application of information communication technologies (ICT).

1.9 Research Questions

1. What are the roles and job descriptions of the parliamentary library staff?
2. What knowledge and skills does parliamentary staff possess?
3. What are the training needs of parliamentary library staff?
4. What information services are provided to the members of parliament and parliamentary staff?
5. What information services are required by members of parliament and parliamentary staff?

6. What challenges face parliamentary library in the provision of information services to parliamentarians and parliamentary staff?
7. To what extent do parliamentarians and parliamentary staff utilize the internet and electronic sources in the information gathering and exploitation process from the library?
8. What information is sought by parliamentarians from the library?
9. What information services are used by parliamentarians in the library?
10. What are the information needs and information seeking behaviour of the parliamentarians and staff?
11. How frequently do parliamentarians use parliamentary library and archival services?
12. What institutions do parliamentarians seek information from?
13. What periods do parliamentarians and parliamentary staff most seeks information?



CHAPTER TWO: METHODOLOGY

The data and information that was used in this study and formed the basis for recommendations was drawn from several complementary sources: current literature on different aspects of the library and information services, personal visits and observations at the KNA library, review of relevant documents, interviews with library staff and a sample of clients of the library; that is, MPs and KNA staff; and a focus group discussions (FGD) involving the different categories of KNA staff and MPs.

2.1 Literature search

The literature reviewed included the project documents, parliamentary library reports and documents, the commonwealth parliamentary documents such as strategic plans, policy statements, parliamentary library systems and information committee reports, and published books and journals on information and library science. The literature was a useful source of background information and a basis for comparative analysis.

One notable background document reviewed show that UNDESA was actively involved in the provision of ICT support to the KNA. The process of modernisation of the library will be invariably linked to that of ICT development and therefore the two processes need to be coordinated. For example, the team sought to find ways in which the equipment required for the broader ICT development at the KNA can be harmonised with the requirements for digitisation of library operations, information storage, retrieval and dissemination.

A selection of the documents reviewed is listed in Appendix 3.



2.2 Interviews

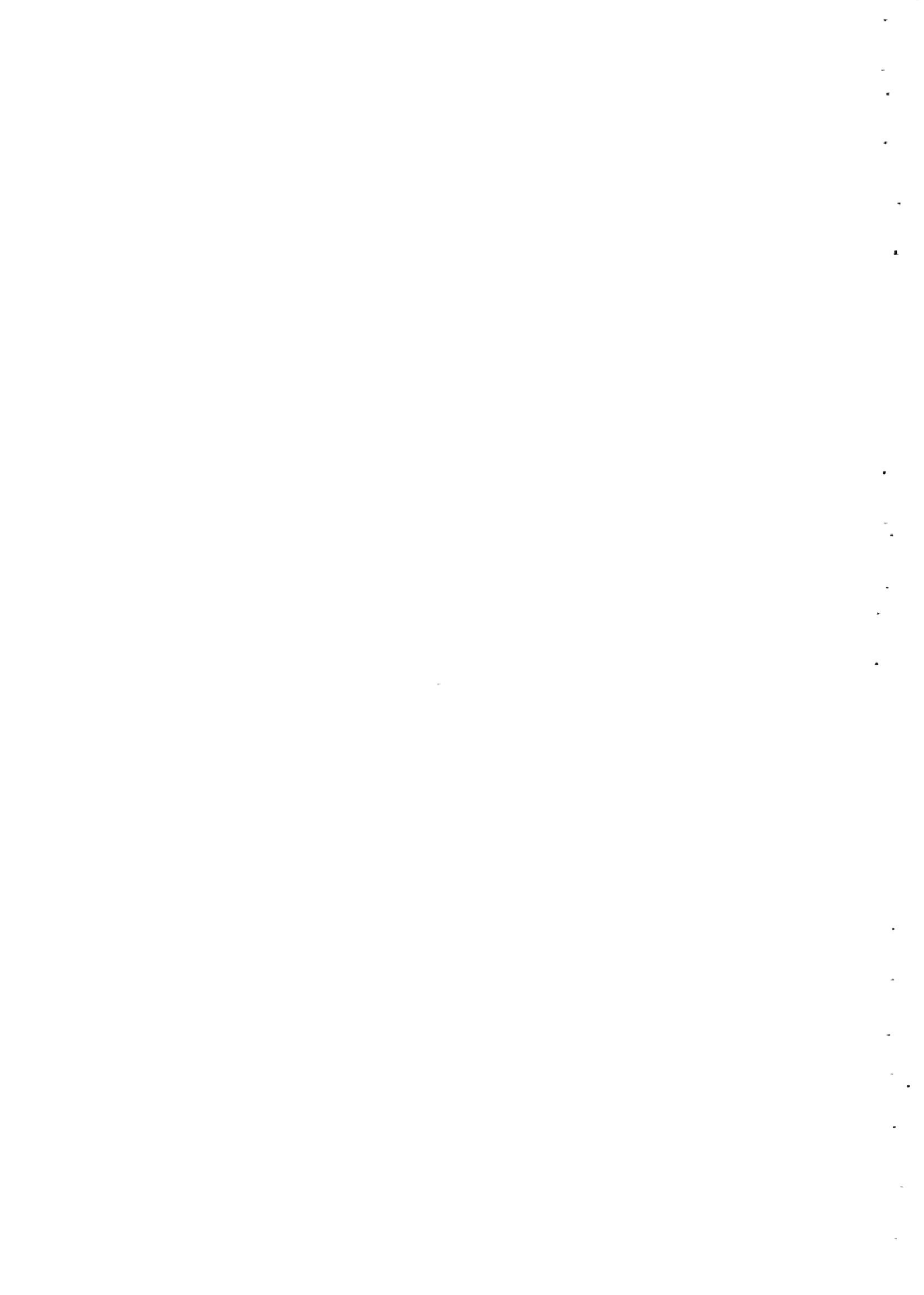
The interviews were conducted with KNA staff and MPs as well as with FGD forum.

These interviews were based on a structured questionnaire that sought information to shed light on

- i. Present staff levels and quality of library facilities and services
- ii. The level of library and information usage, information needs and information seeking behaviour of MPs and staff
- iii. Levels of training and skills of library staff and their training needs as well as the number of library staff required, their skills and competencies and professional qualification
- iv. ICT requirements for the library and information resource centre, information competency skills required for both staff and members of parliament
- v. Equipment (specification of each equipment) required for storage, retrieval processing, reservation and conservation and dissemination of information
- vi. Nature of library and information services needed to satisfy KNA information needs, including computer software requirements
- vii. Job description for each category of library staff

Focus Group Discussions were held with Library Staff and Library Project Technical Committee. This source of information provided insight into:

- i. Information sources and services provided by the library.
- ii. Gaps in information provision and services to MPs and Parliamentary staff.
- iii. Information literacy skills required by Members of Staff and the National Assembly staff.
- iv. Library policy in general and collection development policy requirements.
- v. Status of ICT application in the library.



2.3 Visit and Observations

The study team visited the KNA library to observe and assess the existing resources. The team also visited the library facilities of other selected institutions in the country to assess potential areas of information networking and interlibrary cooperation. The visits focussed on certain important features of library service.

- i. *Information Materials:* These included print materials and multimedia resources (books, periodicals, research papers, reports microforms, audio-visual materials such as sound archives, videos, films and sound tapes, and electronic resources). The aim was to assess the volumes and relevance of the materials. The information obtained formed the basis for stock appraisal for retention, transfer or discarding. The visits also enabled the consultants to determine the multimedia resources required, online databases, types of cyber café requirements and archival and records management information systems. This data would also aid our estimation of the budget requirements for acquisition, subscriptions and exchange of materials.
- ii. *Equipment:* The visits enabled the consultants to witness and assess the current equipment available in the library and their sustainability and appropriateness for the various functions of the library. The personal observation enabled the consultants to make appropriate recommendations on the particular equipment required for a modern library.
- iii. *ICT application:* The library visits enabled the team of consultants to assess the level of ICT applications in the facility, the type and characteristics of ICT networks that are in use, including appropriateness of associated hardware and software packages. The team also assessed the library staff and user community competencies in the use of existing library technologies
- iv. *Services:* The visits to the library made it possible for the team to examine and evaluate the services offered, especially reading, referencing, research-search,



lending, indexing and abstracting and reprography. The team was thereby able to identify the strengths and weaknesses of library service delivery and thus make appropriate recommendations

- v. *Human Resources:* The study team during its visit to the KNA library got an opportunity to observe the service delivery system from the standpoint of the activities of library staff. The visits made it possible for the team to appreciate the additional practical skills that the library staff possibly requires, especially in the light of the demands of the envisaged modernised library.

2.4 Problems encountered during data collection

The Team noted that due to Member of Parliament busy work schedules, as well as for security reasons, access to individual parliamentarians within their work environment was difficult. The team made several trips to parliament to seek for interview with parliamentarians.



CHAPTER THREE: DISCUSSIONS, PRESENTATION AND RECOMMENDATIONS

The foregoing exposes of the methodology used for this study shows that the required data was obtained from different primary and secondary sources, both documentary and interview. The data so derived lent itself more to qualitative analysis than to the use of quantitative techniques. Indeed, the use of the latter technique would be generally practicable where data involved is derived from a sample survey of a given population.

The team prepared three interim reports, including one that contains recommendations of the library requirements for procurement. However, this final report of the project will in its structure and content address directly the TOR of the project. The report comprises two main parts. The first part will provide a detailed analysis of the present situation of service delivery of the KNA library and its implications for the work of parliament. The second part of the report will make detailed and specific recommendations for reorganisation and development of the KNA library services in order to realise the standards of a modern library to meet the increasingly challenging role of parliament as the country strives for democracy and social and economic development.

3.1 Specific outputs

The specific output of this project includes:

- i. Audited skills of library staff and users
- ii. Job description for the library staff
- iii. A staff training program
- iv. A policy on library collection development
- v. Requirements for a modern parliamentary library and resource centre
- vi. Recommendations for a library database
- vii. Requirements for cyber cafés in Main Library and in Continental house
- viii. Online system for managing non-book materials



- ix. Recommendations for an appropriate library software requirements

3.2 Part one: Situational Analysis

The team visited the main Parliamentary Library, the Archival Centre and the Information Centre at Continental Building. They also gathered data from Members of Parliament, Parliamentary staff and Library Staff. The next section discusses the findings of the current situation of facilities, services and staffing level.

3.2.1 Main Parliamentary Library

The library offers traditional services, and is organised in a traditional manner. It does not provide modern information services to meet the information needs of its clients. The existing furniture and equipment is not appropriate for reading, research storage and retrieval. There is no rationalisation between the number of staff, level of education and training and roles and functions. It was therefore evident from members of parliament and staff that there is a need of a modern library with relevant and up to date information services and products.

3.3.2 Collection of Materials and Size

The collection of the library is inadequate to meet the information needs of Members of Parliament and staff. The Collection includes 5,000 titles of books which are mostly outdated. In addition, there is collection of Laws of Kenya, bound periodicals, parliamentary papers and reports from Parliamentary Committees, official government documents, and Hansard. The library also stocks reference materials which include dictionaries, encyclopaedias, yearbooks and manuals. However, this collection is inadequate in content and format to meet the information needs of MPs and Parliamentary Staff. Consequently they cannot participate effectively in parliamentary debates and other issues that come before the house.

It was further noted that the library does not have a collection development policy. The materials in the collection were acquired without any policy guidelines.

3.3.3 Information Sources and Services

The library stock has a variety of information sources, most of which is in a print format. For information to be appropriate and relevant to information needs of Parliamentarians and staff it needs to be reliable, accurate, understandable, comprehensive, and current and in a format that is applicable to specific individual need. The following were therefore noted in terms of relevancy of information sources and information services to Members of Parliament and Parliamentary staff.

- The library has not been able to provide relevant and appropriate information sources and services in appropriate and diversified formats including electronic journals and multimedia information due to inadequate staff and resources;
- The library services are manual and the current ICT infrastructure is inadequate and this hinders provision of information in real-time.
- The library is unable to provide information services tailored to the needs of Members of Parliament. These include but not limited to Current Awareness Services, Selective Dissemination of Information, Constituency Profiles, Digitalised Archival information amongst others.
- The sitting arrangement is inadequate to serve members of parliament and senior parliamentary staff.
- It was noted that borrowing was minimal although MPs are allowed to borrow up to four books and senior members of staff two books.
- Most of the MPs and staff interviewed noted that they have never borrowed any material from the library because the literature is outdated.

- The library is not able to adequately address research information needs of Members of Parliament and Parliamentary Staff.
- Members of Parliament interviewed observe that their Personal Assistants (Pas) are often compelled to look for information from other libraries especially on issues being debated in parliament.
- The Library Staff interviewed often acquire materials not available in their collection through Inter-Library Loan. However, library cooperation in Kenya is based on mutual agreement and often difficult to sustain without policy guidelines. However, Parliamentary Library has made arrangements with a number of libraries situated within Nairobi such as The British Council, The Kenya National Archives and Documentation Centre, The United States Information Services (LISTS), The University of Nairobi Library, The Attorney General Chambers Library and the High Court of Kenya Library.
- The library provides photocopying services to members and staff using one medium sized copier.
- The library has four computers used by MPs and senior staff to access the Internet.
- The library has five computers used for word processing by staff.
- All the respondents were of the view that more computers should be added in the library to facilitate provision of information service.
- Currently the Website of Parliament is being updated. The library is making arrangements to be included on the website.
- There is need for effective information exchange programmes and co-operation among parliamentary librarians in view of the increasing close relations and working togetherness of parliamentarians in the region and indeed the world over. The library is networking with other parliamentary library to facilitate information flow and exchange.

- The library is a member of the Kenya National Library, Standing Conference for Eastern, Central and Southern Africa Libraries (SCESCAL), International Library Associations and Institutions (IFLA) and Association of Parliamentary Libraries of Eastern and Southern Africa (APLESA). APLESA members include parliaments of Angola, Botswana, Kenya, Lesotho, Malawi, Namibia, South Africa, Tanzania, Uganda, Zambia and Zimbabwe.
- Members of Parliament Interviewed observed that the library staff should aggressively market the information Services to increase its usage.

3.3.4 Information Needs and Information Seeking Behaviour of Members of Parliament.

It was noted that the current parliament has very high qualified and experienced professionals who have greater need for relevant and up to date information. It was observed that MPs accessed information through a variety of sources, services and systems. These sources and systems include Parliamentary Library, Government Ministries, NGOs, International organizations, Kenya National Archives, and Public Libraries.

It was further noted that familiarity with the source/system and content often influence the choice and selection of each source. The print-based information sources available from Parliamentary library include books, Parliamentary reports, Hansard, Laws of Kenya, and Newspapers. The electronic sources in the library were mainly the Internet where users could use to access electronic information.

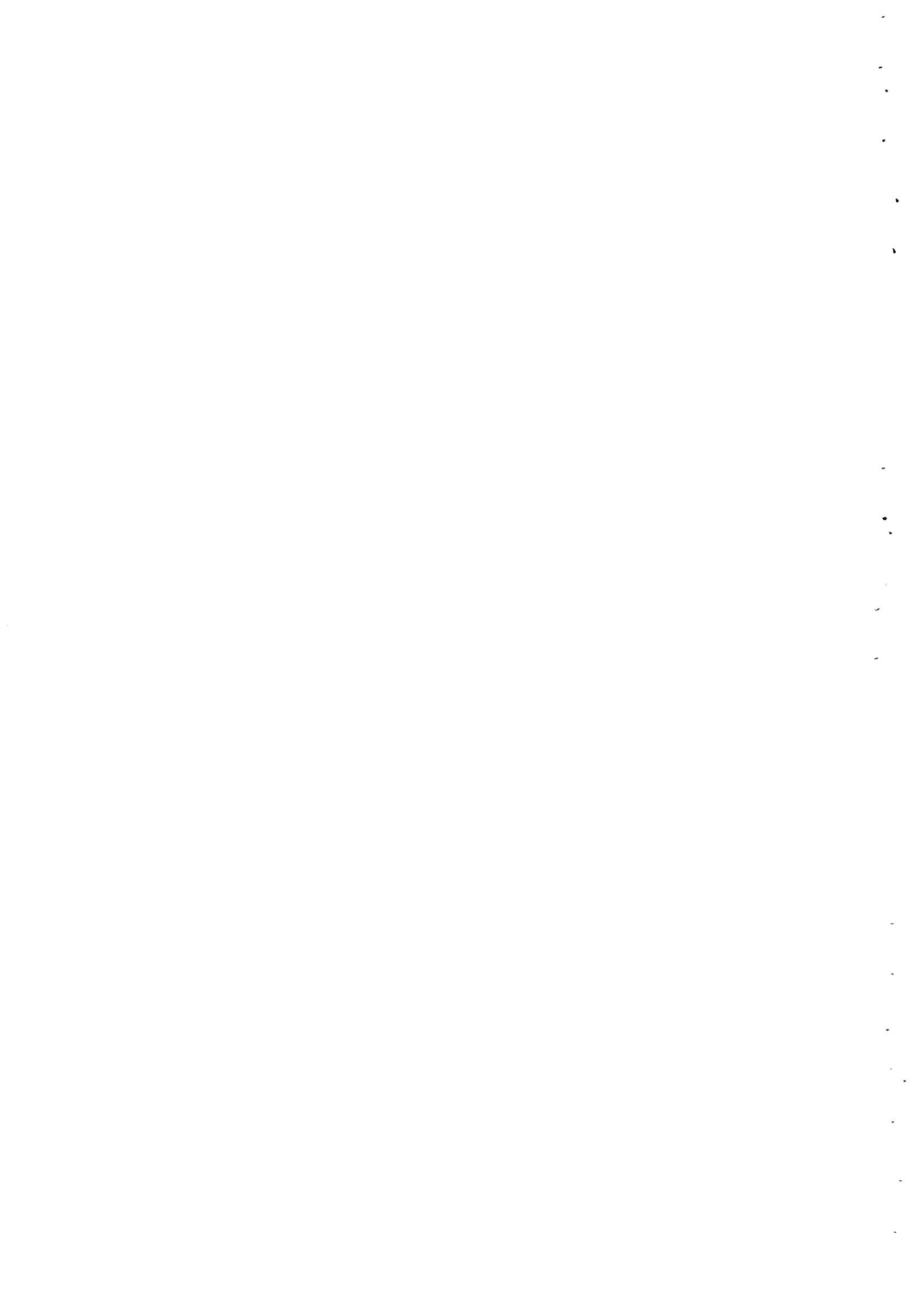
It was observed that Members of parliament often work against deadlines, they are too busy and most of them lack techniques to search and retrieve the necessary information from the Internet. However, intermediaries are normally within close proximity and



include parliamentary librarians, researchers from research units within the parliament, as well as the parliamentarians' personal assistants (PA's).

The following summarizes the information needs and information seeking behaviour of Members of parliament.

- Most MPs frequently consult external information systems whenever they were in need of information for their Parliamentary functions. These include Public Libraries, Academic Libraries, Libraries of Embassies, Government Ministries, and International Organizations.
- The MPs also visit International organizations such as UN Habitat, UNICEF, WHO, FAO, World Bank to look for information.
- Only a small percentage of MPs used the Parliamentary Library.
- The MPs used the library to update themselves on current topical issues, find information for parliamentary work, and to enable them participate effectively in parliamentary debates. An average number used the library to familiarize with functions of parliamentary committees, and read newspapers and magazines.
- The types of information sources and services utilized in the library included Bills, Hansard, Internet Services, Information on Political Parties, Economic Reforms and international policies.
- An average number of MPs were of the view that they do not use the library because of lack of current and relevant materials.
- Some of the MPs also noted that the library is congested and does not have enough sitting capacity.
- The majority of MPs used the services of library staff to look for information.
- A significant number (60%) of MPs felt that once the library is modernized and expanded, it maybe advisable for research assistants to be affiliated to it.



- All respondents agreed that there is need to have a modern library with adequate ICT facilities such as computers and Internet services.
- Most MPs would like to access information sources such as parliamentary reports and papers online.
- Most MPs felt that the library should provide information on constituency profiles
- There is need for electronic journals based on information needs of MPs and Parliamentary staff.

