



ADDIS ABABA UNIVERSITY
SCHOOL OF GRADUATE STUDIES
SCHOOL OF INFORMATION STUDIES FOR AFRICA

ARCHIVAL NETWORKING WITHIN THE FRAMEWORK
OF A NATIONAL INFORMATION SYSTEM
IN KENYA

A THESIS SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENT FOR THE DEGREE OF MASTER OF SCIENCE IN
INFORMATION SCIENCE

BY

LUKE WACHIRA WANJAU

MAY 1992

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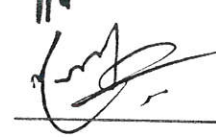


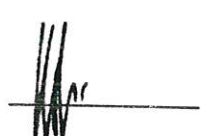
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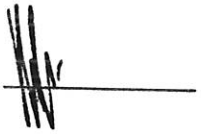
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DECLARATION

The thesis is my original work and has not been presented for a degree in any other university.

(Signed) 

Luke Wachira Wanjau

18 May 1992

The thesis has been submitted for examination with my approval as a university advisor.

(Signed) 

A. NEELAMECHAN
Supervisor's Name

18 May 1992

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ABSTRACT

Information is a corporate resource valuable for socio-economic development. For information to be shared it has to be properly processed, stored or preserved and be made readily available to users.

Information systems and services therefore endeavour to harness information for users whose needs are the driving force for the operations of information institutions.

Kenya National Archives and Documentation Service is one of the various governmental information systems and sub-systems. Its archival and records management functions entail ensuring the proper creation, economic maintenance and disposal of public records. As a public national service the Department needs to establish an effective archival and records management network so as to provide appropriate services to users, who include civil servants, academicians, students and generally members of the public.

In providing this information service the Department requires to cooperate and coordinate with other information systems and services guided by and in conformity with the established legal instruments. To further facilitate the service, provision the Department needs to adopt information technology.

This study is an attempt to examine how the Department is meeting these challenges, with recommendations and suggestions that could contribute to the Department's effort to develop an effective and efficient archival network in Kenya within the framework of a national information system.

LIST OF ABBREVIATIONS

- AAPAM - African Association of Public Administration for
Development
- ACL - African Computers Limited
- AFRATI - Regional African Advanced level Telecommunication
Institute
- AGRIS - International information System for Agricultural
Services and Technology
- AITEC - African Information Technology Exhibitions and
Conferences
- AMTSIEM - Association of Management Training Institute of
East and Southern Africa
- ARCTIS - African Regional Centre for Technology Information
System
- CAFARD - African Training and Research Centre in
Administration for Development
- CBS - Central Bureau of Statistics
- CCL - Computer Consultants Limited
- DDC - District Development Committee
- DDO - District Development Officer
- DIDC - District Information and Documentation Centre
- DIDO - District Information and Documentation Officer
- DPU - District Planning Unit
- EMS - Electronic Mail System
- ESAMI - East and Southern African Management Institute

- ESARBICA-** East and Southern Regional Branch of International Council on Archives
- FAO** - Food Agricultural Organisation
- IBM** - International Business Machine
- ICA** - International Council on Archives
- ICL** - International Computer Limited
- ICR** - Ink Character Recognition
- IDRC** - International Development Research Centre
- IIS** - Industrial Information Service
- INIS** - International Nuclear Information System
- INTELSAT** - International Satellite Station
- INTIB** - African Sub-Network of the Industrial and Technological Information Bank
- ISORID** - International Information System on Research and Development
- ITSC** - International Telephone Services Centre
- KARI** - Kenya Agricultural Research Institute
- KBC** - Kenya Broadcasting Corporation
- KEMRI** - Kenya Medical Research Institute
- KENSIDOC** - Kenya National Scientific, Documentation and Communication centre
- KETA** - Kenya Export Trade Authority
- KIPC** - Kenya Industrial Promotion Centre
- KIRDI** - Kenya Industrial Research Development Institute
- KNA&DS** - Kenya National Archives and Documentation Service
- KNLS** - Kenya National Library Service

KP&TC	- Kenya Post and Telecommunication Corporation
KTN	- Kenya Television Network
LAN	- Local Area Network
LSD	- Local Specific Data
MAN	- Metropolitan Area Network
MSC	- Message Switching Centre
NATIS	- National Information System
NCST	- National Council for Science and Technology
NGO	- Non-Governmental Organizations
OCR	- Optical Character Recognition
PTA	- Preferential Trade Area
RAMP	- Records and Archives Management Programme
RITA	- Food Technology Information Exchange System
SISA	- School of Information Studies for Africa
SSD	- Sub-scriber Dialling
TCO	- Central Telegraphic Office
TIES	- Technological Information Exchange System
UNESCO	- United Nations Education, Scientific and Cultural Organization
USA	- United States of America
WAN	- Wide Area Network
WAN DEVIN-	West African Management Development Institute Network

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CHAPTER ONE

INTRODUCTION

1.1 ARCHIVES IN NATIONAL DEVELOPMENT

The primacy of information as a support for development planning is being increasingly appreciated by planners, decision makers, investors and the public at large.

