

UNIVERSITY OF NAIROBI



LIBRARY NEWSLETTER



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HISTORY MOMBASA CAMPUS LIBRARY

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Mombasa Campus Library started operating in January 2009 with books for School of Business (SoB) and School of Law (SoL). The first Librarian was Willy Matumia, who served from 2009 until retirement in 2014. James Akanga took over the same year until his deployment to Kikuyu Campus Library in 2016. The Current Librarian is Matthews Nyapela. The library continued to receive books from parent libraries for Mombasa Campus

programs, mainly SoB, SoL, and School of Computing and Distance Education.



Matthew Nyapela (Mombasa Campus library)

When the library started its operations, services were extended to Kenya Port Authority (Bandari College). However, it was discontinued due to management issues

Mombasa Campus Library has got two floors. The ground floor contains collections for School of Education, Faculty of Arts and

Editorial

This issue focuses on our Mombasa Campus Library. The library is based at the coast of Kenya and has been providing courses to our students based there. We also focus on some of the activities Library staff undertook during this period in both articles and pictorial form.

We can't ignore the fact that for the last two years serving our client during the first few weeks of COVID – 19 lockdown in March 2019 was a challenge because we were caught unawares. We however, managed to pull through and continued providing services. Because of Social distances protocol we introduced online registration for members who were not yet registered who wished to access the library, but were not registered.

This year, is however very peculiar to us, due to the fact that three of our senior librarians are retiring after serving for many years. In line with this, John Chepkwony who, for a long time was in charge of the Cataloguing section gave an insight into his life as a librarian.

All my gratitude goes to all who submitted their articles for publication; I note that without their contribution this issue would not have been possible. {GCS}

School of Business. The mezzanine floor contains School of Law collections.

The library was automated in December 2014, hence online registration of users and circulation of books. It has a total sitting capacity of 234 users, 117 reading tables, staff working area, service desk, librarian's office and a library store. It has over 30,000 volumes of information materials in its collection development. It has six members of staff, namely; Matthews Abijah Nyapela (Campus Librarian), Ginora Mwake Heya (Senior Library Assistant), Phylis Kwamboka Nyariki



*Carolyn Kasamu Ndungu (Library Assistant
Mombasa Campus)*

(Library Assistant), Richard Ondieki Karioki, (Library Assistant), Tabitha Miranga Kimesu (Library Assistant), and Caroline Kasamu Ndunge (Library Assistant).

Other staffs who have worked at Library include Lilian Jeptoo (currently at Law Library, Parklands), Zilpha Walowe (Currently at CAVS), David Ndau (who was on contract but left) and Patrick Ngitu Gaitho (deceased).

Services offered in the library are:

- Reference and information,

- circulation,
- current awareness,
- information literacy,
- photocopying,
- literature searches,
- electronic document delivery,
- and inter-library loaning. *{Matthew Nyapela}*

Our mission

To provide quality information services that empowers the university in carrying out its core activities in teaching, learning, research and community services/consultancy

LIBRARY ORIENTATION AT JOMO KENYATTA MEMORIAL LIBRARY (JKML)

Library Orientation is a vital programme usually carried out to introduce users to the library. Its main objective is to expose them to services provided by the library, its resources and how they are utilized, the organization's layout, and facilities. This is an activity

that normally takes place during the first or second week of admission of new students.

It is a central activity in libraries all over the world. It comprises of educating, illuminating, steering and aiding users to pinpoint,

comprehend and utilize the library information resources and services successfully to realize the purpose of research and study.