3.3.4 Information Needs and Information Seeking Behaviour of Parliamentary Staff

The Parliamentary staff consulted were Heads the Departments, Clerks to Committees, Research Assistants, Members of library technical committee, Members of library committee and deputy clerk among others. It was established that due to their functions and duties at parliament, they were in constant need for information. The following summarises their information needs.

- Most of the parliamentary staff used personal information and Government Ministries to seek for information needed for their parliamentary work. Only about 35% used Parliamentary Library and this was attributed to inadequate information materials in the library.
- The organization of materials and furniture is not attractive to MPs and staff.
- The majority of staff used the library to read and update themselves on topical issues of interest, find information needed in parliamentary functions.
- All the respondents were of the view that audio-visual services were not provided by the library.
- The majority needed information to assist them in preparation of bills and parliamentary speeches and debates and in parliamentary committees.
- The information sources mostly used by parliamentary staff are government publications, the Internet, journals, and books in that order.



- The most preferred format of information by parliamentary staff is the digital format.
- The majority of staff used the Internet more than once a week.

3.3.6 Organization of information

- The library uses Dewey decimal classification to classify materials, however most of the grey literature are not indexed and there is a need to index these materials for ease of access.
- The Kardex for recording periodicals should be frequently updated to reflect new arrivals.
- The ownership label should appear in all the materials in library stock.
- The card catalogue should also be updated frequently before automating it.
- The library should acquire relevant tools for subject description in order to achieve consistency and uniformity in indexing and cataloguing.
- The Library staff should decide on which indexing language to use whether natural or control for uniformity in index terms.
- Weeding should be incorporated in the collection development policy to reduce outdated and non-useful materials in the stock.
- Professional Archivist should be employed to appraise and organize materials at the archival centre at county hall.

3.3.7 Status of ICT Facilities

i) Photocopying:

- The reprographic equipment is not adequate in the library.
- Three more photocopiers should be acquired for the main library, the resource centre at continental house, and the archival centre at County Hall.

ii) Computers:



- The library has (9) nine computers.
- Four computers are used to access Internet by members of parliament and parliamentary staff
- Five computers are used for word-processing by library staff.
- There is need to store the old collection into digital format.
- The library needs to be automated to facilitate the provision of electronic information.

4.1 PART TWO: Recommendations, specifications and requirements.

4.1.1 Information Sources and Services

- A comprehensive Collection Development Policy (CDP) should be developed to guide in the acquisition of information materials relevant to the needs of Members of parliament and staff.
- There is an urgent need to develop a core collection of books, journals, sessional papers, policy documents, constituency profiles, Laws of Kenya based on the information needs of MPs and Parliamentary staff.
- The library should network with donor-funded initiatives such as the International Network of Availability of Scientific Information (INASP) which provides thousands of electronic journals free of charge or at reduced costs. This will increase access and currency of information sources.
- The library should cooperate with other Parliamentary Libraries such as the Library of Congress and access their materials online.
- The information services should be diversified to meet the information needs of members of parliament and the staff. Constituency profiles should be provided; Selective Dissemination of Information (SDI) should be developed and provided online using text retrieval software such as WINISIS.

- Comprehensive information literacy programme should be developed to address the gaps in searching skills and techniques among MPs and staff.
- There is need to develop a database of Grey literature which include parliamentary reports. Such literature is often fugitive in nature and needs to be captured well to allow ease of access by Members of parliament and staff.
- The library staff should create awareness of existence of Grey literature.
- The library should link up with international databases of Grey Literature such as System for Information of Grey Literature in Europe (SIGLE) in Europe.
- The reference collection is inadequate and there is need to improve on its acquisition taking into account the information needs of the users. Relevant and current reference materials such as encyclopaedias, dictionaries, government directories, Kenya Fact Book, and procedural manuals should be acquired.
- The library staff should familiarise themselves with all the information sources in the library stock and should have customer care knowledge and skills to be able to render information services effectively.
- The library should provide guidelines on what information should be indexed from the daily newspapers and create an online database of the same using indexing software such as procite.
- The library should maintain a proper record of borrowers and users of the library to monitor the circulation of library materials as well as to evaluate the use of the library.
- Once the library is automated, it would be possible to keep statistics for management for example on borrowers, issues, lending, and use of materials.
- It is recommended that a post for Director of Information Services be created at level of Deputy Clerk to oversee all information activities in Parliament.
- Additional Professional staff should be recruited to provide Archival, audio-visual and maintain library system.



- The library staff should be familiar with the Copyright Law.
- Two heavy duty machines and two medium sized machines need to be purchased to improve photocopy services.
- The website for the Library and Information Resource Centre should be developed and linked to Parliamentary Website to enhance access to information sources and services.
- For APLESA to be a reality the members should all have a fully established infrastructure and use international standardized of information storage and retrieval systems.
- The library should establish closer links with International and regional groupings such as Commonwealth Parliamentary Association (CPA) and the Inter-Parliamentary Union (IPU).
- The library needs to be reorganized and new, modern furniture need to be purchased to create more space.
- The library should subscribe to more newspapers to meet the great demand of current information.
- Biographies of past and current MPs should be compiled and stored in a database.
- A photo collection of members with basic biographical information should be available in the Library for reference.
- All relevant materials collected from workshops, seminars, conferences and overseas trips should be deposited in the library for processing, storage and retrieval.

4.1.2. Collection Development Policy.

The study noted that the KNA parliamentary library does not have a collection development policy to guide in the acquisition and maintenance of relevant information.



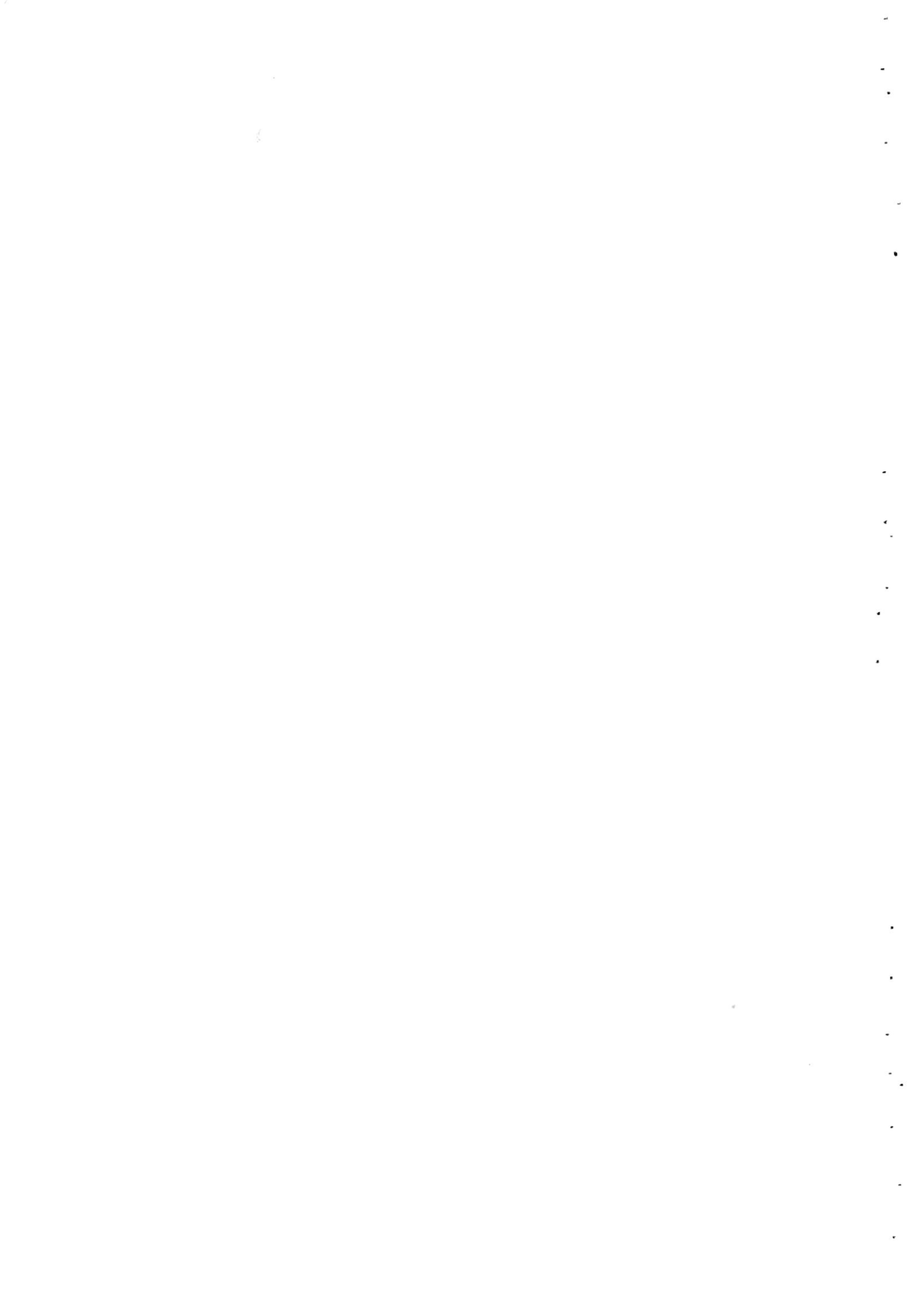
This was evidenced by the stock of about 6000 titles comprising of books, bound newspapers, PIC/PAC reports, Hansard, legislation bills and acts of parliament.

These materials were acquired through purchases, donations, subscriptions, exchange and parliament's own generation. The current collection in the library which is mainly in print form is inadequate in meeting the information needs of parliamentarians and the parliamentary staff

The nature of the work of parliamentarians does not allow them time to seek information required for their parliamentary functions from diversified information services elsewhere. They rely heavily on parliamentary library and information system. Consequently the parliamentary library should acquire comprehensive information resources relevant to the nature of work of parliamentarians and parliamentary staff. To do this the parliament library requires a collection development policy that would assist in the acquisition of relevant electronic, multimedia and print resources. This information must be adequate, relevant and current and delivered in a timely manner when required.

A collection development policy is a statement of the principles and guidelines used by the management of a library in the selection, acquisition, evaluation and maintenance of the library collection. The collection development provides consistency among those responsible for developing the collection and communicating the library policy to the users. The collection development policy will also assist with budgeting, supporting cooperative development, preventing censorship and assisting in overall collection management activities.

The collection development process includes the formulation of policy and procedures, budget allocation, needs assessment, selection, acquisition, maintenance, evaluation and



networking. The policy builds and maintains the library's collection in print, electronic and non-print materials.

The essential components of the collection development policy for a parliamentary library, information resource centre and archival information centre should include the following:

- (a) *Freedom of information:* Members of parliament and staff have a right and freedom to access any information that is useful to their functions
- (b) *The nature of information resources:* The library and information resource centre should acquire both the electronic, print, multimedia and all other non-print information sources. This is because the information required by parliamentarians and staff are published in different format
- (c) *Legal depositary:* The national publishing output is diverse in content and is of relevance to legislators and parliamentary staff. The parliamentary resource centre should be accorded legal deposit status under the Books and Newspapers Act (CAP 111) of the Laws of Kenya. Similarly the Archives Act should be amended to include the parliamentary and information resource centre as a depository centre to enable acquisition of government official publications. This will revamp the collection and parliamentarians would have wide access to variety of government documents consequently participating effectively in parliamentary discussion and debates. It will also increase parliamentary researches.
- (d) *Information Resources Exchange:* The parliamentary library and resource centre can boost and enrich its collection by entering into information exchange arrangements with other institutions particularly parliamentary libraries, for example those within commonwealth nations. In such an



arrangement the selection of information materials is based on usefulness and availability.

(e) *Electronic Resources:* Collection development of electronic resources involves identification of websites and databases, their evaluation based on relevance, access and user friendliness. They should also evaluate conditions covering subscriptions, registration, downloading and use.

(f) *Constituency Profile information:* The constituency is the basic unit of parliamentary participation. The parliament library should ensure that they collect information about all constituencies in the country. This will enable Parliamentarians to have easy access to the information

(g) *Stock Appraisal and weeding:* The quality of information services provided in a parliamentary library exceedingly depends on the nature of information materials in the collection stock appraisal ensures continuous assessment of usefulness of the materials in the collection.

4.1.3 Space utilization in the main parliamentary library

The space utilization at the main parliamentary library needs to be re-organized. Due consideration must therefore be given to the following:

- Rational approach for appropriate storage and user services.
- The convenience and friendliness to the user including aesthetics and ambience.
- Growth and changes in the information materials, equipment, furniture, users and staff.
- Technological changes and applications.

The reorganization of the National Assembly Library and Information Resource Centre should largely be based on the above considerations. The current developments place four essential information units in four different physical locations, that is:



- The library in the Main Parliament Building
- Documentation and cyber café at Continental House
- Archives in County Hall
- Research services in Harambee Plaza

Ideally such services would be more effective if located within close proximity for better rationalization of space, staff and equipment utilization.

Recommendation

- The National Assembly should come up with a purpose-built structure that brings all the information facilities and services in close proximity for more effective service provision.

4.1.4. Partitioning and refurbishing

The plan for current partitioning and refurbishing of the Main Library has incorporate measures that will create more space for reading, working and shelving, within a secure and conducive environment. Significant proposed changes in the plan include:

- Removal of old an inappropriate wall side wooden cabinets
- Removal of fixed boards in the reading and shelving area to create reading cubicles.
- Provisions for staff working areas, cyber café, quiet reading room, reception desk, and newspapers reading area.
- The plan for windows and gypsums suspended ceiling will ensure proper ventilation and lighting.

However, the current wooden floor is poorly maintained and gives bad appearance to the library. It needs treatment to appearance, acoustics and maintenance.

To enhance the floor's appearance, acoustics and maintenance, three options are recommended.

1. Sand and seal the existing timber woodblock. Finish the floor and then:
Introduce floor cover in the form of FLOOR RUGS, to define circulation (human) areas, contribute to environmental quality (Acoustics) and to enhance appearance.
2. Introduce wall to wall floor cover (carpet) made to measure. This must be appropriate to compression and on maintenance.
Recommend: Loop pile –vegetable fibre, specifically jute.
3. The third option is Hybrid/variation of 1 and 2 (Above).

4.1.5. Furniture for the main library and resource centre

The specifications for furniture are provided in appendix 1

Circulation Desk

The team recommends acquisition of appropriate furniture for the library and resource centre. The furniture should include circulation desks preferably wooden mahogany or Oakwood. It should preferably have modular units to be added as need arise. It must have desk units and special cabinets.

Shelves

The shelves to be acquired for centre of room should be wooden flat shelving measuring 80cm*190cm with 5 level open shelves. Shelving along the wall may be considered at the resource centre at continental house.

Library Periodical Display Shelving

The periodical display shelf should be acquired to highlight journals, parliamentary in-house magazines or newsletters. It should also be used for storage of back issues with current issues for easy reference to members of parliament and staff.

Book Trucks

The library should acquire book trucks to assist in shelving. They should be wooden with three shelves which are slanted inward to keep materials in place. In addition they should be double sided with about 12" deep and 13" height clearance.

Study Carrels Tables

The team recommends study carrel wooden tables with aesthetical finishing.

Chairs

The team recommends FORUM chairs without arms for readers.

4.2. Parliamentary Library Staff

There is need for parliamentary library to have highly qualified staff to manage the envisaged modern information resource centre. Such a centre is expected to address the changing information needs of parliamentarians and contribute positively to their parliamentary roles. To attract and retain highly qualified staff at various levels there is need to change the current organisational structure to reflect the envisaged levels of information service and bring it to the right level within the overall structure of the Kenya National Assembly.

The team has recommended the organizational structure depicted in Figure 2 taking into account the new position of Director of Information services.

Figure 2: Proposed Organisational Structure of the KNA

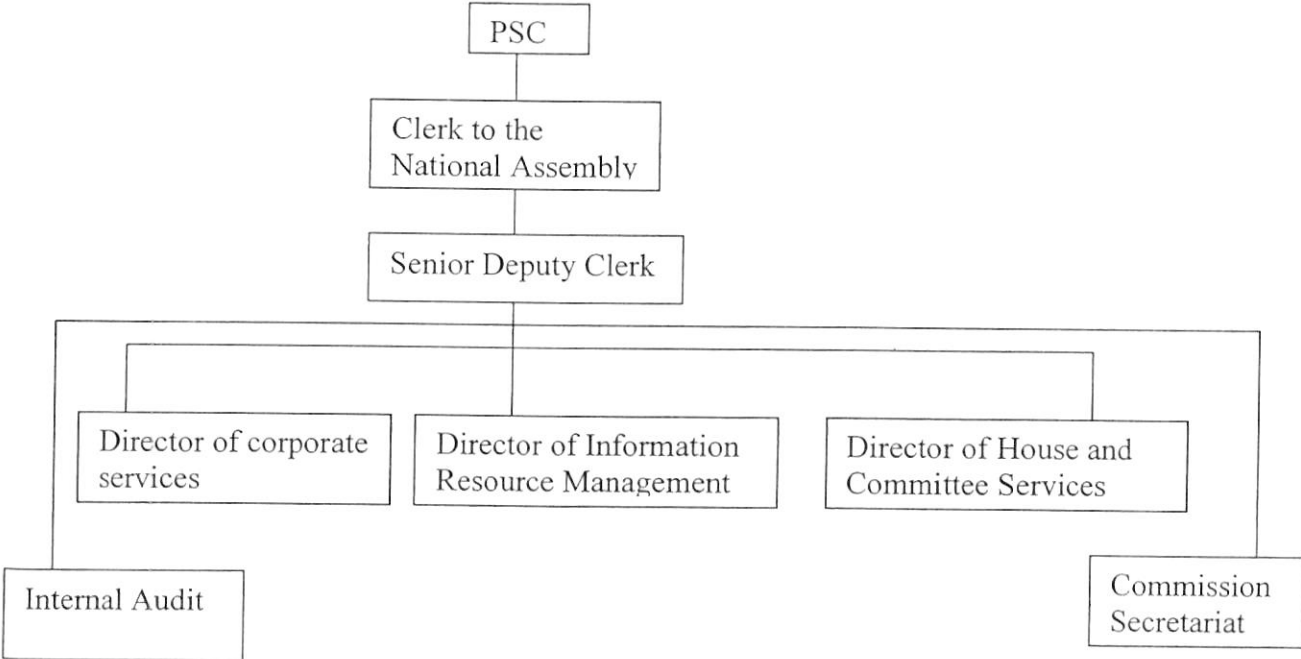
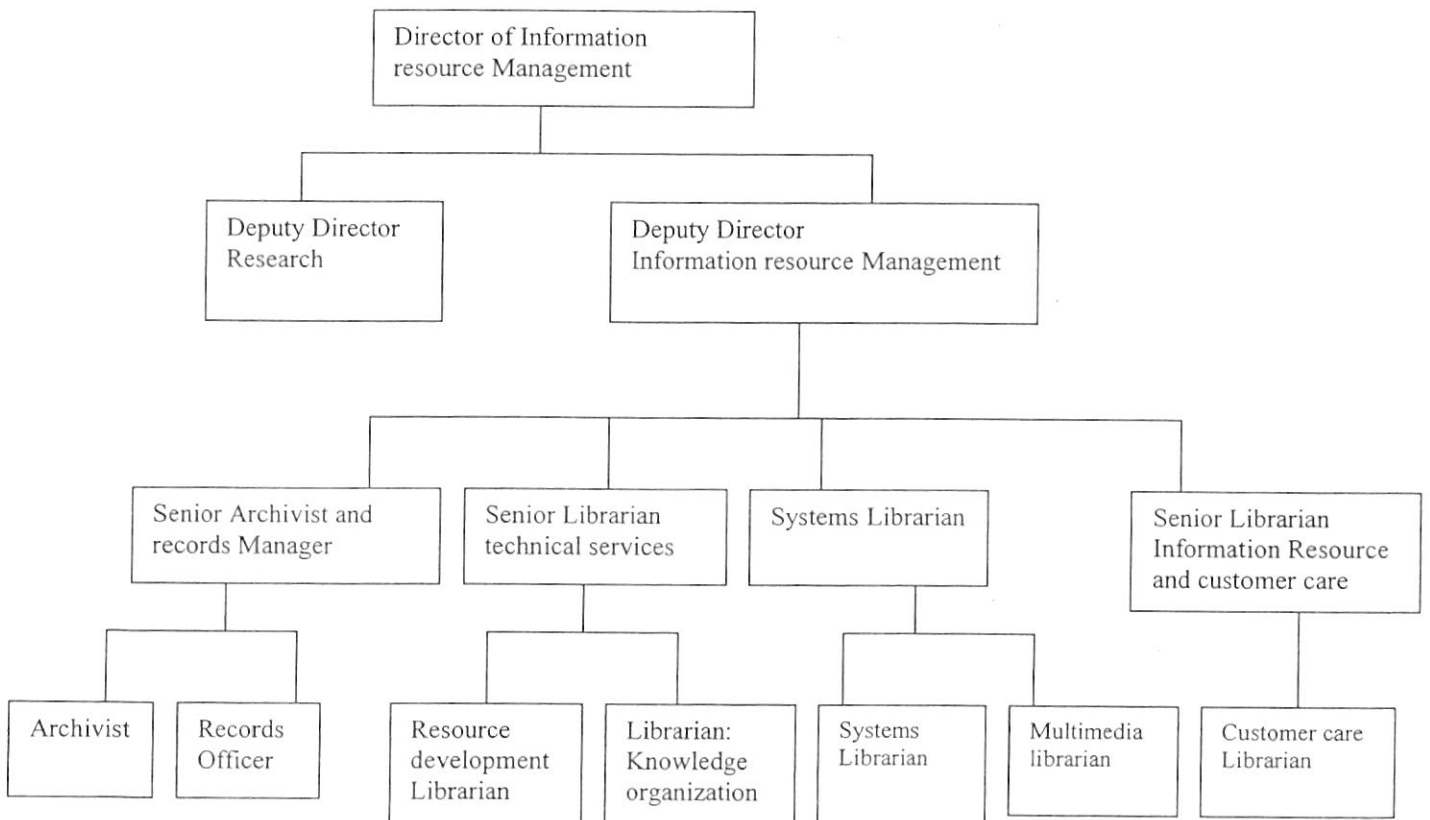


Figure 3: Proposed organisational structure of the Information resource Management.