This study examines archival materials as major sources of information needed in various sectors for national social, economic and political development.

Archives as institutions of documentary deposits have tended to be relegated to the category of institutions of secondary importance, when it comes to looking for information sources and also when it comes to funding from national treasuries.

Hence public libraries, documentation centres, national libraries, special libraries, information resource centres, databanks, academic libraries, databases, statistical processing centres etc. all seem to be familiar institutions to people in authority and even people at large, but more often than not archives escapes their concern.

For a long time archives have been looked upon as exclusive institutions because of the selective nature of their archival deposits.

This study will attempt to argue this perception and show that archives are valuable information sources and constitute a major part of government information systems and services within a national information system.

Archives are unique information depositories having the largest concentration of government reports, papers and other publications that have archival value and hence requires to be preserved for future reference.

Most National Archives are established by Acts of Parliament and this gives them credence and legislative basis as major information sources within the framework of national information systems.

1.1.1 WHAT ARE ARCHIVAL MATERIALS?

Archival materials or archives are those records that are created by an individual or organization in the course of discharging duties or functions. Archives are therefore generated as a result of transactions and sometimes the generators are not aware of the archival value of the materials. To them the records cease to be important after the transaction is over.

However the time factor is an important element in determining the archival value of a record. To most generators of records their informational value diminishes with time and hence after 2 to 5 years the records cease to be of any value to their creator.

The archivists however would point out that records can have archival value after they have ceased to be important to the creating agent. This archival value of records include administrative, legal, evidential or informational value which justify the indefinite or permanent retention of records as

archives. Yet according to research carried out by those in records management these records requiring archival custody constitute only about 5-10% of the total records created and hence about 90% of the records are of ephemeral value.

During contemporary times of 'information explosion' the archivist as a professional has a big role to play in ensuring that generators of records do not become choked with data and information that will prove unmanageable in terms of storage and administration.

Records management as a discipline within archives is therefore concerned with the economic creation of records in both public and private organization, the economic maintenance or storage of these records as well as their timely retrieval, dissemination, retention or disposal.

Records as carriers of data and information are not just the conventional paper files that we have known from time immemorial, but also they include non-conventional media like magnetic tapes, discs and diskettes, microforms, video tapes etc.

The development of information technology has therefore ushered new forms of information media and the archivist has to keep abreast with this technology as the final custodian of this information.

The archives is therefore awakening to meet the challenges of modern information development just like the library profession. These challenges are, however, many and

the study will discuss some of these challenges in relation to archival networking within the framework of a National Information System.

1.1.2 ARCHIVES AS INFORMATION SOURCE MATERIALS

Information is a vital resource for national planning and development. Increasingly planners, administrators, policy makers have realised that they cannot manage the human, natural, financial and other resources necessary for development without pertinent data and information support.

The historical truism that we can only plan the future by basing on our present and past experiences holds good even today. These past and present experiences are the wealth of information, the knowledge that will guide us to forecast and plan the future.

Whereas planning and organisation has become vital for both the public and the private sector this can only be carried out successfully if those charged with the task of planning have access to the relevant data and information at the right time and place. This is not easy as it may sound on paper as it requires the user to know the right sources of the needed information and again the provider or custodian of the information to have it readily available for the user.

The prevalent situation in most countries of Africa is that those who need information rarely know where to get it from and those custodians and providers of information have

not analyzed, consolidated and repackaged the information for convenience of the user. Hence planning in these African countries is difficult and amidst this 'foggy' situation there is haphazard planning, and policy makers make decisions only to fail in achieving objectives as they are not backed by pertinent data and information.

African countries therefore need databanks and databases to supply the planners and decision makers with timely, relevant and reliable factual data and information. They also need bibliographic and referral databases for reference and to know what is available. They need information networks so that users can access and share data and information. This should start from local area networks (LAN), metropolitan area networks (MAN) and wide area networks (WAN) covering regions, continents and the whole world.

This is only feasible, grandiose as it sounds, with the adoption of information technology and improved communication system so as to enhance access to data and information.

Kenya should grasp the opportunities provided and take up the challenges posed by the information revolution as we move towards the twenty first century.

Within a national information system the archives in Kenya constitutes vital sources of information. As custodians of Kenya's documentary heritage, the Kenya National Archives and Documentation Service has the highest concentration of government annual reports, monographs and other research

papers qualifying it as the richest information source for archival information created by the entire public service, parastatals and the courts.

It is this vast concentration of archival materials that has recently made the Department be assigned to oversee the National Documentation Service. This has added even greater information wealth to the Department as the archival materials are now being supplemented by relatively very current government reports, research papers and generally circulated publications. This has posed a major challenge to the Department which must now undertake a dual role of being a bibliographic and factual information source.