The expected outcome of the library orientation is to enable the new students

- To identify understand and utilize the library information resources and services effectively.
- To locate and retrieve resources within the library
- To be aware of where to go for assistance while in the library
- To know how to log on to library computers and search the library website



Kefa Makori, a staff at e-resource conducting an orientation session for new students in 2021

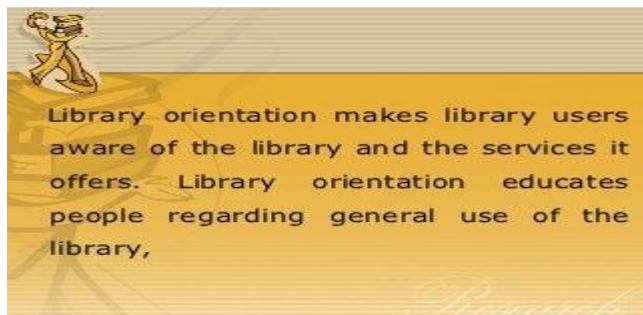
- To use the OPAC (Online Public Access Catalogue) for easy retrieval
- To understand where resources are located within the library
- To understand basic database searching
- To recognize issues of academic integrity

Before COVID 19 the library orientation programme was a physical process where users would be taken on a tour of the facility and get one on one training from the staff. However, the last such event took place at the 8-4-4 building in 2019 before the outbreak of COVID 19. It has since been conducted online.

Orientations normally begin with registration of newly admitted students and distribution of library brochures. During the session they are introduced to the current 13 Faculty Libraries where they have free access as students in the University of Nairobi. Demonstration on how to access online resources is conducted. Clients are introduced to registration processes and informed that to be legible members; they should have their University ID. They are informed about their rights as users of the institutions' library system, including rules covering dos and don'ts. Various services ranging from circulation, Africana & Reserve, OPAC, Periodicals Archival and E-resources are introduced. The Library Orientation

programme ends with students getting an opportunity to ask questions for clarification purposes.

During the pandemic period - 2020 & 2021, Taifa Hall became the venue for orientation. Additional to what users had always been introduced to was the advice to adhere to the COVID 19 Ministry of Health protocols. There were no brochures distributed in strict adherence to these protocols, but clients were asked to access them online. The programme was conducted through the presentation of slides. The new students were introduced to the services offered at the Circulation, Africana & Reserve, Periodicals, Archival, OPAC, and e-resources.



They were shown how to access the library resources within and remotely, and the entire Library system. Since new library members

need a valid University ID's for registration purposes and the students were not able to present themselves physically to acquire them, for the first time Online Library Registration was introduced. The Director, LIS appealed to the students to make use of the library by registering in large numbers. It is during this time that various library staff were introduced to the new students. The new members were further informed that virtual Library trainings were conducted frequently and it was important for them to participate in order to keep abreast of the available resources.

The period during which the pandemic will last is unknown. This has led to enhanced online resource provision which, luckily the library had embarked on a decade ago though on a small scale. These resources have helped to complement the print resources that had been affected by none access due to curtailed movement in observance of the COVID 19 MOH protocols. Even as COVID 19 continues to ravish the globe, library services should continue unabated. Libraries must facilitate seamless access to information, especially research literature to combat this epidemic. {*Charles Nyamache*}

STAFF NEWS

LIBRARY STAFF BIDS FAREWELL TO RETIRING COLLEAGUES



Stella Mwangada Colleagues bids her farewell as she embarks on her retirement

Stella Mwangada retired in March this year. She was a Senior Library Assistant when she left. I managed to have a one and one talk with her. She gladly informed me that she hails from Taita - Taveta and she started working in 2007 at the age of 24. She initially worked for Kenya Science Teachers College upto 2007, when she was

absorbed by the University of Nairobi, when it took over the College. She is married with 3 children and 4 grandchildren. Stella states t that at the time of her retirement she had only worked for two employers. While at the University of Nairobi Library she had a chance to work at nearly all the Branch Libraries.