The Team recommends the creation for the post of Director of Information services which should be at the level of Deputy Clerk of the Kenya National Assembly. The Director will oversee all the information activities in Parliament. The Team further recommends the creation of two positions of Deputy Directors, one in charge of Research and the other in charge of Information Resource Management. The two should be one scale below the Deputy Clerk of National Assembly.

It was noted that overlapping of information services seems to take place between the librarians and the researchers within the Kenya National Assembly. Overlapping of services mainly concerns the provision of research-related services. The team has therefore recommended for creation of position of a director in charge of information services in parliament, with two deputies, one for research and the other for information resource management.

The team recommends further the recruitment of additional professional staff at the level of senior Librarian to be in charge of information system, archives and records management, technical services, and information resource and customer care. There is need also to employ more professional staff to take charge of various sections such as multimedia.

The job descriptions of the staff are outlined below.

4.2.1 Recommended Job Descriptions for staff

1. Director

- Answerable to the deputy speaker
- Liaise with parliamentary library committee
- Manager of the Library and Resource centres



- Formulating policies
- Strategic planning
- Budget preparation
- Coordination of External/donor funded projects
- Professional development of staff
- Resource allocation

2. Deputy Director, Information Resource Management

- Reporting to the director
- Human resource management
- Reporting to the director
- Information resource management
- Reporting to the director
- Coordination of library services
- Coordinate in-house development

3. Senior Archivist and Records Manager

- Managing archival resources
- Managing institutional records
- Establishing policies for organising archives and records
- Effecting preservation and conservation
- Developing and instituting links with other departments of the information resource management system
- Design the finding tools
- Develop programmes for digitisation of archives
- Disaster preparedness disaster management

4. Senior Librarian – Technical Services

- Coordinate selection and acquisition
- Coordinate organisation and Retrieval
- Coordinate implementation of the collection development policy

5. Systems Librarians

- Coordinate application of ICTs in information services
- Develop specification for hardware and software
- Oversee use and maintenance of ICT equipment
- Evaluation of suitability of electronic information resources such as CD-ROMs, external databases, websites etc.
- Data integrity and security
- Maintain security of information resources especially E-information resources
- Develop and maintenance of Local Area Networks (LANs) and Wide Area Networks (WANs)

6. Senior Librarian Resource and customer care

- Develop customised information services
- Conduct user needs assessments
- Establish and maintain information exchange arrangements with other institutions
- Public relations to users and other institutions
- Provide current awareness services

7. Librarian – Knowledge organisation

- Equipment, storage, furniture and space utilisation



- Classification of materials
- Indexing
- Cataloguing

8. Librarian I – Resource development

- Selecting and acquisition of relevant documents
- Monitoring budgetary votes and materials
- Liaising with publishers and suppliers
- Liaising with library users in selection process
- Maintaining of files of gifts, exchanges and donations
- Following up claim notices of unsupplied materials

9. Librarian I- Automation

- Maintaining the specification and customising the modules for cataloguing, circulation, OPAC, acquisition and serials control
- Maintaining the bibliographic files
- Maintaining the user files

10. Archivist I

- Selection and appraisal of archives
- Developing of retention schedules
- Creating registry systems
- Description of Archives
- Provision of Archival information

11. Records Officer I

- Receive and selection of records



- Describe and maintain Records
- Create registry system
- Provision of information

4.2.2. Training Needs of Parliamentary Library Staff

Parliamentary library staff is the gateway to the vast world of information. The effectiveness of the legislators in the performance of their functions and fulfilment of their mandate to the people of Kenya depends largely on the quality of information and currency that forms the basis of debate and decision making. In addition, the library staff must be knowledgeable and have a vision, mission and objectives of parliament and its interaction with the receiving bodies of the government, the local and international community.

The project therefore sought to find out the training needs of the library staff. In order to achieve this, it was necessary to establish their qualifications, knowledge and skills possessed. Nine library staff comprising of the acting chief librarian, two senior librarians, five assistant librarians and one library assistant were consulted.

The highest qualifications of the staff are as follows:

Masters Degree in Library and information studies	- 1
Bachelors degree in Library and information studies	- 1
Bachelors Arts degree	-1
Diploma in Library and information Studies	-5
Certificate in Library and information studies	- 1

The study categorized the parliamentary library staff into:



- a) Three Professional Staff: With bachelors' degrees or post graduate degrees in Library and information sciences.
- b) Six Paraprofessional Staff: With undergraduate diplomas or certificate in Library and information studies.
- c) Support Staff comprising of secretarial and technical staff

Library staff are expected to be effective and efficient in the organization of information and delivery of information resources and services to the legislature and parliamentary staff.

4.2.3 Recommended Training

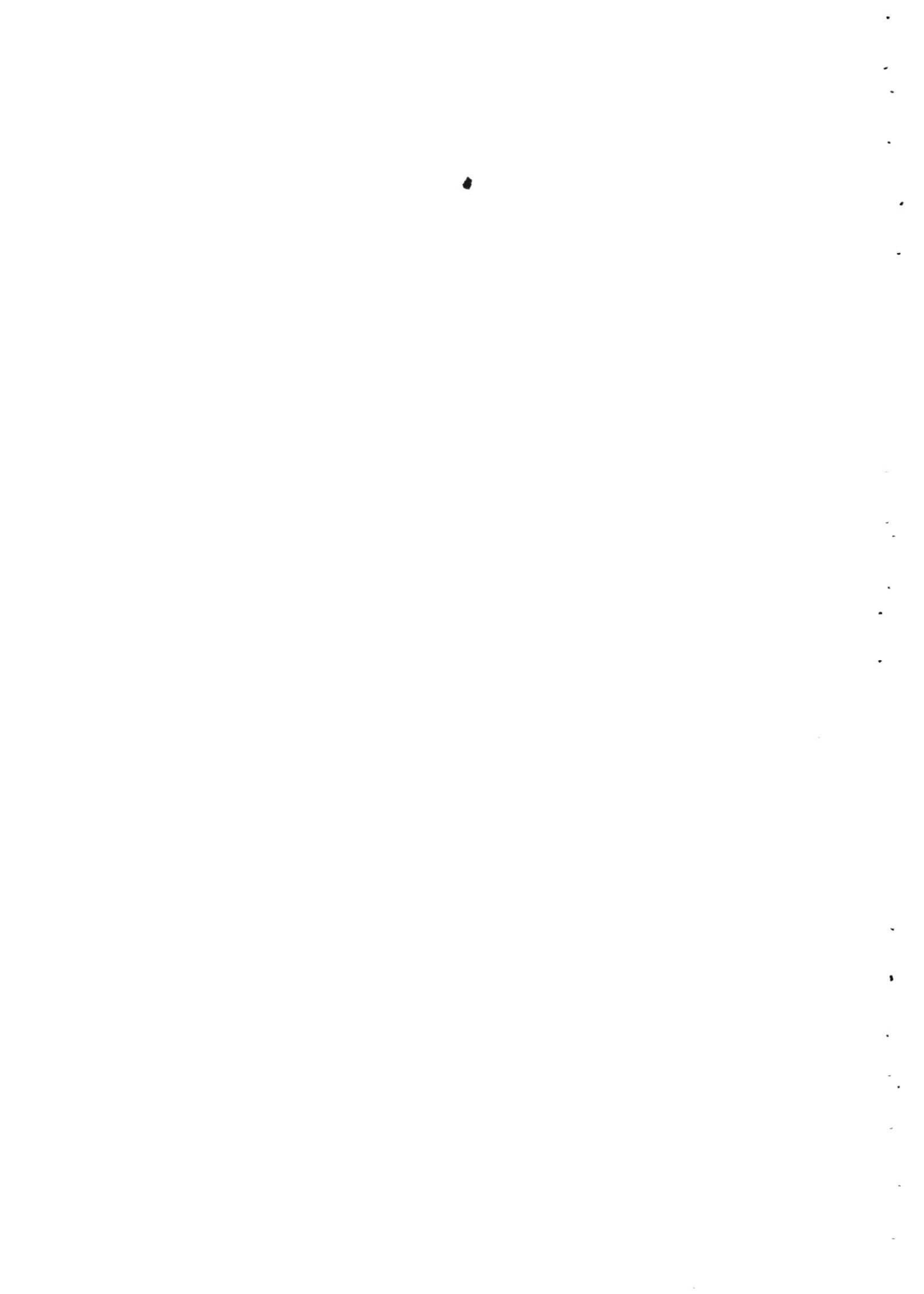
The parliamentary library staff need both formal (leading to professional qualification) and informal training based on short courses.

4.2.3.1 Formal Training

Formal training entails sponsoring staff for higher qualifications in colleges and universities. The current parliamentary staff have not yet acquired the highest professional qualifications to enable them perform effectively and efficiently.

It is therefore recommended that:

- a) The Master degree holders in Library and Information sciences should be offered opportunity to study PhD in Library and information sciences. This will enable the staff to acquire skills in research and administration in the information fields. The qualification will also prepare the staff for leadership in the parliamentary library and information resource centre.
- b) Those with Bachelors in Library and Information Studies should be given opportunity to study for masters' degree in information sciences with more



emphasis on any of the following information technology, publishing and media studies, archives and records management, and Multimedia studies.

- c) Those with Bachelors of Arts general degree holders: To be offered an opportunity to study masters degree or post graduate diplomas in library and information sciences
- d) The five diploma holders should be offered training to study bachelors' degrees in Library and information sciences.

The following summarises the formal training for library staff. The staff should further their professional qualifications at degree or postgraduate level. The director will assess their potentials and advice them to specialise in any of the following areas: Library and Information Studies, Archives and Records management, Publishing and Media Studies and Information Technology. This will enable the Library, Information Resource and Archival Centre to develop capacity to manage all the information.

Graduate and postgraduate levels	Specialization in any of these fields
Bachelors Degree in Information Sciences.	Library and Information Studies, Publishing and media studies, Archives and Records Management, Information Technology
Post-Graduate Diploma in Information Sciences	
Masters Degree in Information Sciences	
Ph.D. in Information Sciences	



Staff training at diploma level may specialize in any of the courses outlined in the table below.

Diploma level taking any Specialization
Library and Information Studies
Archives and Records Management
Network design & admin.
Desktop publishing
Web design and publishing
Publishing and Book Trade
Computer science
Graphic design, multi media
Database development and Management

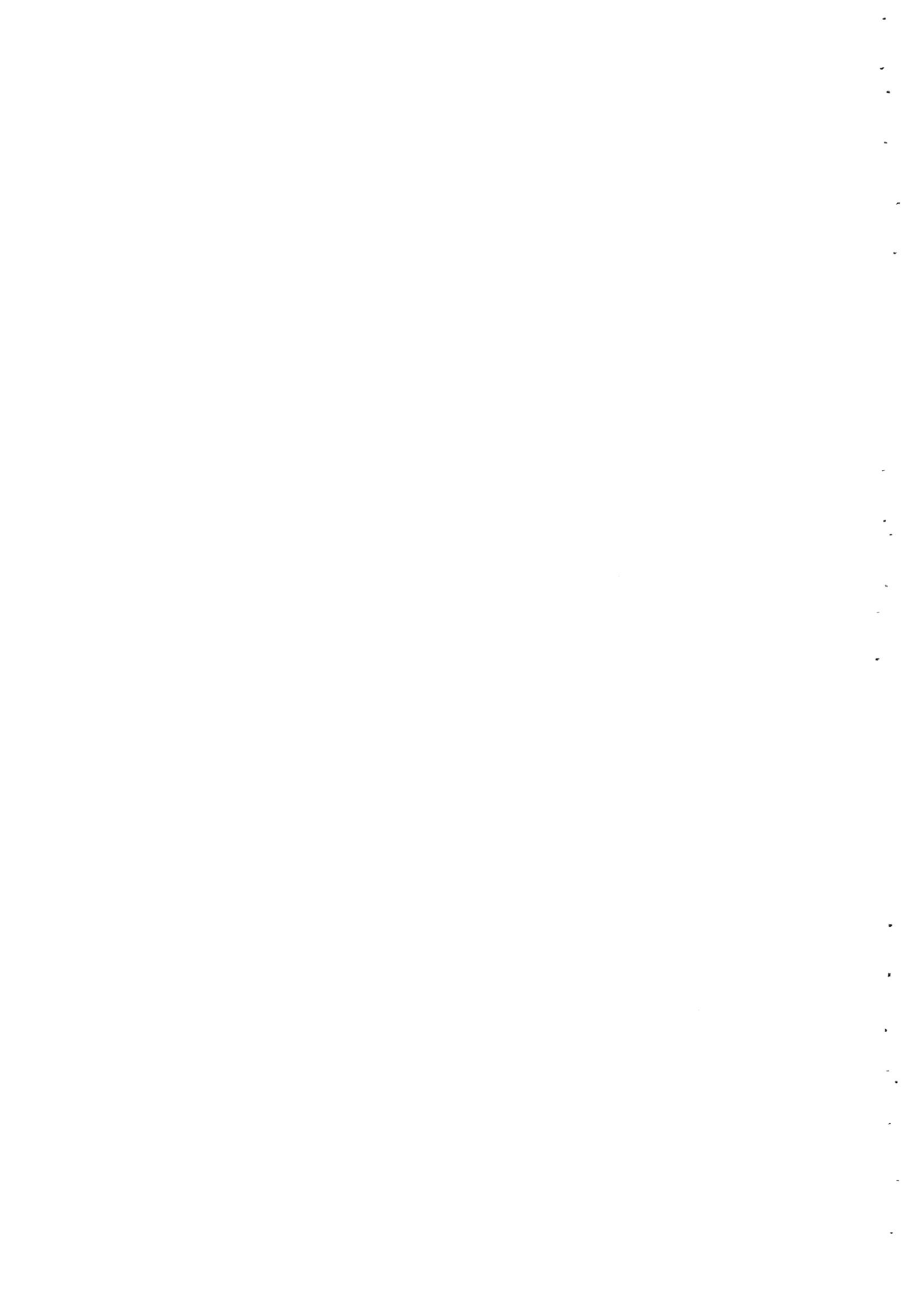
4.2.3.2 Short Courses

It is necessary to continuously update the skills and knowledge of library staff. Emphasis should therefore be placed on offering short courses to library staff in multi-faceted areas of information generation, repackaging and dissemination of information. Such courses should be tailored to the information needs and services of the MPs and Parliamentary staff. The short term courses and certificate level courses show a long list of training needs of library staff. Prominent among the needed skills and knowledge are repackaging of information, Information searching and Retrieval of on-line databases such as CD-ROM and Internet, database construction and management, Use of audio-visual and Multi-media, Customer Care, Knowledge Management, and graphic design and desktop publishing.



The table below outlines the short-term and certificate level training should be offered to library staff.

Short-term and certificate levels
Repackaging of Information
Information Searching and Retrieval
Customer Care
Knowledge Management
Organization of information
Internet technology
Database development and management
Web design & publishing
Basic computer skills
Research data mgt.
Scientific writing & editing
Digital content development
Technical writing
Desktop publishing
Network design & admin
Information mgt.
Information packaging
Graphic design, multimedia
Computer maintenance
Proposal writing
Participatory techniques
Geographical Information System



4.3 ICTS Requirements for the main parliamentary library, cyber café, and archival centre

4.3.1 Automation of Parliamentary Library

It was noted that staff of UNDESA had already left the country having completed consultations on the requirements of the library automation system. The system has already been tendered and therefore, the team for this project have made the following additional specification for the system.

4.3.2 Justification of Automation

The findings reveal that the Parliamentary Library Information Services are manual, generally tedious, repetitive and mechanical in nature and hence not meeting the required standards. Automating these services will improve cost-effectiveness performance by increasing accuracy, by reducing the rate of increase in costs in labour intensive activities. It should become possible to do some tasks more thoroughly than levels of staffing at the moment permit with manual procedures. It will also improve data integrity and security.

4.3.3 By automating the services it is possible:

- To accommodate an increase workload with the same number of staff. It should also become possible to do some tasks more thoroughly than levels of staffing currently permits with manual procedures
- To achieve greater efficiency by saving staff time and users. For example library staff will be able to trap reservations; issue recall notices; provide statistics for management; know status of items. Work flow should be more rapid and systematic than experienced with the current manual system.



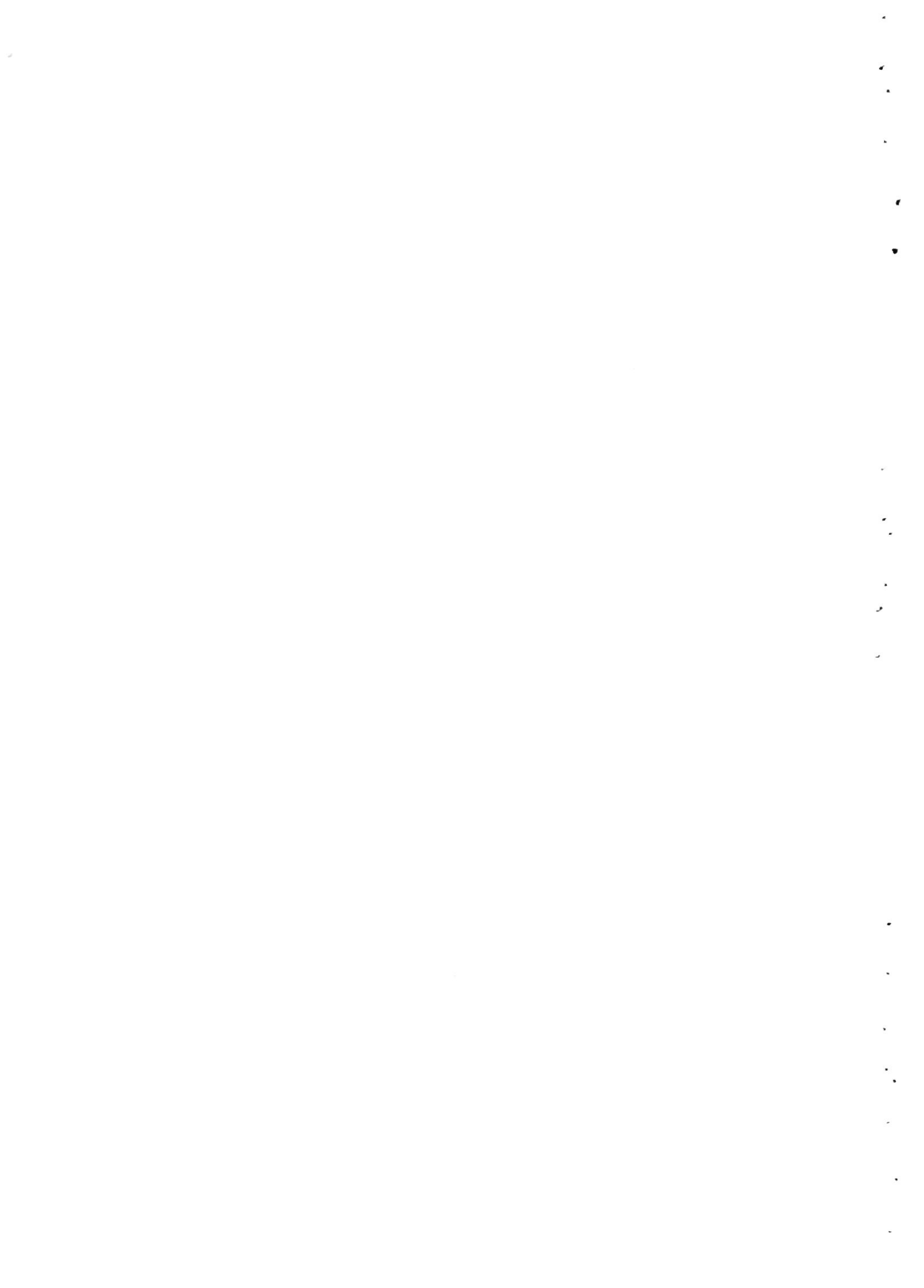
- To introduce new services. A new system, will bring with it opportunity to offer additional services and products such as selective dissemination of information.