Although it is too early to critically analyze the success or failure of the Department in discharging this role this study examines, at a later stage, how the Department could meet this dual challenge.

1.2 STATEMENT OF THE PROBLEM

The public archives act, chapter 19 of the laws of Kenya spells out the objectives of the Kenya National Archives and Documentation service. According to this statutory provision, the Department is the custodian of Kenya's public service documentary heritage. The main functions of the Department include ensuring:-

- Proper records management in government offices, law courts and parastatal bodies.
- Systematic retirement of valuable non-current documents

by the creators for safe custody in the archival depositories.

- Proper utilization of records retention and disposal schedules so as to make their appraisal programmes meaningful.
- That the transferred documents to the archives are properly processed so that they can be accessed by planners, administrators and bona fide researchers.
- Acquisition and processing of all generally circulated government reports , papers and other publications.

To discharge the above functions the Department is faced with a very onerous task whose national magnitude call for concerted efforts with other government agencies.

The department is therefore facing the challenges of 'information explosion' characterised by the massive and rapid proliferation of public records in the public offices.

Amidst this 'information explosion' there is an outcry of 'information poverty' as government planning, organisation of resources as well as policy and decision making are increasingly being hampered by lack of pertinent information at the right time and place.

This problem which has continued to escalate and hamper the efficient operation of the public service machinery needs to be rectified. The Department has a role to play in this endeavour and this study will examine those sectors which the Archives Department can contribute towards alleviating this

problem.

The major archival functions as well as the two major legislations will be used in the study to give the parameters of the study namely:-

1. The Public Archives and Documentation Service Act - chapter 19 of the laws of Kenya and:
2. The Records Disposal Act- chapter 14 of the laws of Kenya.

However a number of limitations exist as a result of statutory provisions in which respect the Department adheres to its advisory role or as a member of a given information committee.

1.3 JUSTIFICATION OF THE STUDY

The study will examine in detail the archival networking programme, the difficulties being faced and propose viable solutions.

The Department constitutes a significant information resource component within the framework of a national information system.

The study will examine how the Department's activities should be coordinated with those of other institutions so as to have a harmonious National Information System.

As the custodian of Kenya's documentary heritage the volume of information the Department is expected to collect, process, store retrieve and disseminate calls for close re-

examination of these activities so that the Department can exploit the use of information technology to execute some of these functions with speed and accuracy.

The study therefore intends to examine this feasibility of automation and make appropriate recommendations that the Department can use in automating the archival functions and network.

In line with the current government policy of District Focus for Rural Development Strategy the study will examine how a decentralised archival approach will assist in establishing effective District Information and Documentation Centres.

This will entail checking the types of documents the centres are maintaining and whether the staff manning the centres are creating awareness among the potential users to exploit the valuable information for planning , organising and decision making in socio-economic development projects.

1.4 OBJECTIVES OF THE STUDY

The overall objective of this study is to assess the current status and role of the Kenya National Archives and Documentation Service department within the framework of a National Information System, the relevant legislations and the trend towards decentralised District Focus for Rural Development planning with a view to recommending measures and strategies to enhance the effectiveness and efficiency of the

National Information Network in Kenya.

Other specific objectives of this study include:-

1. Examining how the Department is exploiting the government legal instruments to achieve its overall objective.
2. To find out the Department's contribution to the establishment of District Information and Documentation Centres (DIDCs).
3. To find out how far the Department can exploit the application of information technology and especially computers in its information systems and services.
4. To find out the relationship of the Department's archival network with other information systems and services.

1.5 LIMITATIONS OF THE STUDY

The study encountered various problems, like failure to meet some personalities at policy making levels, due to time factor and also the officials tight schedules. However in such circumstances recourse was taken to literature search which also had its accompanying problems with some of the information still being classified in the office files.

The extended closure of the national universities also made it impossible for me to meet and interview some university students and staff who would have shed some light on some pertinent issues relating to information especially on training of information scientists and the contents of the syllabus.

Other problems were those of escalating accommodation and travelling costs that resulted in limiting the visits to a few number of institutions than was planned initially.

1.6 DEFINITIONS

The following working definitions have been used in this study:-

ARCHIVES - the term has three different meanings:-

- (a) non-current records of an individual or organization which are selected for permanent preservation for their archival value.
- (b) the agency responsible for selection, acquisition, preservation and communication of archives.
- (c) the building or repository where archival materials are preserved and made available for consultation.

DATA - The raw material for information. Groups of non-random symbols which represent quantities, actions, objects e.t.c.

INFORMATION - Data that has been processed into a form that is meaningful to the recipient and is of real or perceived value in current or prospective actions or decisions.

INFORMATION INFRASTRUCTURE - The information resources, services and systems supported or not by

informatics and telecommunication facilities necessary for the processing and delivery of information.