She noted that she was happy that God gave her the chance to work until retirement and more grateful for the wonderful bosses she managed to interact with during her time at Jomo Kenyatta Memorial Library system. She recalls that there was a time when she had high blood pressure but manage to pull through because of the support of Mr. David Macharia (then Librarian at Kenya Science Library)who, she noted always portrays a servant leader style of management. She is also grateful to the Current Director, LIS for her support during the time she was at Kenya Science Library. Stella advice to the Library Management is they should always strife to identify professional talents of each staff and assign duties in that regards



but on the other hand, praised the staff for their team spirit at work. Finally, she added that she had not decided what to do after retirement, but would relax first and hope she would be able to decide on something soon.

FAREWELL PARTY FOR LIBRARY RETIREE STAFF

The farewell party for Mr. Kamoli, Thomas and Madam Matimo, Philemona Njenga was held on **3rd December 2021** at the Mahatma Ghandi library.

Mr. Makori Kefa was the master of ceremony of the day. He ushered in everyone in an occasion attended by the Library department management and other members of library staff.

The event which was opened by the Maktaba chair Mr. Nyamache Charles whose opening remarks included welcoming both the retirees and made an apology on behalf of Madam Achieng' Jane who could not make it. The Director, Library Information and services was also in attendance said she started working with the two as young

colleagues and she has enjoyed working with them and that they were going home strong as ever.

Ms. Mumo remarked the retirees as hardworking and for rendering good services in the library department and the University of Nairobi. She said retirement comes to everyone and therefore asked other library staff to be ready and prepare well for retirement. She also noted that though some of their expectations may not have been met, they should take it positive and so to the employer.

In her final remarks she wished the two a very good health after retirement and all the best in their new endeavours.

Also in attendance
Deputy Director,
Information

(administration)

In his speech he knew the dual as senior bachelors added that life end on exit from University of urged the two that

RETIREMENT QUOTES

Age is just a number but retirement is one of the greatest gifts to mankind.

Retire from your job but never retire your mind.

Retirement isn't the end of the road, but just a turn in the road.

was the
Library
Services

Mr. Mugo.
said that he
young as
and he
does not
the
Nairobi but
other things

can be explored from outside after retirement. He encouraged them to explore their potential and be positive because they had a chance to accomplish what they felt they should do from outside.

Messages of encouragement, bible verses and various quotes from workmates/colleagues streamed in one after the other.



Library Staff picture with Kamoli and Matimo at their retirement party

Finally it was time to hear from the retirees. Mr. Kamoli said he had worked at the University of Nairobi Library department for 30 years. 'I thank God for taking me through all these years,' said Mr. Kamoli. He said the University of Nairobi Library fraternity made it possible and created a conducive environment for him to work without any challenges.

Madam Matimo said she was employed as a cleaner at an age of 23 years and had worked for the University of Nairobi for 37 years. She said it was nice working in the library, 'I did much with the salary I

was paid', said Matimo. She appreciated both colleagues she had worked with and those that she did not work with and thanked God for the time she was there.

Both Kamoli and Matimo said they had accepted the retirement and thanked God for giving them a chance to work at the University of Nairobi. The most interesting part was cutting of the cake which was graced by none other than Dr. Njiraine. Thereafter some refreshments and the party was ended with a word of prayer by Madam Githere thereafter everyone left at their convenience.

MY JOURNEY IN THE PROFESSION: A REFLECTION

John K. Chepkwony, Senior Librarian, University of Nairobi Library

I joined the Library in July 1996 as a Librarian after undergoing through the normal recruitment exercises. I later realized that my recruitment was successful because I had the necessary experience and was equipped with a Masters degree in information science that was awarded to me in 1993 at the School of Information Science in Addis Ababa University, Ethiopia. Before then, I had worked as a High School teacher at Kanunga High School in Kiambu County, as an Assistant Science Secretary at the National Council for Science

and Technology (NCST), and as a Senior Librarian at KNLS. When I joined the Library, Mrs. Kimani Was the University Librarian, and she was the first person to welcome me to the Library and in her assessment, she decided to deploy me to Lower Kabete Library. But first, I had to undergo through an orientation programme which took a period of one Month. At that time my cataloguing skills were not good and yet I had been informed that most of my work would be cataloguing of Library resources. During my orientation, I had the

benefit of enhancing my cataloguing skills through the induction of the teacher, P. M. Maina who