4.3.4 Automation Approach

The automation approaches to be considered include developing an In-House Developed System, purchasing a developed system commonly referred to as Turnkey system, and adopting a system which is already in use in any library in Kenya or outside. Developing an in-house system is time consuming and may require a quite span of time to be completed and this may delay the urgency of transforming Parliamentary library into modern library. Furthermore such systems may suffer from manual loops and maintenance problems. Adapting a system developed by other libraries such as KOHA which can be downloaded from the Internet will be cheaper but it may not easily be customised to suit the activities of Parliamentary Library. The team therefore recommends the acquisition of a Turnkey System.

4.3.5 Turnkey Systems

The purchase of an Integrated Turnkey System also referred to as off-the-shelf systems would be suitable for Parliamentary Library. As the name suggests it means “turn the key” once the system is acquired because it is ready for implementation and use. These systems are already developed and their reliability has been tested by vendor. What is required is to acquire, install and start using it immediately after all financial obligations have been met. The suitable systems for Parliamentary Library are URICA, Erudite, and WINNIBAGO among others.



Advantages of Turnkey Systems

- Having been tested and used their capabilities are known and demonstrable, hence reliable.
- They can be installed almost immediately and this reduces time lag between the times a decision is made to automate to the time the system is put into operation.
- The system vendors/developers offer the entire expert help needed to train staff and implement the system.
- Maintenance and support is usually provided for by the vendor/supplier for a given period.
- The library is likely to acquire a system of greater capability than it would normally afford. The system development costs are shared among many libraries that will acquire the system. Besides, many turnkey systems have additional modules such as community services.
- Local adjustment can be made upon request.
- They are compatible and interfacing of all parts of the system is possible.
- There is no need to have expertise in the area of IT/computer science.

4.3.6 Specifications for Library Automation Software

- **Specifications/Requirements of circulation system**
- **Issue:** it should be able to issue materials using the user ID and the ISBN of each library material;
- **Return:** It should be able to delete the issued library material with the use of light-pen or scanner where the devices are used to wand (read) the bar codes;
- **Reservations:** The system should be able to trap the book if a user has reserved it and print a notice basing on the particulars of the individual;
- **Fines:** The system should be able to calculate fines automatically;



- **Enquiries:** The system should be able to provide information to answer queries from users;
- **Notices:** The system should be able to provide for recall, overdue and fine notices;
- **Reports:** The system should be able to generate reports on certain activities to be used by library/information centres management for decision making.

Examples of systems that will provide for the above functions include: Bibliolend; Advance Geac; Libertas; T-Series; Erudite; Urica; Dobis-Libis. Most of these systems operate on different platform of hardware.

4.3.7 Specifications/requirements for cataloguing module

- Online creation of entries using formatted screen. The system should be able to identify whether the material is already catalogued and hence reduce time lag for verification for duplicates.
- Library defined data fields and displays.
- Provision for entering data in MARC format to enable institutions to exchange information as a result of the uniformity achieved through this format.
- Provision for loading external MARC records (either by tapes or from magnetic disc database).
- Should be able to check for duplicates and have the facility for adding new copies.
- Provision of transferring or upgrading order record. Should be possible to find out the status of materials from other modules such as acquisition.
- The system should provide for editing and amending records with minimum retyping.
- Should have provision to cater for different types of materials, for example AV and Serials.

- Should be able to provide immediate access and retrieval using any of the keys e.g. author, title, ISBN, keywords.
- Should be able to provide online authority control. That is connecting the various forms of names or subject terms within a catalogue e.g. Van Beethoven, Ludwig see Beethoven, Ludwig Van.

It is recommended that the old form of card catalogue should be maintained for back-up purposes.

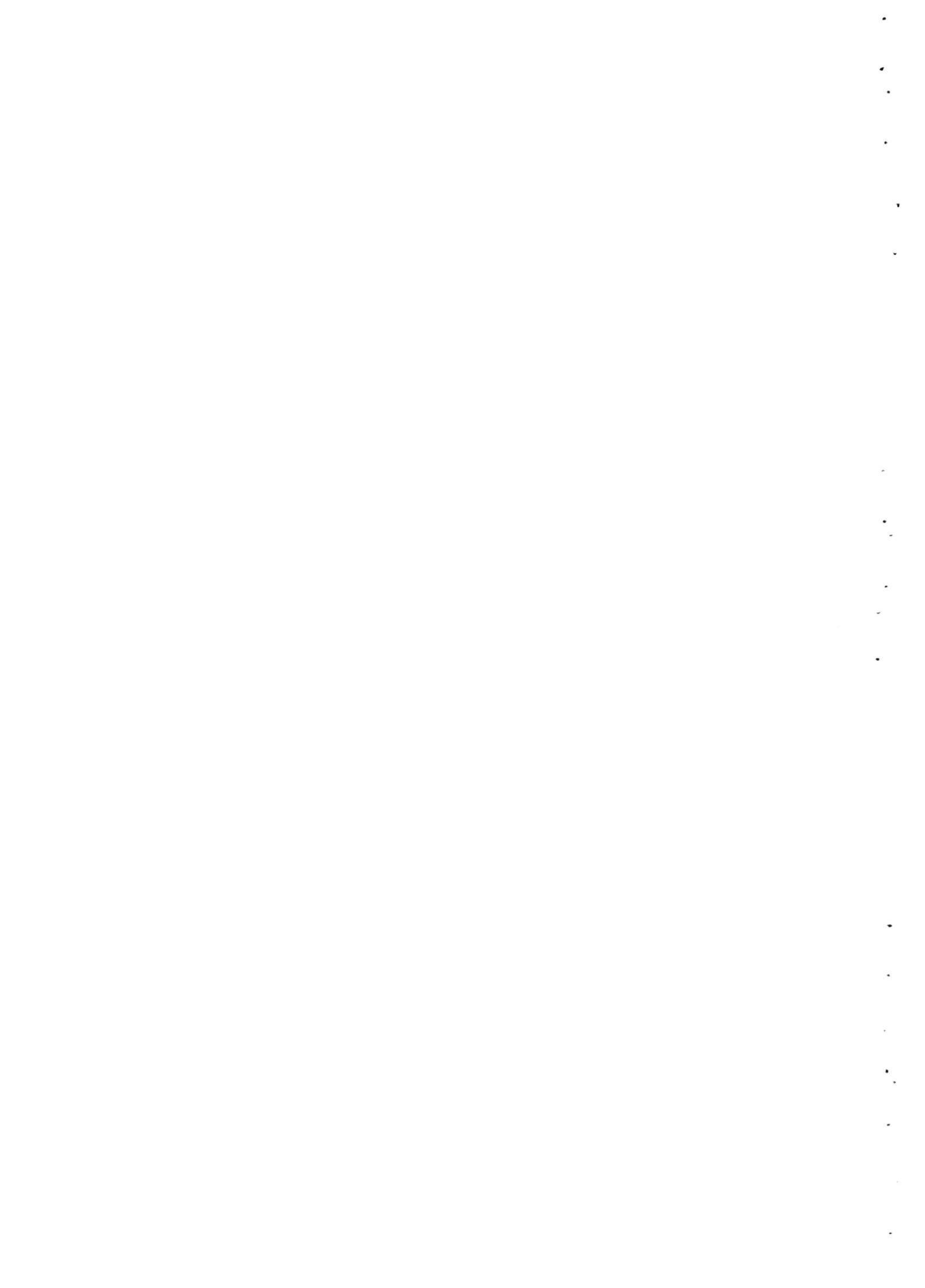
4.3.8 Specifications for Online Public Access Catalogue

OPAC enables a user to determine the availability of materials in the library through many access points such as use of keywords, author, subject etc. This module should be user friendly to Members of Parliament and Parliamentary staff. It should have the following features:

- Must be user friendly;
- It should be menu driven;
- Should allow a user to reserve a material;
- Should show the status of material;
- Should allow immediate updating upon return of borrowed item;
- Should provide for help facility;
- The information presented on the screen must be very clear;
- Should provide for lateral ad phrase searching.

4.3.9 Specifications/requirements for acquisition system.

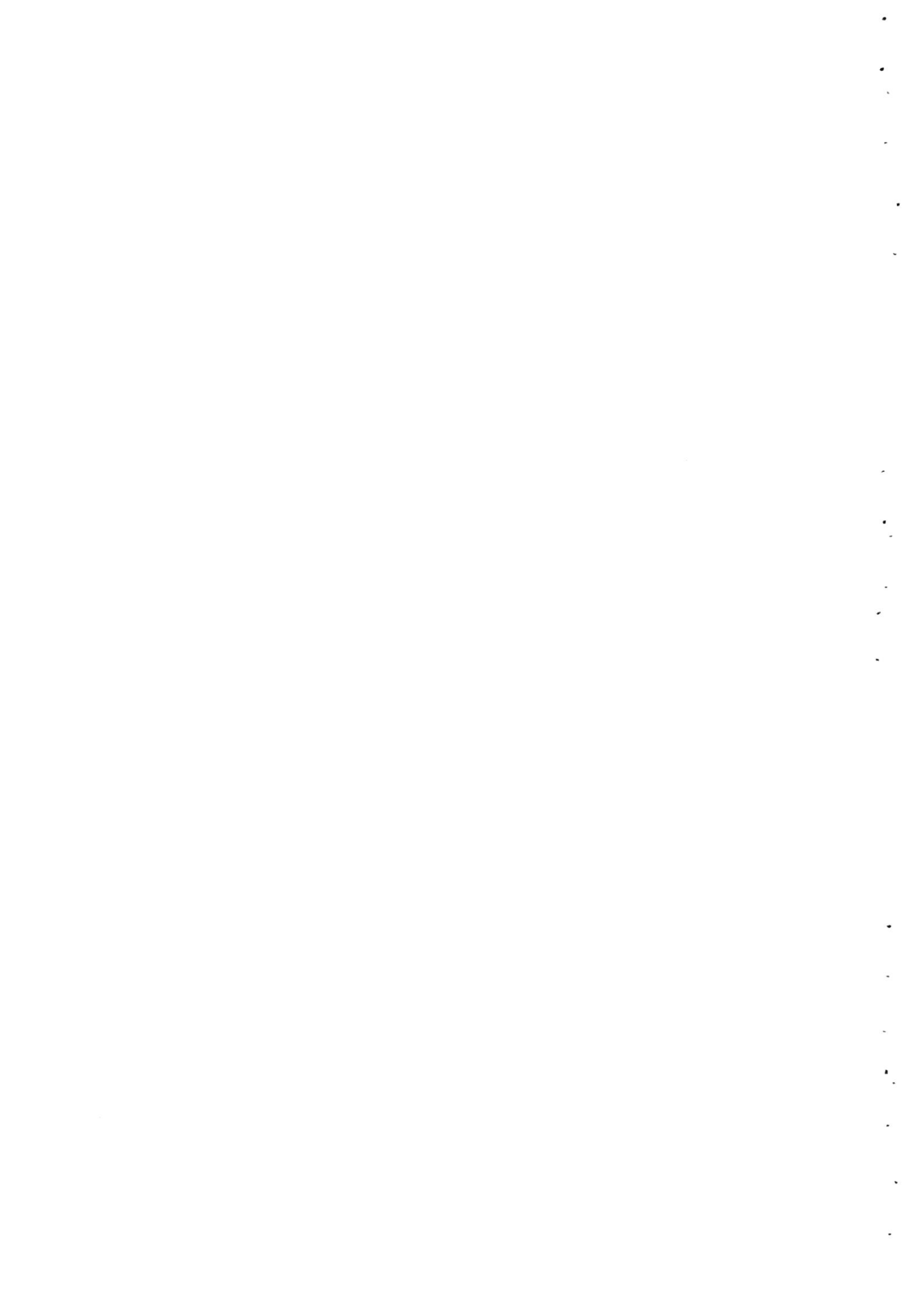
- The system should be able to order through online entry of data using formatted screen or prone.
- It should facilitate pre-order searching and notification of duplicates.



- The system should be able to generate date of order and the order number.
- The system should be able to allow one to enter one-off suppliers (suppliers who supply and after which they go off).
- Should be able to display the costs of orders.
- Should provide facility for urgent orders.
- Should be able to update the records once the items are received (from on order file to in-process file).
- The system should have provision for claiming for items that are overdue.
- Should be able to handle all most of the enquiries e.g. status of items, budgetary control.
- The system should be able to do fund accounting.
- Should be able to generate reports (e.g. print an accession list or list of orders) and statistics.

4.4.0 Specifications/requirements for serial control system

- Should be able to order new serial title by making provision for requests, approval, checking, ordering and accounting for each title.
- Should make provision for renewals of subscriptions at appropriate time and print renewals notices, hence provide subscription control.
- Should be able to accommodate sufficient data to facilitate the identification of the vendor or issuing body.
- Should allow for online creation of entries of titles using formatted screen.
- Should be able to receive and make claims.
- Should provide for budgetary control e.g. invoice processing.
- The system should help with binding by holding and printing at appropriate moment instructions for binding.
- Should make provision for generating management statistics.



- Should make provision for full OPAC searching of serials.

Examples of library management software that provide some of the above requirements include: ERUDITE, URICA, LIBERTAS, GEAC ADVANCE.

The Librarian and his staff should evaluate the tendered library system using the above specifications and requirements in addition to that which was used in tendering the system.

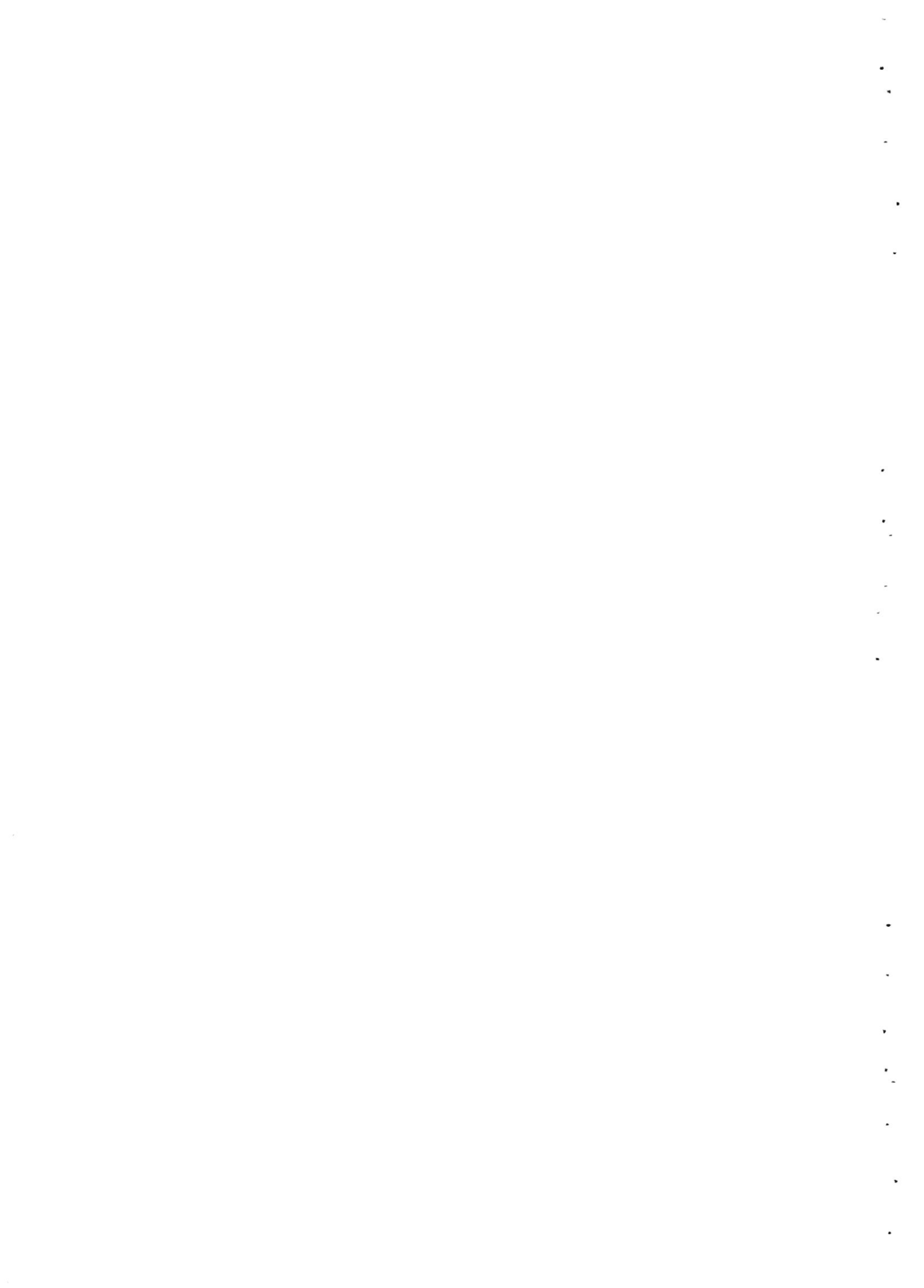
4.5 Electronic databases

The team established that most Members of Parliament and staff prefer information in digital format. It is necessary therefore to acquire electronic resources available on CD-ROMs, remote online databases, and also facilitate access to databases loaded on specific websites and general Internet access.

4.5.1 Internet accessibility and utilization

Most MPs and parliamentary staff are not effectively utilizing the four Internet Service points in the library. This may be ascribed to lack of searching techniques and low computer literacy. In this connection, it is recommended that as the library plan to provide cyber café services, the following should be considered:

- Comprehensive information literacy programme be developed for MPs. The training should cover aspects of information searching and retrieval. The PAs could also be for such training.
- Professional IT personnel should be employed to assist at the cyber café at Continent House.



With such a service the parliamentary library can add value to their already existing information provision services.

4.5.2 CD-ROM Databases

CD-ROM is a product of the CD-Format within the category of optical discs. The technology is based on encoding data in a digital form onto a disk using a laser beam which is read by an optical device. The disk has a capacity of 700MB of information and can store equivalent of 250,000 pages of A4.

The potential of CD-ROM as an alternative medium for the distribution of on-line databases is evident because of its potential and capabilities. Many distributors of information are packaging their products on CD-ROM. There is a lot of information relevant to the needs of members of parliament and parliamentary staff. The team therefore recommends that the library acquire information on this type of media.

In addition CD-ROM databases are inexpensive because they have no telecommunications. They incorporate a variety of media (text, animation, graphics, sound and video).