INFORMATION POLICY - A set of principles and strategies which guide a course of an action for the achievement of a given goal. These could be micropolicies meant for organizations or institutions or macropolicies which are national, regional or international.

INFORMATION SYSTEM - That which processes data in unusable form into a usable form which is information to the intended user.

RECORDS MANAGEMENT - That area of general administration and management concerned with achieving economy and efficiency in the creation, maintenance, use and disposal of records during their life cycle.

NETWORK - A group of organized individuals or information systems joined together for the purpose of sharing information services and resources. Communication links for interconnecting a collection of terminals, computers, telephones, printers, or other types of data communicating and data-handling devices or systems. (Gerd E. Keiser: Local Area Networks, p.2).

1.7

METHODOLOGY OF DATA COLLECTION

The following methods were employed for data collection:-

- Site visits i.e four Record Centres, eight documentation centers , Kenya National Library headquarters and several public offices.
- Oral interviews with heads and personnel manning the visited institutions.
- Questionnaires were administered to selected users of archives, heads of sections and also a group of third year Moi University students. (Sample questions appear as annex 1 in the study).

CHAPTER TWO

NATIONAL INFORMATION SYSTEM (NIS)

2.1 BACKGROUND INFORMATION

This study intends to examine the role of Kenya National Archives and Documentation Service within the framework of a National Information System (NIS). It is therefore appropriate that chapter two of this study gives an overview of Kenya's National Information System.

Kenya has various information systems all geared towards serving the information needs of different categories of users.

It is therefore difficult to talk about a national information system as a national information or informatics policy has not been enacted. The various national information systems therefore function as autonomous systems guided by different statutes and with no formal coordination.

This situation necessitated to urge the government to hasten the enactment of a national information and informatics policy with a national body or mechanism for the overall coordination of the different information systems into a cohesive and comprehensive national information network.

The Kenya Library Association as a professional body has taken the initiative and championed the call for the information institutions and the professionals to come together and to serve the diverse information needs of the users effectively and efficiently.

Various seminars have been held in the last three years to deliberate on how best the government should be advised on the formulation of a national information or informatics policy. Important among these seminars include:-

1. " Towards a national information policy " held in February 1989.
2. " The fight against information poverty " held in February 1990.
3. " Coordination of information systems and services in Kenya " held in October/November 1990.
4. " Formulation of a national information and communication policy for Kenya " held in June 1991.

From the deliberations of these seminars it is convincing that a National Information/Informatics policy is long overdue and the existing information agencies and infrastructures can not function synergistically as a national information system.

The Personnel General Letter No. 57 on the 'Establishment of National Information system ' dated 16th. November 1979, by the then Permanent Secretary and Director of Directorate of Personnel Management and copied to all relevant offices noted the following:-

" The escalating need for comprehensive and accurate information and at short notice, in all sectors of our national and sectoral activities calls for increasing collaboration and coordination of information services. However, such collaboration

and coordination is difficult unless there exists central direction, hence the need for creation of a central reference point otherwise referred to as National Information System (NATIS)".

The national information and informatics policy will be able to set out the goals, objectives, strategies and plans for the national information system.

During the seminar held in Kericho entitled " Formulation of National Information and communication policy for Kenya " in June 1991, the weaknesses of the existent legal information instruments were identified and hence the need for their review. There was a consensus that these legislations lack comprehensiveness, clarity and also the enforcement machinery.

The legal provisions regarding the acquisition, deposit and retrieval rights have not played a complementary role in guiding proper development of information systems and services and there has been a tendency to duplicate such functions as:-

- Compilation of national bibliography,
 - Union list of scientific periodicals,
 - Directory of Kenya research activities,
 - Abstracting, indexing and classification,
 - Translation of scientific and technological reports
- which are allocated inadequate resources and consequently are ineffectively undertaken.

There appears to be a serious lack of awareness regarding

the importance of scientific information for national development. As a result development of information infrastructure systems and services are accorded very low priority in the development planning and budgetary allocations. Similarly, the status accorded to information personnel is low and so is their salaries and morale. The details and implications of this state of affairs are discussed elsewhere in this study.

The government, therefore, needs to revitalise some of the legislations relating to information so that they can meet the challenges of contemporary information needs and environment.

The Kericho seminar outlined the following policy objectives:-

1. Provide basic services such as primary communications and publication channels.
2. Perform the basic identification and location of information sources.
3. Provide basic services in the dissemination of information through various channels of communication.
4. Provide depository services for local and external documents and data which are important to national development programmes.