John Chepkwony at his office

was in charge of humanities and social sciences collection then. By the time I was going to Lower Kabete, my cataloguing skills had

improved, but not well-enough for academic cataloguing standards. It took the effort of Mrs. Kang'oro who was in charge of Lower Kabete Library for me to be able to catalogue books to the required standards. My take on this is that cataloguing can be learned. If I was able to learn, you can learn. It is a matter of interest.

Professional Ladder

Librarianship came my way in a unique way. When I was a student pursuing Bachelor of Science degree at the University of Nairobi, I helped in the establishment of a school library in my former primary school. On completion of my degree studies in 1987, I was employed by TSC as an Untrained Graduate Teacher and posted to Kanunga High School in Kiambu County. I taught there for one year. In 1988 I was employed by the Public Service Commission and posted to the National Council for Science and Technology (NCST) as an Assistant Science Secretary. While working at NCST, I was trying to find a way of advancing my studies, but could not get any openings. I even went to the Directorate of Personnel Management that was dealing with scholarships, but could not get one. One day, Ms. Muthigani who was in charge of Information section in NCST called me and gave me application forms for a Masters degree in information science. I filled the forms and

submitted to IDCR that was to sponsor me for the Master degree if my forms were accepted. Within a short time I received feedback that I had been selected and was required to prepare to travel to Addis Ababa University in Ethiopia where the course was being offered. I told him I had seen the advert, but I was still not decided on



Chepkwony's family work colleagues

college Libraries. On human resources, most of the Library staff then had not used computers, and those who had used, it was only for typing of documents. We started training the Library staff on the

ICT basic skills on a hands-on and demonstration basis. The basics included training on the components of the computer system and how they function, Windows operating systems, and application software including Microsoft Word, Excel, etc. The staffs were trained on group basis, each group having a representative of each Branch Library. The group training continued until all staff in the Library system were trained on the basic computer skills. Automation then started by inputting the manual data from catalogue cards into Vubis system cataloguing module. This was done as a project and the team of data entry staff came from all the Branches. The data entry team was selected based on their speed in entering the data into the system. By 2003, some progress had been made, and now was the time to turn to circulation module. The representatives of the supplier from the University of Brussels came and demonstrated how to loan books using the circulation module. After that we were on our own, only getting support from the supplier through email communication. Nonetheless, we started training on the circulation module. Around this time, the University Management Board (UMB) organized for a meeting in the Library to be briefed on the activities of the Library and in particular the progress on automation. The UMB meeting was held at the Library



Right – Left ; Nyalwal (DDP), Dr.Chege (Senior Librarian, FSS) Nyamache (Librarian Technical Section), Mugo (DDA), Mumo (Director, LIS) Otando (DDT), Kimengu (Head Binder), Wendo (Senior Librarian (CBPS), Chepkwony (Senior Librarian, Technical section). At one of senior staff meetings

computer lab. It was coordinated by the then University Librarian, Ms. Salome Mathangani. The Library staff made presentations, and I demonstrated on how to loan books using the Vubis system. Finally, the automation was inaugurated in 2004, and online lending started and has been going on to date. Though there have been challenges here and there, we are happy that the Library system has not let us down. My take on this, is that for any project to succeed, there should be dedicated people, like it happened in the case of the automation project. I am happy to be associated with the automation of the Library.