Applications of CD-ROM in Parliamentary Library

- It is possible to acquire enormous information relevant to the needs of MPs and staff on CD-ROM.
- CD-ROM will compliment external on-line search services and locally available databases in information storage and retrieval;
- They will be used to store archival information due to large storage capacity;



- Their multimedia capabilities make them suitable for information literacy programmes;
- The library can be able to acquire cataloguing data through the universal Machine Readable Cataloguing MARC;
- They can be used as bibliographic tools, for example, Book-Bank and Whitakers databases on CD-ROM.

Workstations configurations

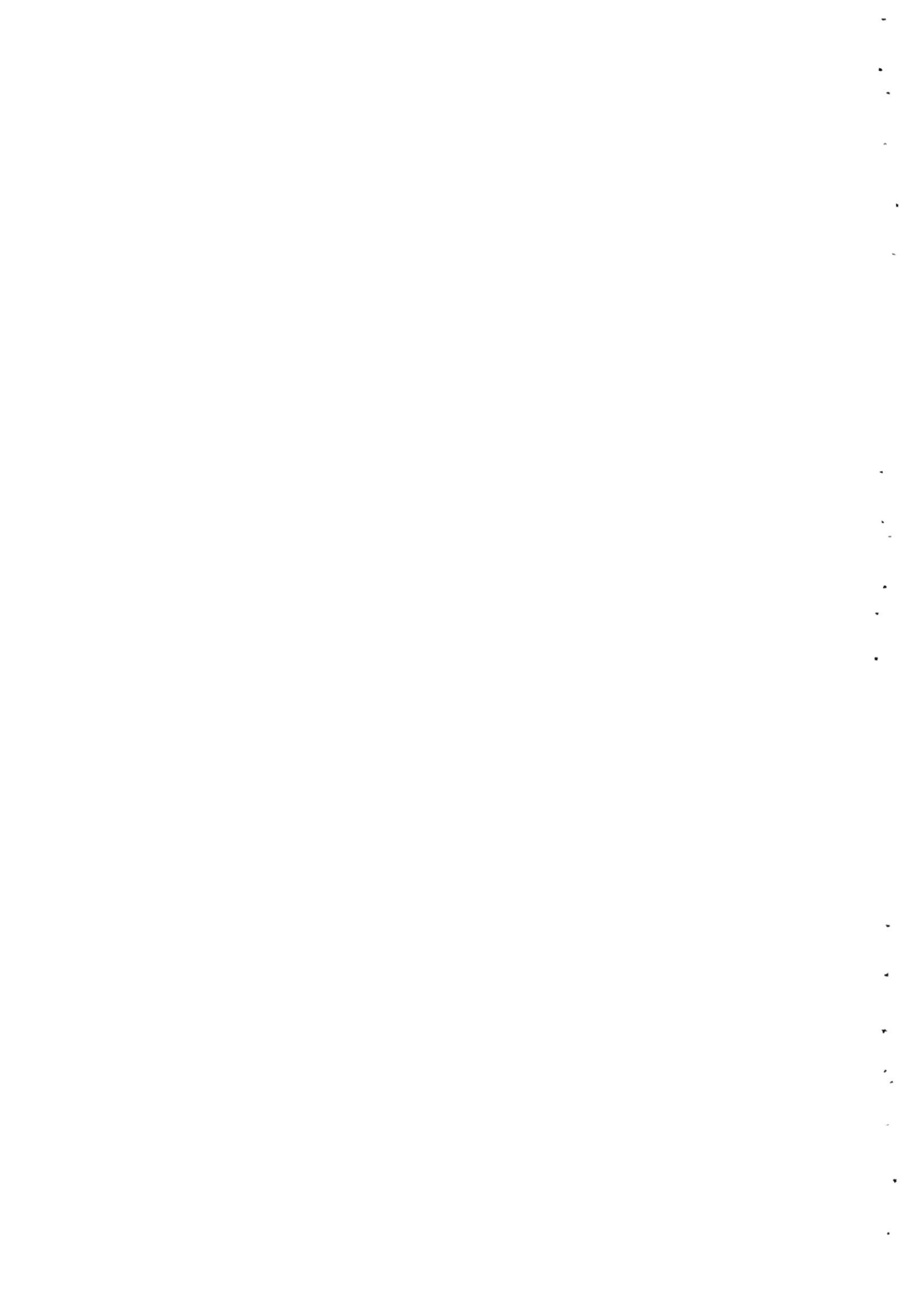
The library can acquire CD-ROM in a stacked system where several machines are housed in one unit and can be networked.

The library staff should identify titles of CD-ROM relevant to the needs of Parliamentarians. They should also create awareness among the users by training them on how to use the databases.

4.5.3 In-House Databases

The library should develop in-house databases of periodicals, Hansard, index of newspapers and departmental committee reports. This entails indexing the content and abstracting where necessary. This may be time consuming but very useful information service to clients.

The software to be used may include but not limited to Microsoft Access, Procite, WINISIS, Imagic or any text retrieval software.



4.5.4 Electronic Journals

The library should contact the International Network for the Availability of Scientific Publications (INASP) based at Oxford in the UK (<http://www.inasp.info>) and benefit from their **Programme for the Enhancement of Research Information (PERI)**. INASP works with partners around the World to encourage the creation and production of information, to promote sustainable and equitable access to information, to foster collaboration and networking and to strengthen local capacities to manage and use information and knowledge.

PERI is therefore an initiative by INASP to provide access to information including Business, policy issues, health, agricultural and related information at no cost or reduced cost for libraries in eligible countries. Over 11,000 journals are available as well as databases, online reports and reviews.

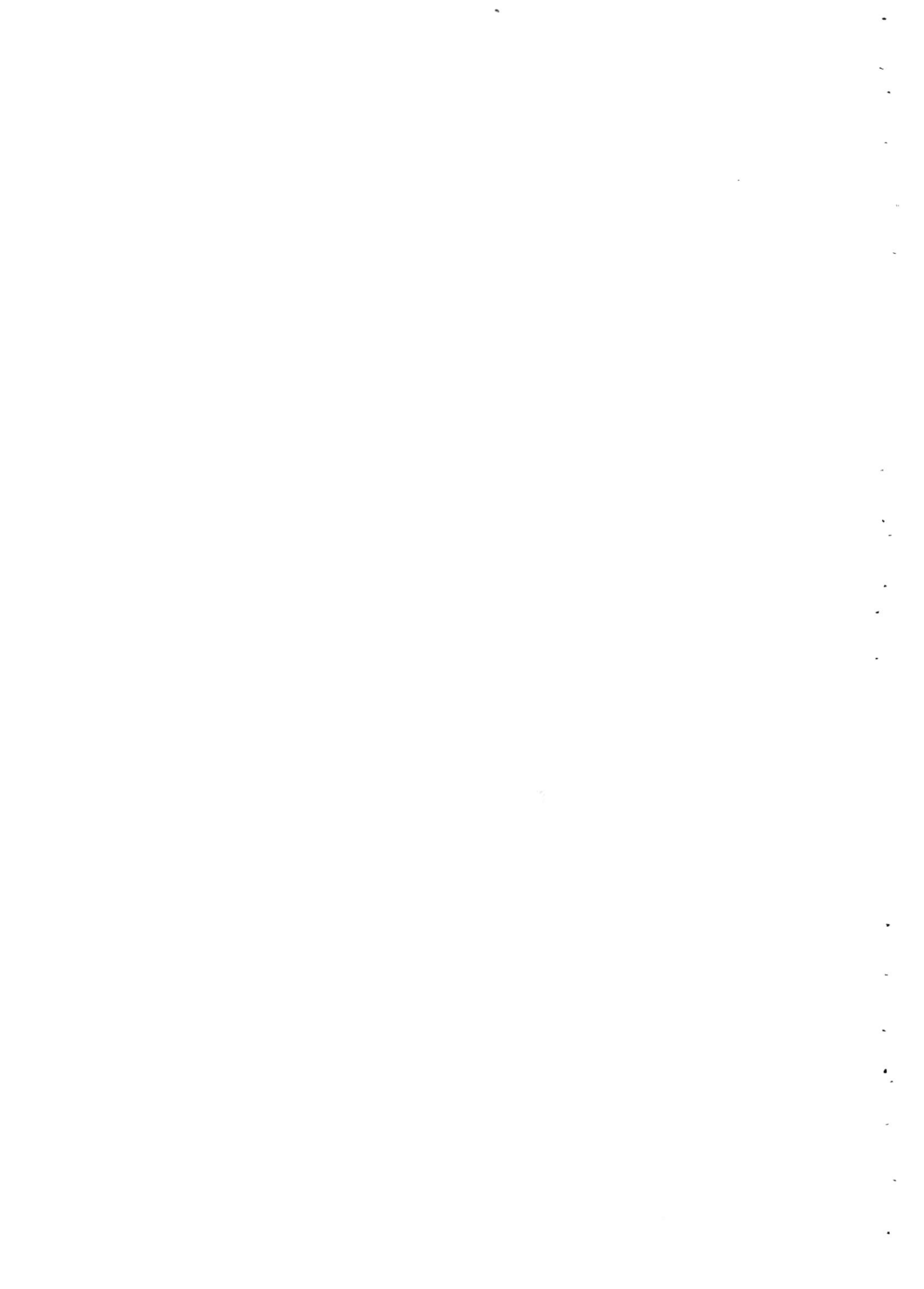
Parliamentary library could benefit from useful databases such as EBSCO HOST.

4.6 Cyber café requirements

The cyber café at Continental House should be furnished with the state of the art ICT to enable MPs to effectively and comfortably utilise the information services. It should have an appropriate and conducive sitting arrangement to attract the MPs to access information necessary for the day-to-day activities of parliament. A qualified ICT professional should be employed to assist the MPs to search the Internet.

4.6.1 Personal Computers PC specifications

Powerful computers with high capabilities to process and disseminate information are recommended for the cyber café at Continental house. The cyber café requires 20 computers



The specification requirements for the computers are as follows:

- (i) 512 Megabytes (MB) of Random access Memory (RAM), or a minimum of 256 MB
- (ii) Minimum hard disk storage space of 20 Gigabytes (GB)
- (iii) Minimum CPU speed of 1.4 Gigahertz (GHZ)
- (iv) At least 2 USB interfaces
- (v) 10/100 Mbps(Megabytes per second) Network interface cards
- (vi) Minimum 32 bit sound cards
- (vii) Minimum 64 Megabytes (MB) graphics card with S-video output
- (viii) Minimum 1 fire-wire interfaces

In addition to the above specification the operating system recommended for the cyber café is Microsoft XP or a higher version. This is for its user friendliness and its adaptability for use in a network environment like the one in a cyber café.

For internet browsing Microsoft 6.0 browser is recommended. However, it is a viable option to have more than one browser in the cyber café to give the users a variety to choose depending on their personal preferences. In this case Opera 9.0 browser version or higher versions is recommended as well any other higher versions of Mozilla firefox browser or Avanti browser.

Generally the browser chosen should be user friendly having an easy to use interface and capable of displaying web contents effectively and managing windows. A browser enabling Multi-tab browsing is a good example of a browser enabling a user to easily navigate several sites in a single window.

4.6.2 LAN specifications

At the most basic networking level a cyber café consists of a Local area network which connects to the internet.

4.6.3 Cabling specifications

Since the KNA is already implementing a structured cabling in its premises, the recommendations given in this section shall be general and not in-depth cabling of the premises.

Any cabling for the KNA LAN should be designed within the framework of voice, video and data communications models and their resulting physical and logical network classes. The cabling for the LAN should meet current needs, be sufficiently flexible to accommodate future capacity alterations and be able to survive physical calamities causing damage or failures.

4.6.4 Key points to be considered in cabling the LAN at KNA premises

- a) Should meet all current and future needs of National assembly. The LAN cabling should have the capability to transmit voice, data and signals for digital security systems
- b) High speed transmission should be possible over the LAN. The cabling should support a speed of 100 mbps or more
- c) Connectivity should be possible to all locations of the three building
- d) High speed redundant backbone
- e) Conforming to TIA/EIA standards
- f) Should have complete communication drawings detailing assigned cable numbers
- g) Patching should conform to TIA/EIA standards
- h) Riser cable termination should conform to TIA/EIA standards

- i) Cable infrastructure design should be approved by structural cabling engineers who have obtained certification
- j) Cabling cable termination, patch panel installation etc must be done by a certified structured cabling system engineer only
- k) Cabling complements including connectors should conform to TIA/EIA CAT or similar standards and should be of reputed make.
- l) After cable system is installed, integrated and tested, the same must be certified
- m) Obtain complete final cabling system documentation with test results and identification
- n) After sales support. Supplier should have certified cabling specialists or equivalent technicians to provide support
- o) The supplier should be certified design and installation specialists for structured cabling and management systems

4.6.5 Fibre Optic Specifications

Multimode and single-mode are the two types of fibres in common use. Fibres are 125 microns in outside diameter – a micro is one one-millionth of a metre and 125 microns is 0.005 inches – a bit larger than a typical human hair.

Multimode fibre has light travelling in the core in many rays called modes. It has bigger core (almost 62.5 microns, but sometimes 50 microns) and is used with LED sources at wavelengths of 850 and 1300 nm for slower networks and lasers at 850 and 1310 nm for networks running at gigabits per second or more.

Single-mode fibre on the other hand has a smaller core, only about 9 microns, so that light travels in only one ray. It is used for telephony and CAT5 with laser sources at 1300 and

1550 nm. Plastic optical fibre is a large core (about 1mm) fibre that can only be used for short, low speed networks.

Based on the above definitions the fibre optic cable adopted for the KNA networking is recommended to be a high speed multimode

4.6.6 Router

A device that determines the next network point to which a data packet should be forwarded en route to its destination. The router is connected to at least two networks and determines which way to send each data packet based on its current understanding of the state of networks it is connected to and using an inbuilt routing algorithm. Routers create and maintain a table of available routes and use this information to determine the best route for a given data packet.

The brand to be used in the KNA network should be a reputed one with the following minimum specifications depending on the intranet and extranet connections

- High speed and high throughput
- Minimum memory DRAM 2 MB 6MB 18MB, flash 4MB (the more the better)
- Network router ports/interface (the exact number and type of ports dependent upon the use of the router)
- Synchronous serial interfaces EIA/TIA – 232, EIA/TIA -449, V.35, X.21 (NRZ/NRZI and DTE/DCE)
- Auxiliary/console port – Asynchronous serial (RJ-45, EIA/TIA -232-compatible)
- Multi protocol LAN and WAN support enabled
- Internet work Operating system
- IP LAN on an Ethernet 10/100 mbps
- Router management software

- WAN frame relay or x.25

4.6.7 Switch

A switch allows the connection of several computers and networks devices on the LAN. A switch provides dedicated bandwidth instead of a shared bandwidth. Specially when transferring large files between multiple computers, this makes a big difference in performance.

A network switch is a small device that joins multiple computers together at a low-level network protocol. Technically, a network switch operates at layer two (data link layer) of the OSI model.

Switches will be crucial in the KNA LAN and cyber café because unlike hubs switches are capable of inspecting the data packets as they are received, determining the source and destination device of that packet, and forwarding that packet appropriately. By delivering messages only to the connected device that it was intended for, network switches conserve network bandwidth and offer generally better performance.

Broad Specification and features of the network switch

Feature	Requirement
Speed	Should be fast Ethernet & Gigabit interfaces (10/100/1000) mbps
No. of ports	24/48 depending the upon the current and future needs
Layer three switching (optional)	For VLAN (support for virtual networks and network routing capabilities) only where necessary
Topology	Ethernet



Rack mountable	Yes especially in the server/network room depends on the availability of network racks
Management	Software managed for ease of use and flexibility. The switch should support security and port allocation
RAM	Adequate RAM for consistent
Power supply	Hot swappable redundant power supply
Modular upgrade (optional)	Provide for scalable intelligence multi layer switching performance therefore support modular upgrade and growth of the network

4.6.8 Network specifications

The national assembly LAN should be connected to the internet for browsing world wide web and sending mails, allowing users to view information from anywhere in the world

Intranet connectivity is required to connect to the ministries for exchange of information between the national assembly and them.

The main points to be considered in procuring the communication media for the network are;

- ISP should be of repute
- The KNA can go for a Bandwidth of at least 128 kbps and this should increased as usage increases in future
- VSAT based link is preferable because it gives higher uptime compared to leased line

- ISP must give around 4 legal IP. These legal IP addresses will be used to configure the firewall, proxy and hosting/mail server etc to allow internet users to come into the system.
- Internal network administrator needs to be trained to keep systems up and running
- Router needs to be properly configured (this is done by the ISP or it can be done in-house)

4.6.9 Network cabinets

An enclosed box used to house a variety of communications equipment e.g. patch panels, switches, monitors, power supplies, routers, related cabling and fans meant to keep the cabinet cool.

The cabinets used are composed of the supporting vertical rails, the side and rear panels and the door. The cabinet should typically house 19" and 23" equipment and can be free standing or wall mounted.

The cabinets required at KNA should be able to house a 48 port patch panel and be able to stand free and house 19" or 23" equipment. Cabinet should also have cooling fans and be fireproof as a mandatory requirement.

4.7.0 File Servers

A file server is a computer that stores files for access by other computers. Storing files on a file server saves having multiple copies stored on individual computers, thus economising on disk space and also makes administrating and updating the files easier.

The following are the key feature of feature

Feature	Requirement
RAM	2 GB
Disk capacity with RAID support and hot swap removable	Minimum 300 GB
CPU	Multi CPU support
CPU speed	Minimum 2.4 GHZ
CPU fan fail safe mechanism	To ensure that CPU will not run if its cooling fan stops working. Prevents overheating
Power supply	Hot swap power backup support
Keyboard	
Monitor	
Backup device	
Fast Ethernet port for connectivity	100/1000 mbps, two ports, one for redundancy

RAID stands for Redundant Array of Independent disks and it refers to a mechanism used by computers to provide for redundancy in case one or two disks fail. RAID implementation should be carried out sensibly to avoid putting an excessively expensive system in place.

Software features

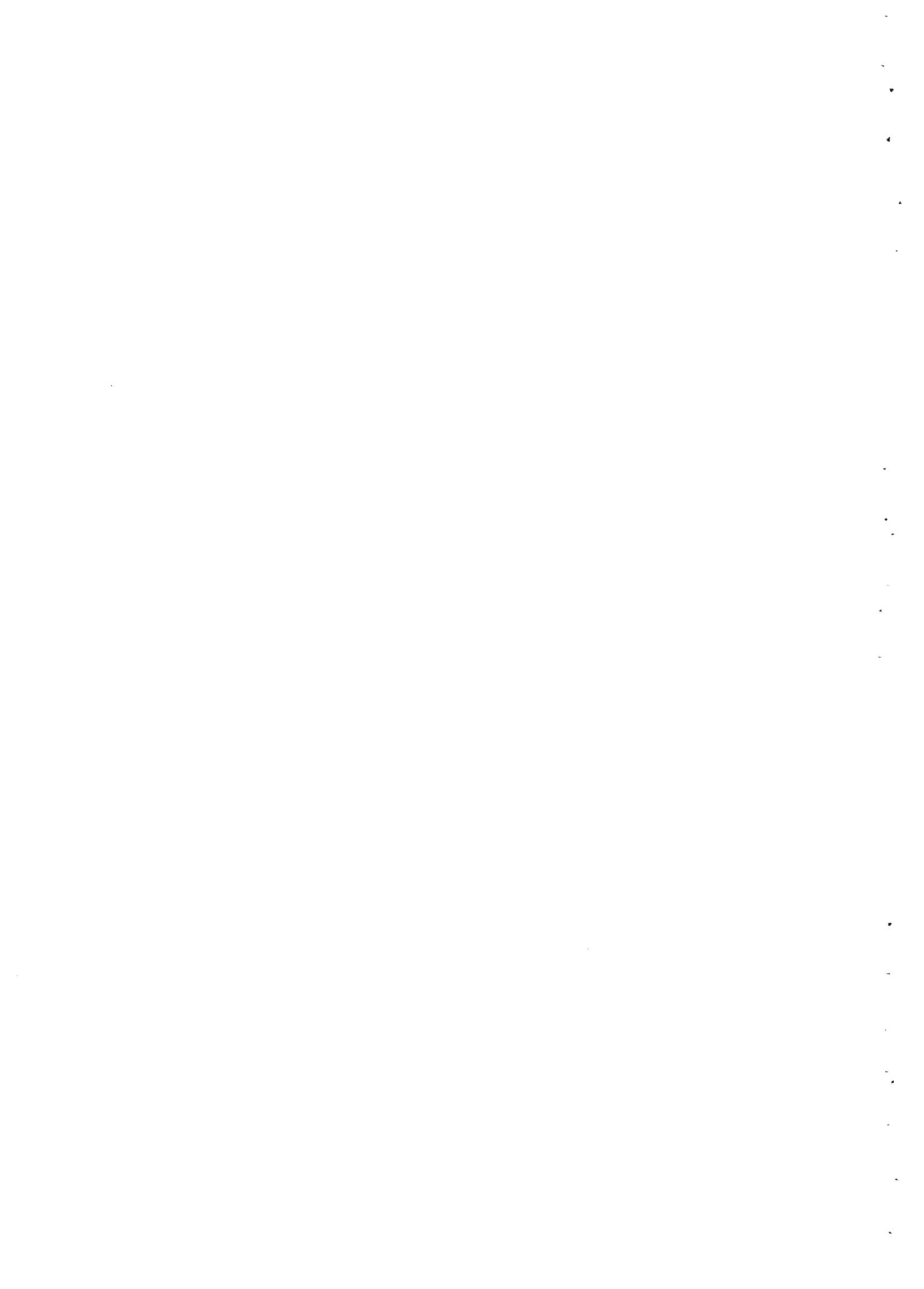
Feature	Requirement
Multi tasking operating system	
Secured file system	Preferably integrated to the user

	database for multilevel access
File system replication	File system replication services to provide for a replica of the file server in an entirely different section of the network infrastructure hence ensuring maximum redundancy in case there is a complete physical breakdown of network infrastructure in the building
Support for web folders	Support for web folders for integration to the mailing system to allow easier access of essential documents when end users need them for collaboration tasks
Controlled access to user, group of users	No access Read only Read & write

4.7.1 Mail server

The mail server listens for incoming connections from clients, web clients and other servers. A mail server for the KNA should be built on multi threading, load balancing and connection sharing architecture.