2.1.1

PROPOSED PROGRAMME OF ACTION

- Review legislations governing libraries, documentation centres, archives, museums and other information institutions so as to ensure complete coverage and remove ambiguity and duplication of information systems and services. Any other relevant legislation with constraints should be identified and reviewed accordingly.
- Strengthen compilation of union catalogues and Kenya national bibliography by providing adequate resources to the national bibliographic agency. Assign specific responsibilities to various information institutions according to specialization.
- National Council for Science and Technology (NCST) information documentation and communication centre shall develop as a directorate of scientific information, and also undertake scientific information exchange at regional and international level, and also be responsible for carrying out surveys and research to determine viability of various information technologies and organize translation services for scientific information needed for national development.
- Decision makers must be convinced to invest in information infrastructures and resources, upgrade status of information sciences and personnel involved in information services.

- Dissemination of research findings is poor and should be improved.
- Abstracting services should be improved as poor abstracting services hamper information dissemination.
- Publishing in foreign journals inaccessible to Kenyans deprives them of valuable information on Kenya. Publishing in local journals should therefore be encouraged.
- Research data is often seldom deposited in useful format for consultation by users. This might create unawareness and even repeating of similar research projects.
- Coordinating the extension services, need for feedback , evaluation to know whether information has been useful.
- Need to enlighten the extension personnel to be conversant with government policies.
- Identify information target groups, their needs and optimum time and channel for communicating the information packages, information bulletins and briefing of extension workers.
- Need for complementarity of information services by extension workers e.g. through District Development Committees (DDC).
- Continuous education for extension workers.

2.2.1 INFORMATION AGENCIES AND SECTORAL LEGISLATIONS

In a country where there has been much discussion in various forums about the need of a National Information Policy, as well as a coordinated National Information System, there is need to examine how the various national information agencies have been performing since inception.

It is from such an appraisal that the success and failure can be diagnosed and then set or readjust the goals or objectives and adopt new strategies in accordance with the goals of the national information policy.

In Kenya three major information agencies can be identified namely:-

1. Kenya National Archives and Documentation Service
2. Kenya National Library Service
3. National Council For Science and Technology.

One important feature about these three major information agencies is that they have been established through acts of parliament. Their respective legislations has mandated them to carry out national information services.

There are, however, other equally important agencies or services, legislated by similar acts of parliament and other regulations but suffice it to say that these have been the initial positive steps toward a strengthened, efficient national information system as the various systems and subsystems constitute the national information system infrastructure.

2. To plan and coordinate library, documentation and related services in Kenya.
3. To advise the government, local authorities and other public bodies on all matters relating to library, documentation and related services.
4. To provide facilities for the study and for the training in principles, procedures and techniques of librarianship and such other related subjects as the board may from time to time decide.
5. To advise the government on library education and training.
6. To participate and assist in campaigns for the eradication of illiteracy.
7. To stimulate public interest in books and promote reading for knowledge, information and enjoyment.
8. To acquire books produced in and outside Kenya and such other materials and sources of knowledge necessary for a comprehensive national library.
9. To publish a national bibliography of Kenya and provide bibliographical and reference service.

The stipulated services cover a significant part of a National Information System (NATIS). As a national service, Kenya National library service aims to penetrate all the

corners of the Republic and even going hopefully to location* levels by the year 2000 AD.

Todate there are fifteen K.N.L.S branch libraries and eight mobile library vehicles. However it is gratifying to note that efforts to establish libraries have been on the increase in the private sector, primary , secondary schools and colleges.

The number of academic libraries has increased along with the growth of national universities and some special libraries are already using information technology in their information gathering, processing, storage, retrieval and dissemination.

This is a healthy trend and what seems to be needed is coordination and cooperation so that the resource sharing and service optimization can be enhanced.

2.2.4 THE SCIENCE AND TECHNOLOGY ACT: CAP. 250 - THE LAWS OF KENYA, 1977

The National Council for Science and Technology (NCST) was established by the Science and Technology Act of 1977. It constitutes chapter 250 of the Laws of Kenya. The Act requires the Council to determine priorities for scientific and technological activities in Kenya as well as advise the government on the national science policy.

*location - the lowest official administrative unit in Kenya

It is evident from the 3rd Kenya development plan 1974-1978 that the government considered science and technology as implicit instruments of economic and social policy and would contribute to the formulation and realisation of national development objectives and aspirations.

The Council has therefore been charged with the coordination of the scientific and technological information so that it can help the country in facing various challenges of development.

This is no mean challenge and it is another area where the need for a well coordinated information network is clearly evident which would facilitate for resource sharing and current awareness minimizing duplication of research projects that are often expensive undertakings.

The Science and Technology for Development report dated May 1980, clearly outlines the policy framework, the sectoral undertakings, the basic infrastructure as well as development of human resources in the establishment of a science and technology information system.

In summary, the Science and Technology Act is:-

" An Act of parliament to establish a machinery for making available to the government advice upon all matters relating to the scientific and technological activities and research necessary for the proper development of the Republic; and coordination of research and experimental development; and for matter

incidental thereto and connected therewith".

Thus the Act endows the Council with a demanding responsibility for the scientific and technological information vital for the development of industrial, agricultural, medical and economic sectors.