Electronic Resources Enters the Scene

Around the same time automation was starting, e-resources also entered into the scene. At this time the e-resources were mainly e-journals from e-databases that had been subscribed for by the Library. E-resources services started from the computer room where users were trained and assisted to access the information they required. There were about seven computers in the computer room for use by the library users. In fact, we were all packed together with the users in that small room. When the user numbers increased, they were transferred to the computer lab, where they continued accessing the resources until they were moved to the current e-resources lab in 3rd floor of JKML. If a user could not access the information they required on their own, one of the

Librarians came to his/her aid. If the information could not be found by the Librarian, arrangements were made to access the required article through a photocopy service that was agreed upon by the Library and the British Library. The article details were emailed to the British Library who searched for the article in their collection and scanned and emailed to the Library. The user was contacted and given the article on payment of a small fee.

Later on, Branch Libraries were asked to open e-resources labs in their respective Branch libraries. This enhanced the training of the

users and access of the e-resources. When WiFi was installed, it made it possible for the users to access the Internet and e-resources from anywhere within the University IP network range. Currently, access and usage of e-resources has surpassed the usage of print resources. The visibility of the Library has been enhanced by the e-resources access. From the year 2012, the Institutional Repository (IR) was started. In fact all the scholarly resources of the University are now available on the IR. As we move into the future, we should rethink on how to re-engineer the Library to be in tandem with the ever changing ICTs and other emerging issues. One area that the Library should emphasize on is the facilitation of researchers in their work, by using the latest ICT technologies.

Moved to Cataloguing

I was moved from the ICT Unit to Cataloguing Section in 2010, and appointed as the Section Head. I had almost forgotten how to catalogue, but due to consultations with staff in the Section, I got hold of the forgotten skills, and moved on well. There were over ten members of staff in the Section among them were two Technical Typists. The work of the Typists was to type the catalogue cards and date due labels. Spine marking was done using spine marking pens. The pens got spoiled, and we could not get new ones from the

market. We repaired the old ones until they were no longer repairable. We started to look for a solution, and that is how spine marking labels came in.

Cataloguing Section was just cataloguing for JKML, but coordinating all the cataloguing issues of the Library. During this period, and as a PC target, we were asked to come up with a simple cataloguing manual that took into consideration the VSmart aspects. We produced the manual in 2016. The staffing in the section continued on a downward trend as those who exited the Library were not replaced. It reached a time that we were only three in the Section. Backlog of cataloguing was meanwhile increasing in the Branches, and there was need for a long lasting solution. In 2019, Cataloguing was centralized and the Section was merged with the Acquisitions Section, and renamed the Technical Processing Unit. This is where we are today, acquiring, cataloguing, doing physically processing and dispatching books and theses to the Branches. The work in this Section is enormous, and sometimes has been referred to as a hardship area.

The main work which has kept me busy in Cataloguing Section is cataloguing of print resources, and I have really enjoyed the cataloguing of Theses. On a normal day I arrive in the Library at

around 6.00 am, and by 8.00 am I have already catalogued close to 10 titles of the Theses. If there is no meeting or any other assignment, I continue with cataloguing and by the time I leave, I will have catalogued around 20 titles. I wish to encourage young Librarians that Cataloguing is not difficult as it is sometimes attributed to. With practice, you get so used to the cataloguing, that by just looking at a title of a Thesis, you already know the classification number. I urge the cataloguers in the Library to keep going and continue to enhance their skills in tandem with the changing times.

The Teaching Programme

The teaching programme in Library and Information Science did not come easy. In late 1990s when module II programmes (formerly known as Parallel Programmes) were started, the Library entered the teaching scene by starting the Diploma programme in Information Studies. This triggered the Library to find ways of starting other programmes relating to the Library profession. A committee was formed by the Library management to come up with the syllabus for the teaching programmes in the Bachelors and Masters levels. The committee had to work tirelessly in coming up with the course outlines, identifying where to house the programme and the name to

be given to the programmes. The committee decided to start with the Masters programme, and agreed to call it Masters in Library and Information Science (MLIS), and was finally agreed to be hosted by the Faculty of Arts after acceptance by the Faculty, but to be housed by the Library for lack of space in the Faculty.