The mail server should have the capacity to handle thousands of messages simultaneously. An efficient routing mechanism should be availed in order to avoid clogging up of the system; this will further ensure faster mail submission and retrieval



These protocols should be supported by the mail server;

1. SMTP (simple mail transfer protocol)
2. MIME(Multipurpose internet mail extension)
3. ESMTP(Extended simple mail transfer protocol)
4. POP3 (post office protocol version 3)
5. IMAP4 (Internet messaging access protocol version 4)

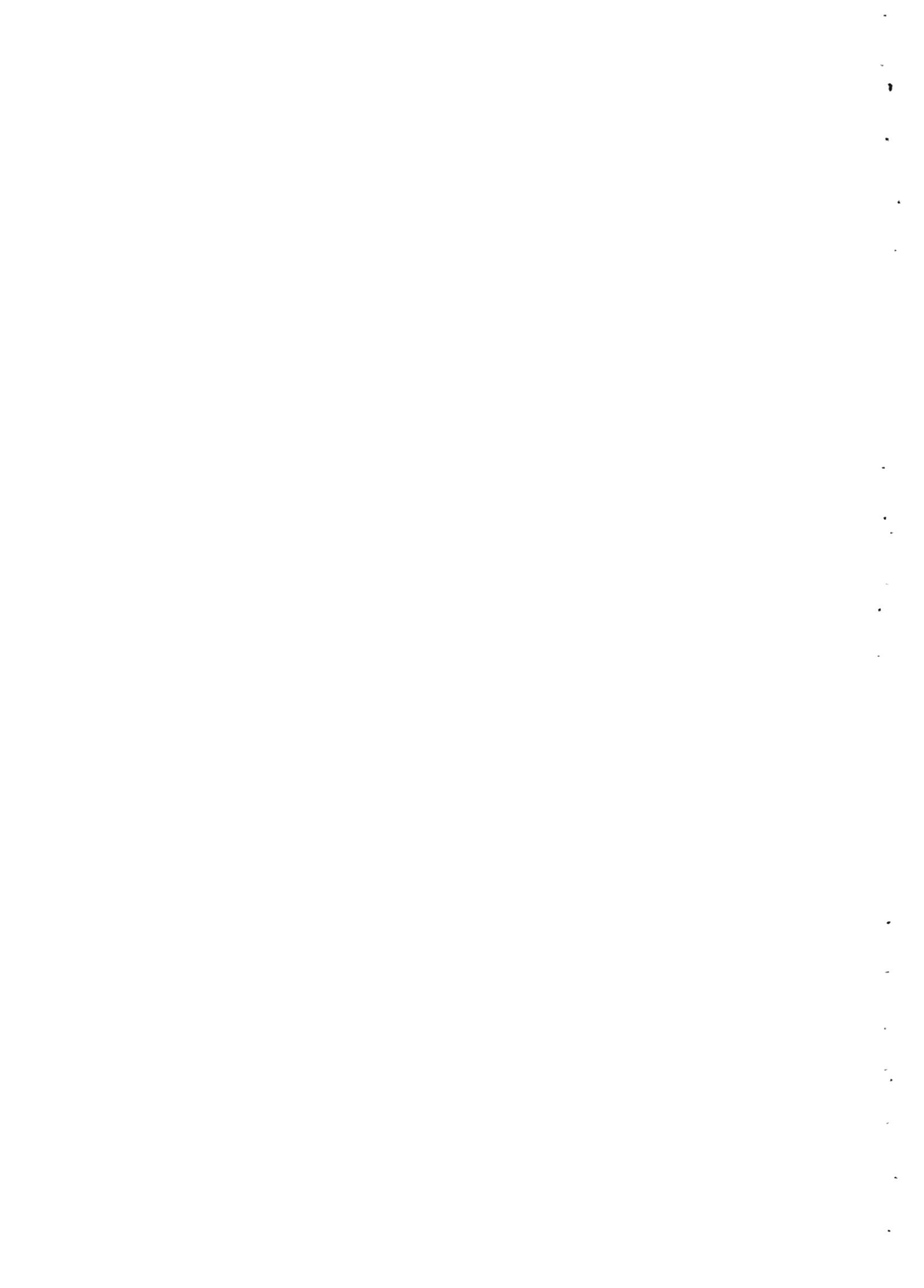
4.7.2 Server specifications

A server forms the heart of the system on which all the critical services to support the clients execute. Therefore, powerful, performance packed and reliable server is a must for smooth running of the system. Below are the minimum requirements for a server:

- a) Minimum dual processor (recommended four or above)\
- b) Minimum 2.4 GHZ processor speed
- c) Minimum 2 GB RAM (recommended 8GB or more)
- d) CD/DVD drive
- e) SDLT/DLT drive
- f) Minimum 80GB hard disk drive
- g) 100/1000 mbps fast Ethernet card (at least 2 cards)
- h) Hot pluggable redundant power supply
- i) Standard mouse, keyboard and VDU
- j) Hot pluggable redundant fans

4.7.3 Network printer specifications

Printers attached to the cyber café should be able to bring out printed documents at a very fast pace. The installed network printer should be high-speed and preferably based on laser technology. In the cyber café the printer should be accessible over the network



from any of the remote computers; this sharing of resources cuts down costs.

Key recommended features for such a printer are:

- (i) High speed in both colour and monochrome printing
- (ii) High quality printing at up to 1200x1200 dpi
- (iii) Should support duplex unit for two sided printing
- (iv) Built in 10/1000 base T Ethernet print server feature
- (v) Should support Adobe® Postscript® 3™ standard
- (vi) Optional embedded web based server support
- (vii) Optional lower paper trays

4.8 Furniture carrels and chairs for Cyber Cafe

- **Chairs**

The cyber café should have 20 Executive Swivel Chairs High Back

- **Computer Carrels**

Cyber café tables for computers with carrels, double wooden mahogany

4.9 ICT Requirements for Archival Centre

Parliament generates enormous information that need to be appraised to determine records to be kept for posterity. There is need therefore to microfilm this information to reduce space for storage as well as increase durability.

4.9.1 Microfilming of print materials

Microfilming technology is widely used in information institutions for four major reasons

- **Convenience of use** – Bulk materials can be handled conveniently at a table with fast selection and use. The user has option of printing out copies when necessary.
- **Storage capacity**- vast quantities of print materials are reduced to a few reels thereby saving on storage space.
- **Preservation** – the technology ensures preservation of materials as it is less vulnerable to scratch wear and tear and deterioration compared to paper-based formats.
- **Security** – the master film can be stored in remote location (s) as a security measure against destruction.

The National Assembly Library and Archival Centre have vast information materials that call for a microfilming program. These include the Hansard, Sessional Papers and other documents, while such a programme may appear expensive, in the long –run the benefits outweigh the costs. In addition it will serve as important role in national heritage and for posterity.

The policy and programme(s) for microfilming should be carefully planned and should take into consideration the following:

- **Quality control** – for durability. The need to cautious about small time commercial service providers in this area.
- **Technical know –how** – through specialized training including laboratory applications, handling, storage and use.
- **Equipment** – cameras, readers, reader –printer
- **Internal capacity** for own materials and possible expansion for external commercial services.
- **User orientations** for effective utilization.

- Adequate financial allocation and support for both capital inputs and running costs.

The team has made the following recommendations, for both short and long-term implementation.

4.9.1.1 Short-Term Recommendation

The National Assembly Library immediately enter into liaison with the Kenya National Archives (KNA) a Government Department, on selective microfilming of information materials. Already KNA has collaborated with the National Assembly in microfilming some of the document. The Kenya National Archives has facilities and human resources to carry out such a programme. The National Assembly Library and Archival Centre will benefit from such arrangement through training, access to facilities and the preparations for its own long-term programme.

4.9.2.2 Long Term Recommendations

While the Kenya National Archives has microfilming facilities, it does not have the capacity to handle the vast materials that the National Assembly Library has. In the long-run, the Library must build internal capacity for its own microfilming programme. Such a programme will cover most of the print materials of the parent organization including files and archives.

The programme will also set targets and time frame. Once the retrospective microfilming has been completed, the institution stands a chance for continuing capacity utilization for income generation from external needs.

The National Assembly should purchase Microfilm reader/ printer and microfiche for Archival Centre at County Hall. The specifications for these equipments are provided below.

4.9.3 Specifications/requirements for Microfilm Reader/Printer

Microfilm is a compact analogue storage medium for any type of print based information materials. The film used in microfilm is a silver halide based film which once exposed is developed using a photographic process. Microfilm has been used over years in information centres, libraries and archives because of its durability and the fact that it incurs far smaller storage space than paper documents.

A Microfilm reader is a device that enlarges micro-images for viewing but cannot produce a paper copy of the image.

4.9.4 A Microfilm Reader/printer

A device that enlarges micro images for viewing and has the capacity to produce a paper copy of the image.

The reader/printer is recommended for the Kenya National Assembly Library because of its dual capacity as both a reader and a printer.

General desirable features of a microfilm reader and/or printer

- **Microforms accepted:** Check compatibility of the reader/printer with the microfilm being used. It would be better to choose a reader that accepts several films.

- **Lens Magnification:** Full size magnification lens (whose magnification produces the exact original size of the document) is recommended. This is what most users are comfortable with. A partial magnification lens would be resisted by users because it produces an image smaller than the original, an oversize magnification is not user friendly because of the time it takes to scan through the image to get details
- **Lens interchangeability;** This feature of the reader is recommended so as to permit flexibility because different films are produced at different reduction ratio. The reader chosen should give room for different lens to be attached to suit individual situations
- **Image rotation;** 360° rotation is recommended because users are able to read microfilms that may not have been produced upright.
- **Screen illumination and focus;** The screen should be evenly illuminated to avoid eye fatigue
- **Screen size;** Letter-size documents require a screen of 8.5" x 11"; COM, at full magnification, requires a screen of at least 11" x 14". Maps and engineering drawings may require larger screens.
- **Film transport;** This refers to the way the film is transported. Since a manual transport is tedious requiring a user to turn a crank, we recommend a mechanized transport, which uses a motor to draw the film through the reader.
- **Ease of use;** The design of the reader should be in a way that the controls are accessible by user easily hence being user-friendly; even a novice should be able to use the reader without requiring assistance.

- **Size of the reader;** The reader shouldn't be bulky that it takes too much space and cannot be moved in the room. A desktop microfilm reader is recommended.

4.9.5 Features specific to the printer

- **Type of paper;** the printer recommended should have at least 'plain bond capability'. This enables the microfilm printer to print onto the normal office stationery. Other added capability could be
 - Dry silver whereby the print out is developed almost the same way as a photograph is developed.
 - Electrostatic which is similar to a photocopy
- **Size of paper printable;** The printer should be able to print on more than one
- **Exposure control;** the printer should be the type that enables a user to control the density/exposure of the image so as to produce a better quality printout
- **Printing speed;** The higher the speed the better

A reader that is easy to use and a reader/printer that produces crisp, clean copies will encourage people to abandon bulky paper files in favour of space saving microfilm.

4.9.6 Microfiche Viewers

In its most standard form a microfiche is a clear plastic card, about 10cm (4in) by 15cm (6in). Usually the title of the work is in visible lettering along one edge. The most common reduction ratio is 24x, with 7 rows of 14 page images each fitting on a single microfiche



Just like Microfilm, Microfiche is an analog storage media in normally used to compress space occupied by information materials especially printed matter such as books, periodicals and newspapers.

Each microfiche card holds about 100–130 pages depending on the size of the original. A library of 20,000 microfiche, 10,000–20,000 books, fits in a cabinet about 1.5x0.5x2 meters. Reduction of storage space and elongation of information life span are the most quoted merits of Microfiche. . Generally, a book or a year of a periodical fits on one fiche and takes 0.05% of the space and weight of the paper work. On the other hand Most library microfiche use polyester with silver-halide dyes in hard gelatin, with an estimated life of 500 years in air-conditioning

When acquiring a Microfiche viewer for the archival premises these general points should be remembered

- The viewer should emit low film-plane temperature and be manufactured to reduce the amount of energy consumed
- Low noise operation
- It should be able to hold the various microfiche sizes and dimensions. A standards 4"x6" fiche carrier (105mm x 148mm) that is adjustable is recommended
- The microfiche reader should support a range of magnification:
 - 17x (32mm, displays 2 pages of 24x source document)
 - 32x (17mm, 75% blowback of 42x fiche)
 - 36x (15mm, 75% blowback of 48x fiche)
 - 54x (10mm, 75% blowback of 72x fiche)

- A minimum of 8.25"x10.75" screen size (210mm x 273mm) for the desktop Microfiche viewer
- About 14"x12.375"x15" overall dimensions (356mm x 314mm x 381mm). A bulky microfiche reader consumes a lot space and is difficult to move from one location to another within the room

Most of the features that are desirable for a microfilm reader/printer also hold for a microfiche reader/printer.

5.0. SUMMARY AND CONCLUSIONS

The team concluded that there is an urgent need for a modern library and information resource centre to provide a variety of relevant information sources and services to meet the changing information needs of Members of Parliament and Parliamentary Staff.

The team found out that Parliamentarians have very specific preferences for formats in which they would like to access or receive information. It is therefore important that the library provide information in a variety of format including digital and inform MPs and staff of the format choices available. It is recommended that librarians take cognizance of the preferences expressed by parliamentarians, and that they strive to provide materials in the preferred format. It is recommended that the parliamentary libraries provide all the hardware and equipment necessary to utilise the different formats, so as not to inconvenience the user. Training in the use of the hardware should be provided as the need arises.

It was noted that the quality of the information sources, especially the printed information sources used are outdated. It was established that Parliamentarians and staff

do not seem to participate actively in the collection development process. It is important that they participate in collection development so that relevant information sources are acquired. It can be assumed that, based on their busy schedules and lack of knowledge of the information source, it would not be a priority to participate. The result could be an unsystematic and unorganised collection of information sources.

Comprehensive information literacy programmes should be designed to provide searching skills to MPs and parliamentary staff. It was established that the legislators and staff faces the challenge of finding relevant information from the massive amount of information pages available on the Internet. Lack of skills to exploit the source effectively, the time involved in searching, as well as slow transfer rates, raises questions about the effectiveness of searches done by parliamentarians – especially when trying to retrieve information timeously.

For the parliamentary library to become a preferred information service it needs to establish itself in the minds of the parliamentarians and staff as a service that provides services which other information services do not provide. Librarians should therefore provide personalized information services for specific parliamentarians, also referred to as Selective Dissemination of Information. What is currently being provided and is assumed to be SDI service fall short of the expectations of users. The library should seek for professional advice in this aspect and get experts who can design an effective online SDI service. This information can be posted by e-mail to the parliamentarian, or can be available to all parliamentarians via the Intranet. Should a specific question be asked often, the answers can be kept in a frequently asked questions (FAQ) section on the Intranet.

Appendix 1
Furniture specifications

Appendix 2

List of documents

1. Needs assessment report on Legal, research and library services for the Kenya National Assembly, Report of consultants, October 2003
2. Staff training needs and strategies of the Kenya National Assembly. A report of the Democratic Governance Project in Kenya Phase III prepared by the Parliamentary centre with financial support from CIDA, Ottawa, May 2005
3. Kenya National Assembly Information system: User and system requirement analysis. Kenyan National Assembly and UNDESA. Nairobi October, 2004
4. Kirkwood, Francis T. The Parliamentary library and research service as an engine for democratic education and development. Paper presented at the World Library and Information Congress, 70th IFLA General Conference, Buenos Aires 22-27 August 2004

5. Moindara, J.K. Origins, Growth and Utility of Parliamentary Libraries in East Africa. Research Report, university of Nairobi Library, 1977

APPENDIX 4

LIST OF PERSONS CONSULTED/INTERVIEWED

MEMBERS OF PARLIAMENT

1. Hon. Nick Salat
2. Hon. Prof. Ayiecho Olweny
3. Hon. Ochilo Ayako
4. Hon. Wycliffe Osundwa
5. Hon. Eng. Mwamanga
6. Hon. Reuben Ndolo
7. Hon Daniel Khamasi
8. Hon. Mokine
9. Hon. Maoka Moore
10. Hon. Tarus
11. Hon. Isaac Shabaan
12. Hon. Esther Keino
13. Hon. Oloo Aringo
14. Hon. Prof. Ruth Oniong'o
15. Hon. Soita Shitanda
16. Hon. Julius Arunga
17. Hon. Koros
18. Hon. Andrew Ligale

Former members of parliament and regular users of the library

1. Hon. Wanyiri Kihoro
2. Hon, Jackson Mwahulu
3. Hon. Rahab Wanjiru

Parliamentary staff

1. Mr. PC Owino Omolo –Deputy Clerk
2. Eng. Kioko
3. Ms. Mwambua
4. Mr. Muchila _Accounts Controller
5. Mr. Paul Ng’etich – Research
6. Mr. Dan M. Mutunga Personal Assistance to Deputy Speaker
7. Mr. Otola _ Personnel
8. Mr. Muraguri – Finance
9. Mr. Kamau Research

Clerk –Finance

Human resources }
Accounts } Technical terms

Parliamentary

Library staff

1. Mr. I K Songoro
2. Ms Esther Kamau
3. Ms Grace Mwakio
4. Mr. Peter Iraya
5. Mr Andrew Mankone
6. Ms. Winnie Chelimo
7. Ms
8. Ms

Institutions visited

- Kenya National Archives
- British Council Library
- United States International University Library
- Moi University Library
- Strathmore University Library
- University of Nairobi _Library
- University of Nairobi -School of Art and Design

Appendix 5

Data collection Instruments

**PROJECT PROPOSAL FOR IMPROVEMENT AND DEVELOPMENT OF LIBRARY SERVICES
 INTO MODERN PARLIAMENTARY LIBRARY AND INFORMATION RESOURCE CENTRE FOR
 THE KENYA NATIONAL ASSEMBLY.
 QUESTIONNAIRE FOR PARLIAMENTARY LIBRARIAN**

The aim of the research is to determine, and document, the status of Parliamentary libraries/research services in Kenya.

BACKGROUND INFORMATION

1. Brief history of the Parliamentary Library and Archival Services.

When was it established?