Most of this information is specialized and specific being produced by specialized institutions such as:-

- Kenya Agricultural Research Institute (KARI).
- Kenya Medical Research Institute (KEMRI).
- Kenya Export Trade Authority (KETA).
- Kenya Industrial Research Development Institute (KIRDI).
- Kenya industrial Promotion Centre (KIPC) and others.

Decision makers and entrepreneurs requiring such information are concerned about its timeliness and relevance as most of the sectors are highly competitive, vying with each other to succeed in business.

Obviously the council has to have an effective and efficient network. This study has evaluated the Council's performance since inception and especially the performance of the Kenya National Scientific, Documentation and Communication Centre (KENSIDOC).

It would appear that there have been a few problems of shortage of trained and qualified personnel, poor remuneration of existing qualified staff and coordination of the various information agencies producing scientific and technological information.

The Department of Research under the Ministry of Research, Science, and Technology seems to have created some administrative conflicts as the National Council for Science and Technology is also under the same parent Ministry. These problems have at times lead the Council face difficulties in trying to realise its objectives.

According to the Council's report entitled " National Strategy for Scientific information" dated October 1987, the Council is trying a new approach of promoting cooperation between resource centres in each scientific sector through informal steering groups or committees with responsibilities allocated and based on user oriented strategy.

Whatever the case the Council needs to prepare urgently an up-to-date research directory. At a time when the industries are performing poorly and firms are closing down adding to the unemployment problem, the Council has to advise the government and potential entrepreneurs on which areas to venture into. There is need also to prepare profiles of experts and of technologies which the NCST is better placed to compile.

This will require establishing networks with specialized databases and the Council has a vital steering role in this direction.

However, the report on the " National Strategy for Scientific Information" concurs with the fact that the performance of the multi-sectoral information agencies should be supported but the need for cooperation is paramount so as to enhance the effective selection and dissemination of scientific and technological information.

The council's recommended strategy calls for caution as the area of operation might become too vast and create administrative impediments. The need, therefore, for a specific national body to coordinate the national information systems and services guided by an overall national information policy remains.

2.2.5 OTHER LEGISLATIONS AND REGULATIONS RELATING TO INFORMATION

Whereas the three basic legislations seem to cover a wide area of information needs in Kenya, it is to be noted that there are also other legislations and regulations dealing with other information agencies or services. These include:-

2.2.5.1 KENYA BROADCASTING CORPORATION NATIONALISATION ACT: CAP 221 - LAWS OF KENYA

The Act provides for public ownership and control of broadcasting by sound and television. The Ministry of Information and Broadcasting collects, process and disseminates general information through radio and television.

These are very valuable information dissemination channels and recently a new television station, Kenya Television Network (KTN), a private commercial station, has been established and will enhance the competition with the government owned Kenya Broadcasting Corporation (KBC) channel hence diversifying entertainment and educational programmes for users. It is also envisaged to have another private radio channel to bring to users useful information by way of news coverage, education and entertainment.

The Kenya News Agency (KNA) is a vital arm in collecting news items all over the Republic and has 73 information centres throughout the country.

The Ministry of Information through its Rural Press Project has assisted in producing eleven rural newspapers published fortnightly. It is envisaged that in the near future each district will be able to have its own rural newspaper.

The Ministry also has mobile cinemas which tour the rural areas showing educational and entertainment films. At provincial levels and also in some districts there are information library services.

With the establishment of information offices in all the districts of the Republic the Ministry of Information and Broadcasting can take pride of having a network that can also contribute positively to the National Information System.

2.2.2.2 THE FILM AND STAGE PLAYS ACT: CAP. 222- LAWS

KENYA 1963

The Act provides for control in the making and showing of cinematographic films and for licensing of stage plays, theatre and cinemas. The Kenya Film Corporation is the censoring board. In a developing country like Kenya valuable information can be disseminated to a wide audience through films and drama although there is need for careful selection. The rural community centres and the municipal and county halls should therefore be utilised with educative and entertaining film shows and drama.

2.2.5.3 THE BOOKS AND NEWSPAPERS ACT: CAP. 111 LAWS OF

KENYA, 1960

The Act provides for deposit and registration of books and newspapers and regulates the printing of books and newspapers.

In accordance with the law, publishers are required to deposit three copies of each book they publish, one copy with the University of Nairobi library, one with the Kenya National Library Services and a third with the Kenya National Archives and Documentation service.

This law is important as it is meant to cater for the national documentary heritage through preparation of the national bibliography which is the responsibility of the Kenya National Library Service.

There has been laxity in this deposit requirement but with the amendment of the act in 1987, making it mandatory to deposit two copies with Kenya National Library Service and providing penalty for non compliance the situation is expected to improve.

2.3 THE DISTRICT FOCUS FOR RURAL DEVELOPMENT STRATEGY: ROLE OF DISTRICT INFORMATION AND DOCUMENTATION CENTRES

The District Focus for Rural Development Strategy was a new government policy announced in July 1983. According to this new strategy the districts were targeted to be the centres for decentralised planning and implementation of development projects.