The approval of the programme took a long time since at each stage of the approval, it was returned back for revision with queries on who was going to run the programme since the Library was not a teaching department. We made corrections and gave justifications for the programme at each stage of the approval. The approval had to pass through Faculty Board, College Board, Deans Committee and the Senate. It was finally approved by the Senate during Prof. Magoha's helm as the VC, and Dr. Njiraine of the Library was appointed as Head of the Department of Library and Information Science in the Faculty of Arts. Her position was changed from Senior Librarian to Senior Lecturer. The department now has three programmes, namely Bachelor of Arts in Library and Information Science (BLIS), Master of Arts in Library and Information Science (MLIS), and Doctor of Philosophy in Library and Information Science. All these were possible through persistence, dedication and a clear vision of what the Library wanted.

My Parting Words

I am happy to note that God's presence has been with me throughout my 26 years professional service at the University of Nairobi. He was with me as I entered the Library and He is with me as I exit the Library. My parting words are:

- Technology is changing fast. One has to adapt to the ever changing technological advancements or be rendered obsolete. Imagine the technological changes and work environment that have taken place in the Library within the last twenty years. I joined the Library when everything was manual, and I am exiting when everything is ICT driven. What do you expect in the next twenty years?
- Life is like a relay, whatever you have, you have to hand over to the next person. This includes the knowledge and experiences you have. If your knowledge and experiences does not help someone, then it is useless. Perhaps the Library should rethink the best approaches and methods of mentoring the staff so that those who are exiting are able to fully mentor others who will take over from them.

- Publish or perish, that is the norm in academic arena. There are a lot of information resources in the Library that are available and accessible to each of the Library staff. These information resources are lying idle on the shelves or in the databases, waiting to be used. How do you explain of not having used the information that have been made available to you? Actually, it is impossible for one not to publish while serving in the Library.
- It is good practice to avoid distracters in the workplace. Distracters are known to derail work performance of employees, resulting in negative progress of corporations. Please find time to assess your workplace distracters and find out the percentage these distracters take out of your official working time. You may find that the distracters especially social media takes more than 50% of your working time. Knowing this will help you to make decision on how to reduce the distracters in the workplace.
- The Library has a wealth of human resources that if utilized properly, enormous results will be achieved. Sometimes The Library source for workshop

facilitators from outside when in fact the same quality or higher is found within. The management should therefore continually assess the skills of the Library staff so as to make full use of the skills. As for you the individual who is working in the Library, ask yourself this question, ‘What unique contributions have I made in the Library?’

- In any workplace including the Library, there are always challenges. These challenges are meant to

tests our capacity to develop workable solutions and as we work on them, they enhance our innovations and creativity. Do not expect workplace life without challenges. For you to be successful, do not run away from the challenges. Please take courage and face the world challenges head-on. May God’s presence, guidance, compassion and blessings be upon the library.{*John Chepkwony*}

Mombasa Campus Library in Pictures



Acquisition section



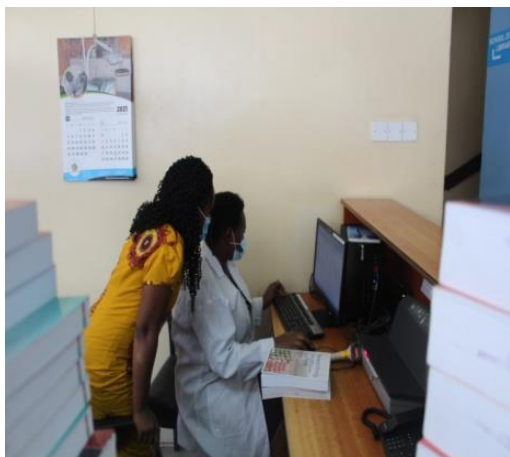
Acquisition section



Reading area



Shelve area



Circulation desk



Entrance to the library



Acquisition section

PICTORIAL