.....Short
 description of the physical building housing the library, distance from the Legislature,
 communication media being used between the library/ Research Service and the parliamentarians
 etc.

Major developmental periods since its founding.....

The Mission, Objectives and present objectives

.....

For the following questions please tick the applicable answer(s) in the block provided.

2. Does your information system consists of:

2.1	A library and information service	
2.2	Archival and documentation service	
2.3	A research Service	

3. If the research service does not fall under the jurisdiction of the library, under what department does it fall?

4. What is the administrative structure of the Parliamentary Library?

5. What level of staff heads the various sections/units of Parliamentary Library and Archival Services?

6. Please give the total number, their professional qualifications and job groups.

B. PRODUCTS AND SERVICES OFFERED BY LIBRARY/RESEARCH SERVICE

7. Indicate [✓] the services and products available in the library/research service

	<i>Services and products</i>	<i>Library</i>	<i>Research service</i>
7.1	Reference service		
7.2	News/reading room		

7.3	Newspaper clipping service		
7.4	Lending service		
7.5	Inter-Library Loan service		
7.6	Translations		
7.7	Compilation of bibliographies		
7.8	Publication of acquisitions lists		
7.9	Access to on-line databases/CD-ROMs		
7.10	Access to the Internet		
7.11	Access to off-line CD-ROMs		
7.12	Access to audio materials		
7.13	Access to audio-visual materials		
7.14	Running of a Current Awareness Service		
7.15	Providing a Selective Dissemination of Information Service		
7.16	Photocopy service		
7.17	Indexing of periodicals		
7.18	Provision of information packs on specific topics		
7.19	Provision of information service		
7.20	Research studies on specific topics		
7.21	Do public opinion polls		
7.22	Do surveys on specific topics		
7.23	Provision of information and analysis thereof		
7.24	Provision of comments on Bills		
7.25	Provision of expert opinions		
7.26	Provision of background papers on specific topics		
7.27	Provision of reports on policy issues		
7.28	Overviews of issues discussed in Parliament		
7.29	Research for Parliamentarians on specific topics		
7.30	Other (please specify)		

8. Please provide detail on special services e.g. newspaper clippings, translations, audio-visual service, video services etc. For example, explain how it is done, for whom, how often, when etc.

.....

.....

.....

.....

.....



9. What challenges do the library experience in delivering information services to the Parliamentarians and Parliamentary staff?

.....

.....

.....

.....

.....

.....

.....

.....

.....

10. Indicate the size of the collections:

	Information sources	Number of copies
10.1	Books	
10.2	Newspaper subscriptions	
10.3	Journal/Serials subscriptions	
10.4	Electronic journal subscriptions	
10.5	On-line databases subscribed to	
10.6	Databases on diskettes/CD-ROMs	
10.7	CD-ROMs	
10.8	Newspaper clippings	
10.9	Pamphlets	
10.10	Videos	
10.11	Cassettes	
10.12	CDs	
10.13	Archival material	
10.14	Speeches -Archives	
10.15	Audio-Visual archival materials	
10.16	Government Publications	
10.13	Other (please specify)	

11. Are the reading room/s in the main Parliamentary building?

11.1	Yes	11.2	No
------	-----	------	----

12. How often do Parliamentarians use this facility?

12.1	Very often	
------	------------	--

12.2	Often	
12.3	Seldom	
12.4	Never	

13. Please elaborate your answer above.

14. Are there Library reading rooms at Continental House?

14.1	Yes	14.2	No
------	-----	------	----

15. Other than Parliamentarians, who else does the library serve/network with?

		<i>Serve</i>	<i>Network</i>
15.1	Ordinary citizens		
15.2	Committee members		
15.3	Parliamentary staff		
15.4	Other legislatures in East Africa		
15.5	Local bodies/organizations		
15.6	Ministries		
15.7	University Academic Staff		
15.8	Researchers		
15.9	International bodies/organizations/parliaments		
15.10	Other libraries in Kenya		
15.11	Other (please specify)		

16. If networking with International bodies/organizations/parliaments, please list them,
 and also explain the nature of your contact, e.g. ILL, exchanging information sources etc.

Name of body/organization/parliament	Nature of contact

If more space is needed please add to the list on a separate sheet of paper)

17. How do you advertise/market your services and products?

.....

.....

.....

.....

(Please include any examples of brochures/pamphlets used to advertise/market the services)

18. Are there any restrictions to the use of any of your services and products?

18.1	Yes	18.2	No
------	-----	------	----

19. If "yes" please state these restrictions.....

.....

.....

.....

20. How often do Parliamentarians make use of your library's services? If possible please provide statistical indications of amount of materials circulated in the past year, ILL requests handled, reference requests handled etc. (if statistics are unavailable just tick the appropriate services)

		Often	Seldom	Never	Statistics for past year
	Service utilization				
20.1	Materials circulated/borrowed				
20.2	Inter-library Lending requests handled				



20.3	Translations done				
20.4	Information (reference) requests				
20.5	Information and analysis requested				
20.6	Other (specify)				

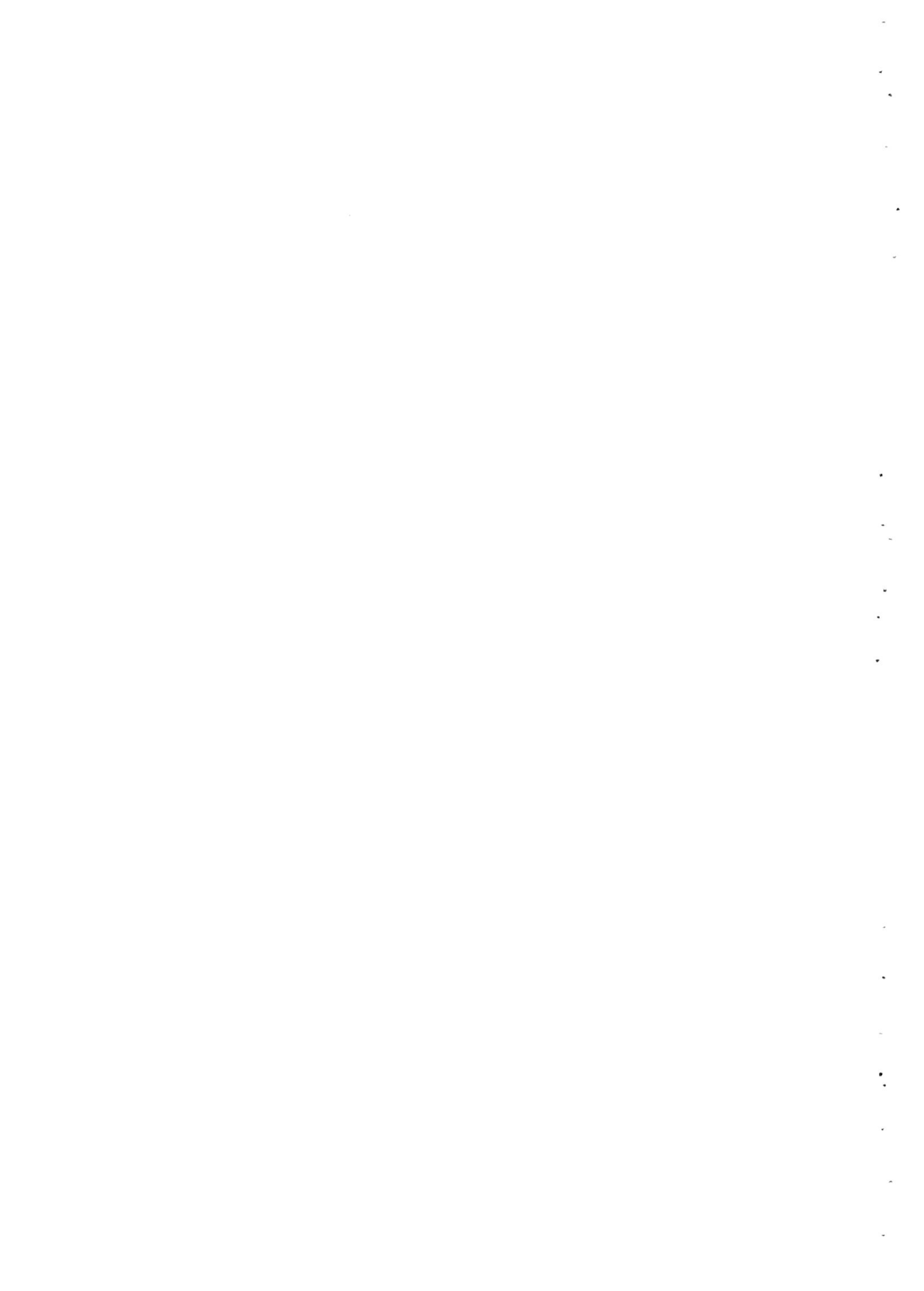
21. How do parliamentarians prefer to receive information from the library/research service? Please rate the options on a scale of 1-5 (1 = very high preference and 5 = very low preference)

	Communication mode	1	2	3	4	5
21.1	Face-to-face					
21.2	Telephonically					
21.3	Book form					
21.4	Report form					
21.5	As an abstract					
21.6	In an illustrated form					
21.7	E-mail communication					
21.8	Audio-visual form					
21.9	In a visual form only					
21.10	In audio form only					
21.11	As a display/exhibition					
21.12	Facsimile					
21.13	As a Selective Dissemination of Information service					
21.14	Other (please specify)					

C. UTILIZATION OF ICTS

22. Do you have computers in your library?

22.1	Yes	22.2	No
------	-----	------	----



23. How many computers in your library are utilized by:

23.1	Parliamentarians	
23.2	Library staff	
23.3	Parliamentary Library	
23.3	Research assistants	
23.4	Researchers	

24. Are the computers networked in Local Area Network?

24.1	Yes	24.2	No
------	-----	------	----

25. Does the parliamentary Library have Internet Facilities?

25.1	Yes	25.2	No
------	-----	------	----

26. If "yes" which ISP does it use to connect the Internet?

27. How many Internet Connections are available in the Library and how adequate are they?
.....

28. What are main functions of the computers/Internet available in the library?

28.1	To provide Internet access to staff	
28.2	To provide Internet access to Parliamentarians	
28.3	To provide access to on-line/electronic information services to staff	
28.4	To provide access to off-line/electronic information services to staff	
28.5	To provide facilities for staff to do their library/research service	
28.6	To provide facilities for Parliamentarians without access to computers in their offices/at home to do their work	
28.7	To provide e-mail/communication facilities for staff/researchers	
28.8	To provide e-mail/communication facilities for Parliamentarians	
28.9	To provide facilities for the researchers to compile their documents	
28.10	Others (specify)	

29. If Parliamentarians have access to computers in the library, in you opinion, how often do they use these services for the purpose of information seeking?

		Often	Seldom	Never
--	--	-------	--------	-------

29.1	Internet			
29.2	On-line/Off-line electronic sources, e.g. databases, CD-ROMS			

30. What other ICT facilities are available in the library?

.....

31. Please indicate the ICT requirements for Parliamentary Library Information Resource Centre and Archival Services.

.....

D. INFORMATION LITERACY PROGRAMMES

32. What information literacy programmes are offered to Parliamentarians and Parliamentary staff?

.....

33. What information literacy skills are needed for Parliamentarians to enable them to effectively utilize the information services?

.....

34. What information literacy skills are needed for Parliamentary staff to enable them to effectively utilize the information services?

.....

35. What information literacy skills are needed for library staff to enable them to effectively utilize the information services?

.....

.....
.....

IMPORTANT DEVELOPMENTS IN THE LIBRARY AND ARCHIVAL SERVICES

36. Please provide details on the following:

Recent developments?

.....
.....
.....
.....

New products and services?

.....
.....
.....
.....

Management structure or style, e.g. Participative, Authoritarian etc.?

.....
.....
.....

Other items of interest?

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.....
.....
.....
.....

Speculation about the future of your library or research service?

.....
.....
.....
.....
.....

36. What recommendations do you propose in transforming Parliamentary Library and Archival services into a Modern Information Resource Centre in terms of collection, equipments, information services, number of staff and their qualifications.

.....
.....
.....
.....
.....

THANK YOU FOR YOUR CO-OPERATION

**PROJECT PROPOSAL FOR IMPROVEMENT AND DEVELOPMENT OF LIBRARY SERVICES INTO MODERN PARLIAMENTARY LIBRARY AND INFORMATION RESOURCE CENTRE FOR THE KENYA NATIONAL ASSEMBLY.
INTERVIEW SCHEDULE FOR PARLIAMENTARY LIBRARY STAFF**

Please be assured that your responses will not be disclosed to anyone else in a form that would permit identification of your personality. A report of this survey will be placed in the Parliamentary Library. Thank you for participating.

Please fill in the questionnaire by ticking your answer in the correct box.

A: PERSONAL INFORMATION

1. Gender

- 1.1 Male
- 1.2 Female

2. Age

- 2.1 20-30
- 2.2 30-40
- 2.3 40-50
- 2.4 50-60
- 2.5 60-70
- 2.6 70-80

3. Highest professional educational level achieved

- 3.1 Ph.D.
- 3.2 Masters.
- 3.3 Bachelors e.g. BA
- 3.4 Diploma
- 3.5 Certificate
- 3.6 O Level
- 3.7 A Level
- 3.8 Others (Please Specify)

4. Which Unit/section are you attached to?

.....

5. What is your Position?

B. NATURE OF WORK AND INFORMATION SERVICES

6. Describe the nature of your work.

.....

7. What information services are provided by your library section/unit to parliamentarians and parliamentary staff?

.....

8. What type of information services do Parliamentarians frequently seek from the library?

.....

9. What type of information services do Parliamentarians frequently seek from the library?

.....

10. Is this information always available?

.....

11. If the information is not available, how does the library satisfy the information needs of the Parliamentarians and Parliamentary staff?

.....

 12. What additional information services would you recommend for Parliamentarians and Parliamentary staff.

.....

 13. What Challenges do you experience in providing information services to Parliamentarians and Parliamentary staff?

.....

 14. How do parliamentarians prefer to receive information from the library/research service? Please rate the options on a scale of 1-5 (1 = very high preference and 5 = very low preference)

	Communication mode	1	2	3	4	5
14.1	Face-to-face					
14.2	Telephonically					
14.3	Book form					
14.4	Report form					
14.5	As an abstract					
14.6	In an illustrated form					
14.7	E-mail communication					
14.8	Audio-visual form					
14.9	In a visual form only					
14.10	In audio form only					
14.11	As a display/exhibition					
14.12	Facsimile					
14.13	As a Selective Dissemination of Information service					

14.14	Other (please specify)						
-------	------------------------	--	--	--	--	--	--

C. UTILIZATION OF ICTS

15. Do you have computers in your library section?

15.1	Yes	15.2	No
------	-----	------	----

16. If yes, how many computers and for what purpose are they used for?

.....

.....

.....

17. Does your Library section have Internet Facilities?

17.1	Yes	17.2	No
------	-----	------	----

18. What are the main functions of the computers/Internet available in the library section?

18.1	To provide Internet access to staff	
18.2	To provide Internet access to Parliamentarians	
18.3	To provide access to on-line/electronic information services to staff	
18.4	To provide access to off-line/electronic information services to staff	
18.5	To provide facilities for staff to do their library/research service	
18.6	To provide facilities for Parliamentarians without access to computers in their offices/at home to do their work	
18.7	To provide e-mail/communication facilities for staff/researchers	
18.8	To provide e-mail/communication facilities for Parliamentarians	
18.9	To provide facilities for the researchers to compile their documents	
18.10	Others (specify)	

19. If the library was to be automated, what ICT facilities would be required and why?

.....

.....

.....
.....
.....
.....

D. TRAINING NEEDS

20. In your opinion, do you think you have the relevant training and skills required to work in a Parliamentary Library?

20.1	Yes	20.2	No

21. If yes, what skills do you possess for your Job?

.....

22. If no, what additional knowledge and skills do you require including ICT skills?

.....

23 (a). If Parliamentary Library was to be modernized, what type of collection and information services would be appropriate?

.....
.....
.....

23 (b). What number and level of staff would be required?

.....
.....

THANK YOU FOR PARTICIPATING IN THIS PROJECT.

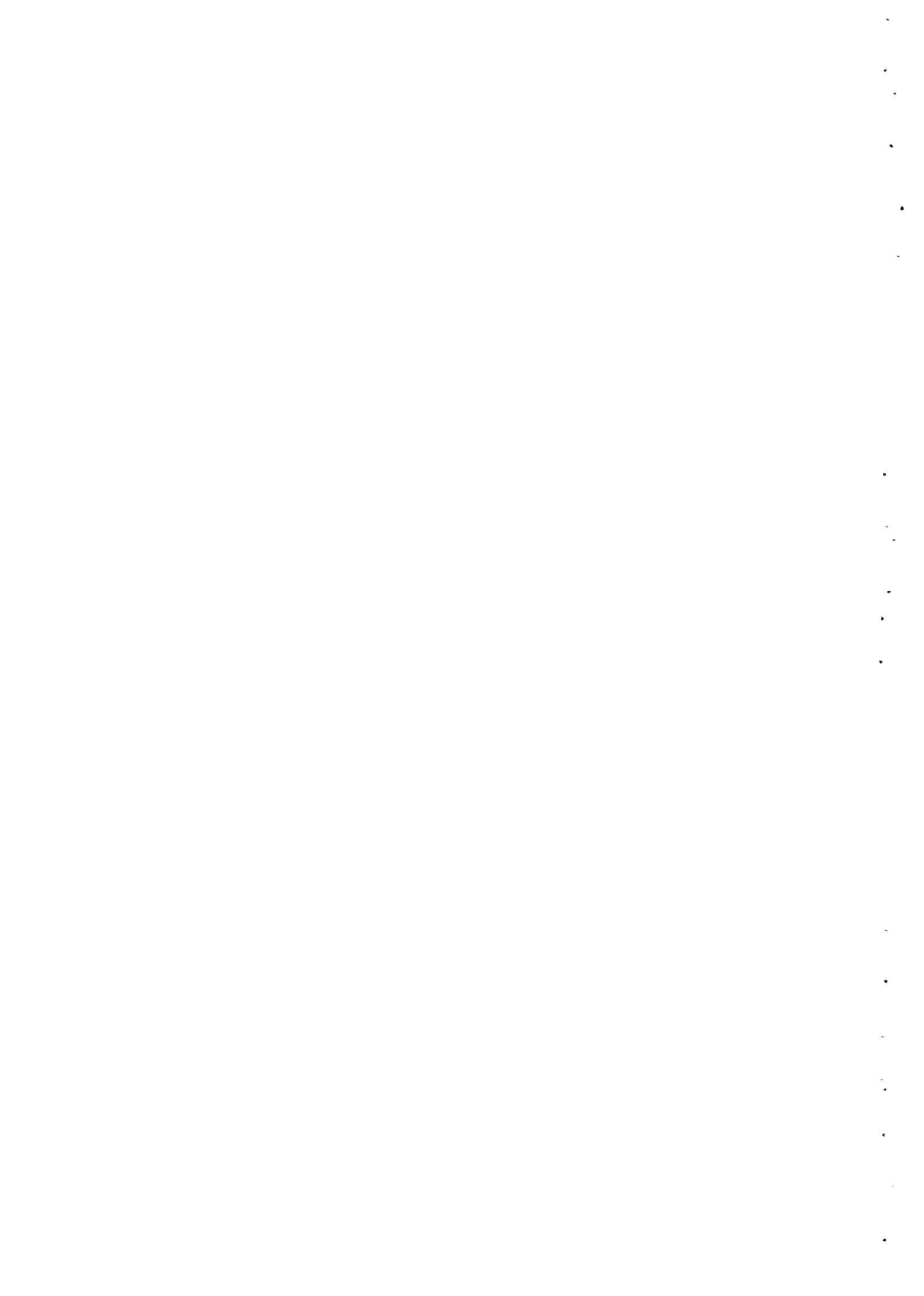
**PROJECT PROPOSAL FOR IMPROVEMENT AND DEVELOPMENT OF LIBRARY SERVICES INTO MODERN PARLIAMENTARY LIBRARY AND INFORMATION RESOURCE CENTRE FOR THE KENYA NATIONAL ASSEMBLY.
QUESTIONNAIRE FOR MEMBERS OF PARLIAMENT**

Please be assured that your responses will not be disclosed to anyone else in a form that would permit identification of your personality, your constituency or Ministry. A report of this survey will be placed in the Parliamentary Library. Thank you for participating.