This was a slight deviation from the past where planning for projects was done at the ministry headquarters in Nairobi. More often there was not enough data or information and as such planning was haphazardly done and not even according to the priority needs of the districts.

A fact that was evidenced with the launching of this new development strategy was the need for data and information as essential support in the planning, decision making and implementation of development projects. Hence the office of the President issued the District focus circular No.1/86 entitled " Establishment and use of District Information and Documentation Centres".

This circular was extensively circulated to all the appropriate offices. The circular makes reference to the Office of the President, Provincial Administration circular Ref. OP 16/17A/11(23) of 6th September, 1984.

Circular No.1/86 spells out the guidelines for establishing DIDCs and states that this is the responsibility of the District Development Committee (DDC).

The District Commissioner, the District Development Officer plus other officials should ensure the development of a functional Documentation Centre using efficiently the available human and other resources.

For the success of the new development strategy, District Planning Units (DPU) are to be established and for their effective operation they are to avail of the resources of the District Information and Documentation Centres (DIDCs).

The members of the (DDC) as well as the Divisional Development Committees are the expected users of the DIDCs.

Development statistics, district plans and technical information are to be made readily available to these users as an input to the planning, monitoring and evaluation of development projects and activities in the district.

2.3.1 TYPES OF DOCUMENTS IN THE DIDCS

The following types of documents will be valuable references in the DIDCs:-

- Annual reports of the Departments

- National district development plans
- Central Bureau of Statistics (CBS) documents in economic planning areas
- Social cultural profiles
- Information on women groups
- Non-governmental organizations (NGOs).
- Small scale industries/technology/Jua kali sector
- Primary health care/community health
- Environment
- Agriculture/soil conservation
- Project/research reports relating to the district etc.

These were only meant to be guidelines and those manning the DIDC's were given the discretion to include information materials deemed valuable and relevant to their respective DIDCs.

The search and gathering of these documents can be guided by the list issued from the Rural Services Coordination and Training Unit (RSCTU) of the Ministry of Planning and National Development and the documents can be found in offices of most departments in the district headquarters.

2.3.2 PROBLEMS OF ESTABLISHING DIDCS

After the launching of DIDCs, most District commissioners and District Development Officers faced problems in the implementation of DIDCs activities. The most common problems were threefold:-

(a) ACCOMODATION

With decentralization of functions to the districts there was an accompanying exodus of staff from ministry headquarters to the Districts headquarters. There was no time and funds to put up new office accommodation and there was serious congestion in available rooms, with some departments having to work from makeshift structures.

(b) FUNDS

There were no funds set aside initially for this new strategy. The District Commissioners were advised to utilize the available resources in implementing the new strategy. This situation has continued in several districts and unless where donors have come in and helped to put up an accommodation block as has happened in Kitui, Kakamega, West Pokot etc. other DIDCs continue to operate from small rooms not conducive to reading or consultation of materials.

(c) PERSONNEL

In most districts there were no qualified librarians and documentalists to man the DIDCs. As a result untrained clerks were appointed to man the DIDCs and in such cases the existing DIDCs have not been able to gather and process valuable documents for use.

However, crash training programmes have been mounted in the last few years and the products of these courses are

making some positive marks in the reorganization of their DIDCs.

The personnel who have gone through the Kenya polytechnic certificate in library and archives course have proved to be adequate in the manning of DIDCs. Those who have completed the cycle by attending the Kenya Institute of Administration three month computer course are even much better equipped in managing those DIDCs which have computerized their operations.

Thirty operational DIDCs all at different levels of operation have been developed. However, it is possible to classify them into three broad classes:-

1. DIDCs which are just a reference library with a collection of relevant planning documents for government officers and the general public.
2. DIDCs combining a reference library and a data centre. Here data is collected using Local Specific Data (LSD) formats or by special topic surveys. The data is then tabulated, analyzed manually and made available to government officers concerned at district, division and location level.
3. DIDCs combining reference library, data centre with a computerized database. In these data are stored using modern computer technology. This considerably facilitates retrieval, analysis, and presentation of data in supporting district planning. In this evolution there are different requirements in terms of

personnel, supervision and support in training and finances. However, a DIDC of category three is the ideal for every District. However to reach this level will require interest, commitment practical support on the part of the District Planning Unit (DPU) as well as the cooperation of all departmental heads and provision of trained manpower.

2.3.3 ROLE OF MAJOR INFORMATION AGENCIES IN ESTABLISHING DIDCS

Whereas the accommodation and funding of DIDCs have been largely left to the care of District commissioners, District development officers and their team in the district, the training of personnel to man the DIDCs has been taken up seriously by the Ministry of planning, Directorate of Personnel Management, National Council for Science and Technology, Kenya National Archives and Documentation Service and Kenya Library Services.