Please fill in the questionnaire by ticking your answer in the correct box.

PERSONAL INFORMATION

19. Gender



- 1.1 Male
- 1.2 Female

20. Age

- 2.1 20-30
- 2.2 30-40
- 2.3 40-50
- 2.4 50-60
- 2.5 60-70
- 2.6 70-80

21. Highest educational level achieved

- 3.1 Ph.D.
- 3.2 Masters.
- 3.3 Bachelors e.g. BA
- 3.4 Diploma
- 3.5 Certificate
- 3.6 O Level
- 3.7 A Level
- 3.8 Others (Please Specify)

22. Position held

- 4.1 Vice- President
- 4.2 Cabinet Minister
- 4.3 Assistant Minister
- 4.4 Chairperson of Parliamentary Committee
- 4.5 Parliamentary Committee member
- 4.8 Ordinary Parliamentary member
- 4.9 Speaker
- 5.0 Deputy Speaker
- 5.2 Chief Whip

5. Which Constituent do you represent?

INSTITUTIONS USED TO FIND INFORMATION

6 Which institutions or facilities do you use to obtain information for your parliamentary functions (tick all those applicable)

- 6.1 Use my own personal sources
- 6.2 Use the Parliamentary Library
- 6.3 Use of Government Ministry Library
- 6.4 Use other libraries/institutions that have the relevant information
- 6.5 Use Commercial Internet Cafes
- 6.6 Contact international organizations for the relevant Information
- 6.7 Contact international parliamentary library services who might have the relevant information



6.8 Other (specify please)

--

7 If contacting national and international organizations, please list their names, e.g. WHO, IMF etc.

.....
.....
.....
.....

8 How often do you make use of the Parliamentary Library and Archival services

- 8.1 More than once a week
- 8.2 Once a week
- 8.3 More than once a month
- 8.4 Less than once a month
- 8.5 1-2 times a year
- 8.6. Never

9. For what reason do you use the Parliamentary Library and Archival services?

- 9.1 To read and update myself on topics of interest
- 9.2 To find information needed in my Parliamentary Work
- 9.3 To participate effectively in my parliamentary debates
- 9.4 To read newspapers/magazines
- 9.5 To familiarize with functions of parliamentary committees
- 9.6 To answer parliamentary questions
- 9.6 To use Audio-Visual Materials
- 9.7 Others (Please Specify)

10. What types of information services do you utilize in the Parliamentary Library?

.....
.....
.....

11. Does your institution have research assistants available that can assist you in finding information?

- 11.1 Yes
- 11.2 No

12. If "yes" how often do you make use of their services?

- 12.1 More than once in a week
- 12.2 Weekly
- 12.3 More than once in a month
- 12.4 Monthly
- 12.5 Never

13. Is this service affiliated with the parliamentary Library?

- 13.1 Yes
- 13.2 No

INFORMATION NEEDS AND SEARCHING STRATEGIES

14. Can you remember an incident when you most needed information?

- 14.1 Yes
- 14.2 No

15. If yes, what was the incident?

16. How did you go about looking for the information?

.....
.....

17. Did you find the Parliamentary Library useful in providing the information you needed? (Please explain your answer)

.....
.....

18. When do you need information the most?

- 18.1 During a parliamentary session
- 18.2 During the break in the parliamentary session when you return to your constituency
- 18.3 During parliamentary session
- 18.4 After parliamentary Session
- 18.5 All the time

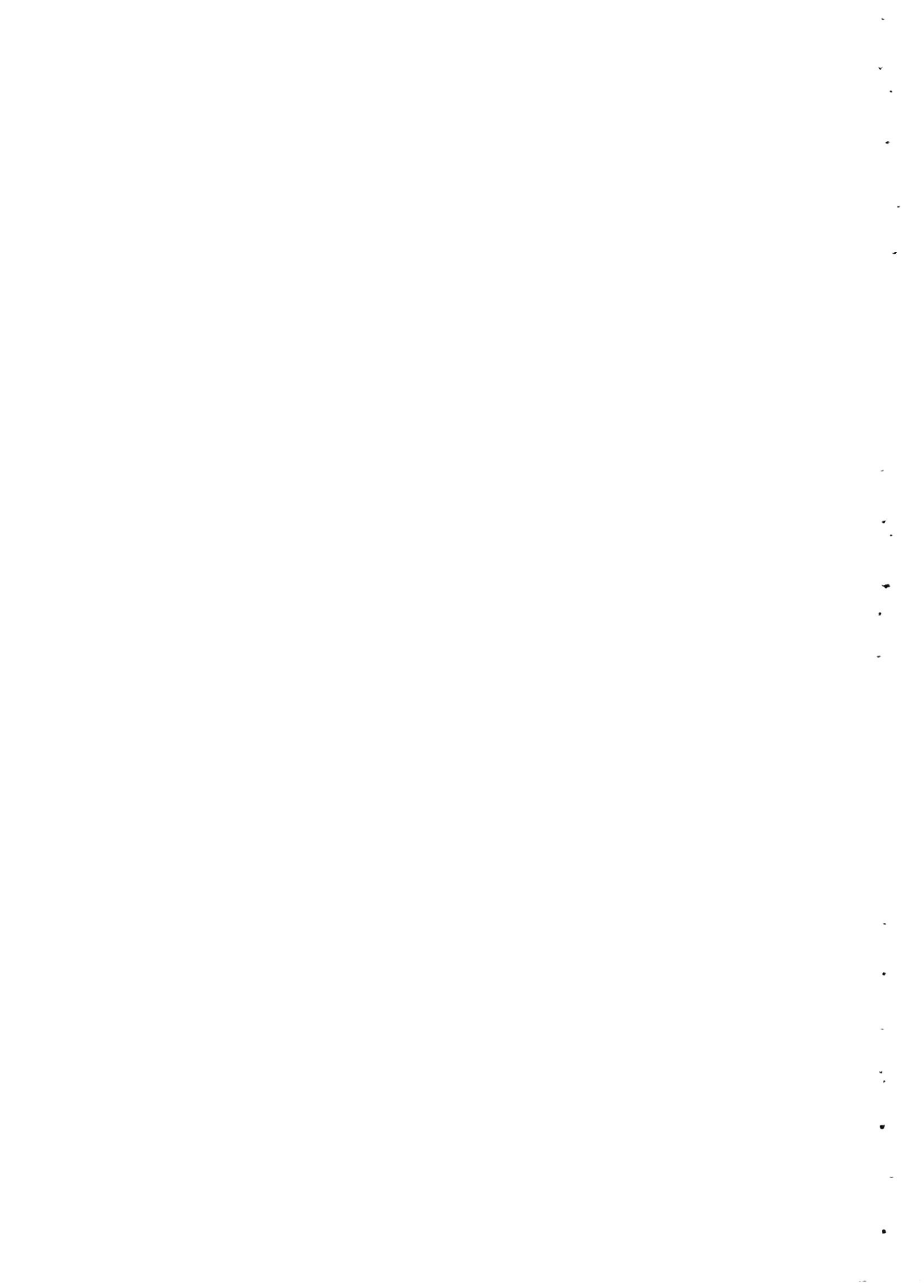
19. How often do you seek for information to assist you in participating in the parliamentary processes and activities?

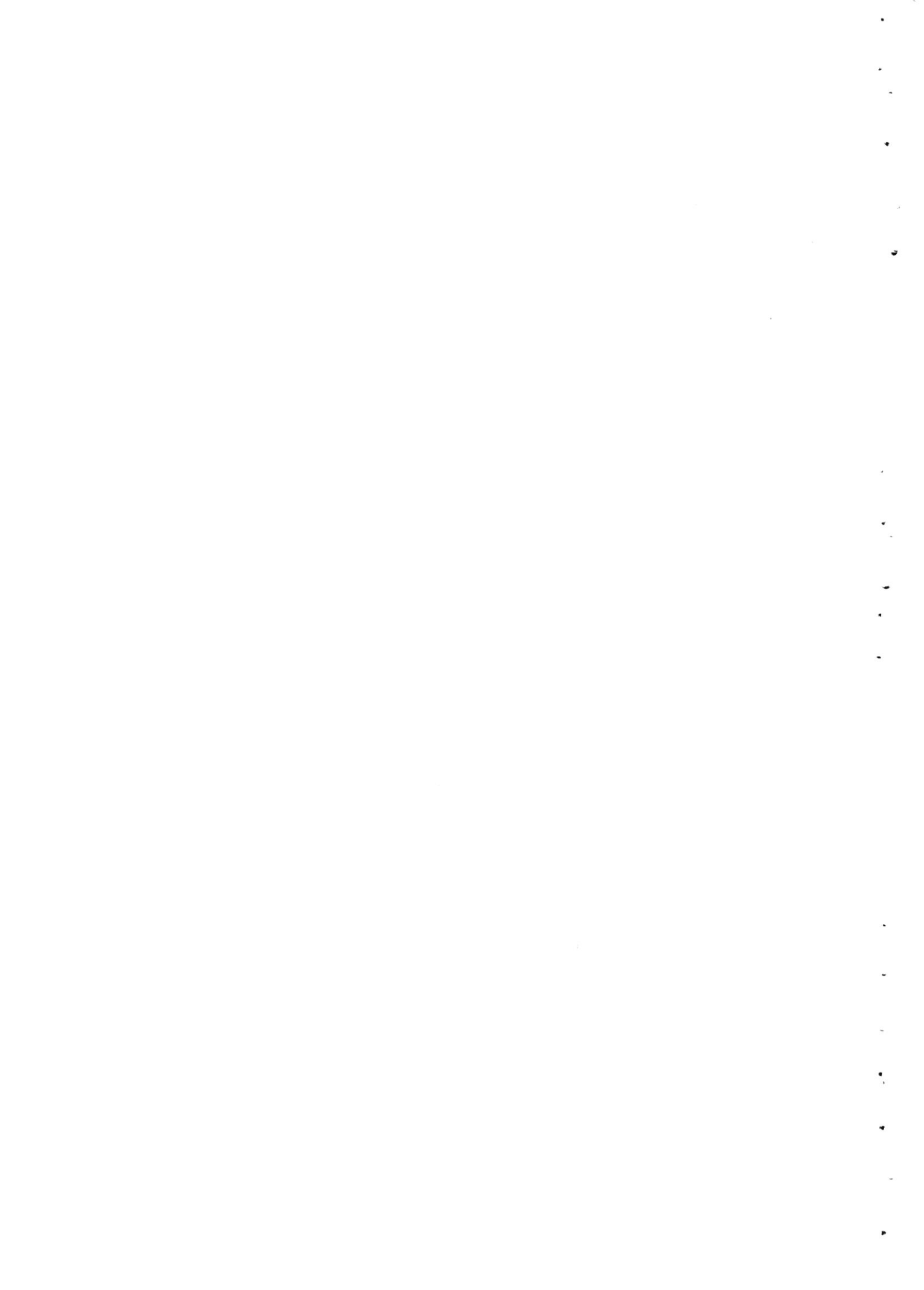
- 19.1 Daily basis
- 19.2 Weekly basis
- 19.3 Monthly basis
- 19.4 Seldom
- 19.5 Never

20. For what reason do you need information? (Please tick most appropriate option)

Often	Seldom	Never
-------	--------	-------







USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTs)

27. Do you use the Internet to search for information you need for your parliamentary work?

27.1 Yes

27.2 No

28. How often do you use the Internet?

28.1 More than once in a week

28.2 Weekly

28.3 More than once in a month

28.4 Monthly

28.5 Never

29. What problems, if any do you experience when using the Internet to find information?

.....

.....

30. What ICT training needs do you require to effectively use the Internet, computers and other ICT facilities?

.....

.....

.....

31. What recommendations to you propose in developing Parliamentary Library and Archival services into Modern Information Resource Centre.

.....

.....

.....

.....

THANK YOU FOR YOUR CO-OPERATION – IT IS HIGHLY APPRECIATED.

PROJECT PROPOSAL FOR IMPROVEMENT AND DEVELOPMENT OF LIBRARY SERVICES INTO MODERN PARLIAMENTARY LIBRARY AND INFORMATION RESOURCE CENTRE FOR THE KENYA NATIONAL ASSEMBLY. QUESTIONNAIRE FOR PARLIAMENTARY STAFF

Please be assured that your responses will not be disclosed to anyone else in a form that would permit identification of your personality. A report of this survey will be placed in the Parliamentary Library. Thank you for participating.

Please fill in the questionnaire by ticking your answer in the correct box.



PERSONAL INFORMATION

23. Gender

- 1.1 Male
- 1.2 Female

24. Age

- 2.1 20-30
- 2.2 30-40
- 2.3 40-50
- 2.4 50-60
- 2.5 60-70
- 2.6 70-80

25. Highest educational level achieved

- 3.1 Ph.D.
- 3.2 Masters.
- 3.3 Bachelors e.g. BA
- 3.4 Diploma
- 3.5 Certificate
- 3.6 O Level
- 3.7 A Level
- 3.8 Others (Please Specify)

26. Which department/section are you attached to?

.....

27. What is your Position?

INSTITUTIONS USED TO FIND INFORMATION

7 Which institutions or facilities do you use to obtain information for your parliamentary functions (tick all those applicable)

- 6.1 Use my own personal sources
- 6.2 Use the Parliamentary Library
- 6.3 Use of Government Ministry Library
- 6.4 Use other libraries/institutions that have the relevant information
- 6.5 Use Commercial Internet Cafes
- 6.6 Contact international organizations for the relevant Information
- 6.7 Contact international parliamentary library services who might have the relevant information
- 6.8 Other (specify please)





9 If contacting national and international organizations, please list their names, e.g. WHO, IMF etc.

.....
.....
.....
.....

10 How often do you make use of the Parliamentary Library and Archival services

- 8.1 More than once a week
- 8.2 Once a week
- 8.3 More than once a month
- 8.4 Less than once a month
- 8.5 1-2 times a year
- 8.6. Never

9. For what reason do you use the Parliamentary Library and Archival services?

- 9.1 To read and update myself on topics of interest
- 9.2 To find information needed in my Parliamentary Work
- 9.3 To participate effectively in my parliamentary functions
- 9.4 To read newspapers/magazines
- 9.5 To familiarize with functions of parliamentary committees
- 9.6 To answer parliamentary questions
- 9.6 To use Audio-Visual Materials
- 9.7 Others (Please Specify)

10. What types of information services do you utilize in Parliamentary Library?

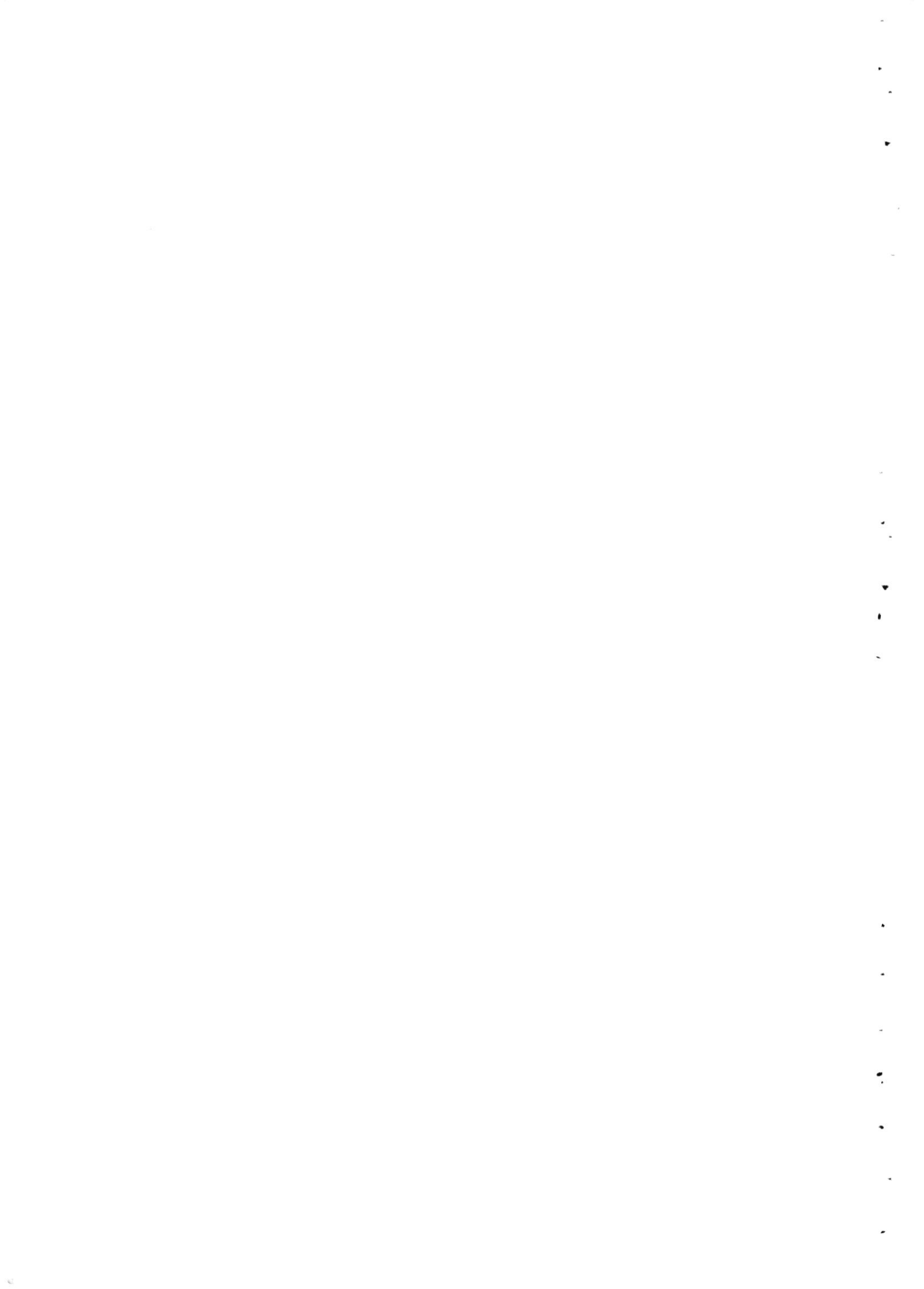
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11. Does your institution have research assistants available that can assist you in finding information?

- 11.1 Yes
- 11.2 No

12. If "yes" how often do you make use of their services?

- 12.1 More than once in a week
- 12.2 Weekly
- 12.3 More than once in a month



- 12.4 Monthly
- 12.5 Never

13. Is this service affiliated with the parliamentary Library?

- 13.1 Yes
- 13.2 No

INFORMATION NEEDS AND SEARCHING STRATEGIES

19. Can you remember an incident when you most needed information?

- 14.1 Yes
- 14.2 No

20. If yes, what was the incident?

21. How did you go about looking for the information?

.....

22. Did you find the Parliamentary Library useful in providing the information you needed? (Please explain your answer)

.....

23. When do you need information the most?

- 18.1 During parliamentary sessions
- 18.2 During the break in the parliamentary session
- 18.3 Whenever there are Parliamentary Committee sessions
- 18.4 All the time

19. How often do you seek for information to assist you in participating in the parliamentary processes and activities?

- 19.1 Daily basis
- 19.2 Weekly basis
- 19.3 Monthly basis
- 19.4 Seldom
- 19.5 Never

20. For what reason do you need information? (Please tick most appropriate option)

- 20.1 To enable me perform Parliamentary duties efficiently
- 20.2 To help me understand/give a background to what is Being discussed in Parliament
- 20.3 To help in preparation of Bills
- 20.4 To help me clarify concepts or information in a Bill that is not clear to me
- 20.5 To help me prepare parliamentary speeches

	Often	Seldom	Never
20.1			
20.2			
20.3			
20.4			
20.5			









- 28.4 Monthly
- 28.5 Never

37. What problems, if any do you experience when using the Internet to find information?

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38. What ICT training needs do you require to effectively use the Internet, computers and other ICT facilities?

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39. What recommendations to you propose in developing Parliamentary Library and Archival services into Modern Information Resource Centre.

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THANK YOU FOR YOUR CO-OPERATION – IT IS HIGHLY APPRECIATED.