The input of these institutions in the training of District Information and Documentation Officers (DIDOs) in the last few years has born positive results in the management of several DIDCs.

Out of the operational thirty DIDCs at present there is at least one or more officers who have attended a training course on management of DIDCs. These figures are healthy considering the available human and other resources. It is envisaged that in the very near future all the districts in

the Republic will have operational DIDCs manned by para-professionals.

The graduates from the local universities in the field of library and information science i.e Moi University and Kenyatta University and also diploma graduates from the Kenya Polytechnic will no doubt strengthen the professional performance of the DIDCs which this study views as an effective documentation network system that will be a major component of Kenya's National Information System.

The signs are evident and positive in that a few DIDCs already have got computerized databases. More will follow suit as they struggle to evolve from category 1 to category 3 of the DIDC.

However, as these developments take place the following points should be reviewed by those at the policy making levels in relation to the DIDCs:-

1. That all DIDCs adopt a uniform document processing procedure. Some have been classifying their documents according to Library of Congress scheme, while others are using Dewey Decimal Classification. The Ministry of Planning which is directly incharge should bring about uniformity in this work and preferably recommend adoption of the Dewey Decimal Classification system for its obvious advantages.
2. For those DIDCs which have already computerized and those planning to automate in the near future, there

is also need or a uniform policy so that they do not have a multiplicity of systems that will lead into incompatibility in the documentation system and network in future.

At a time when some DIDC are relying on foreign donors for erection of DIDC accommodation and acquisition of hardware and software, some control is necessary so as to prevent the danger of multiplicity as well as obsolescence of hardware and software as soon as the donors withdraw. This might entail an information policy, but the Ministry of Planning should exercise a firm hand in this matter.

3. Whereas some DIDCs are maintaining a users register this is not a common practice among all the DIDCs. A user register as well as document request register will be valuable guides in evaluating and assessing user needs in the DIDCs.
4. The close proximity of DIDC to other departments in the District will influence readership. When considering future locations for DIDC where they have not been established and also where permanent accommodation is yet to be provided this factor should be taken into consideration. Space as well as reading facilities will also count in attracting potential users to DIDCs.

5. As members of the public have become regular users of DIDCs, care should be taken so that the DIDCs are not turned into public libraries. However, there is a viable proposal that as departments and ministries explore the possibilities of resource sharing the idea of having a complex which can serve as a public library service, a DIDC and also as a District records centre for archival services. The proposal should be seriously considered.

The administrative modalities which at the outset might seem an impediment can be sorted out and by the end of the day there will be more professionals available and hence optimum utilization of information resources and personnel in the District.

2.4 COORDINATION OF INFORMATION SERVICES

The overall objective of information systems is to provide information service to users. The information systems are sometimes made up of sub-systems and taken together these are supposed to constitute a national information system.

However it has been correctly observed in various information professional that a national information/informatics policy should guide the development and functioning of national information system. This aspect has been dealt with in the section on national information system.

The diversity of information needs and information users explains why there is a multiplicity of information agencies and institutions so that they can provide service to meet the different requirements of the various users and their needs.

The public service has a complicated information system with departments and ministries being served by registries, libraries, documentation centres and other information centres.

Most of the information agencies like national libraries, national archives, national documentation centres are established through specific legislations. Other agencies, established to cater for specialised needs of their clientele, constitute special libraries, databases and data banks.

Whatever be the information agency providing information on the one hand and users on the other have realised that they can not be self-sufficient in meeting satisfactorily the information needs of the clientele.

The available resources in terms of information materials, trained and qualified personnel and physical facilities are becoming overstretched and hence insufficient to meet the increasing user needs against dwindling budgets and escalating costs of acquiring, processing, storing and disseminating information.

Although the intensity of this situation will vary from one information agency to the other, it is becoming an irreversible trend hence calling for those in the information

sector to consider seriously the need for coordinating their information services as well as cooperation in sharing the available information resources.

During the research this study found out that the services provided by the public libraries, archives and documentation centres have been very 'relaxed' leaving the users dissatisfied with the information services.

With the information revolution, and the rapid proliferation of information technology the information agencies and their staff have to reactivate themselves so as to respond to the information enquiries from users.

Kenya National Archives and Documentation Service has not been spared of this awakening. User statistics have shown an upward trend in the last ten years. There has also been a diversity of enquiries from local, foreign researchers as well as civil servants of various grades which have kept the archives personnel on their toes. (See bar graph on the number of researchers served in KNA&DS 1985-1990 p-93(i)).

The Department has realised that available resources are getting overstretched and have to seek cooperation from government ministries, parastatals and the courts, as well as academic libraries, nation and standard newspaper libraries and other organizations. Inter-library loan arrangements have been established with some of these institutions so as to fill some existing information gaps.

The need for coordination of the Department's information service with that of other institutions and agencies, has therefore become obvious and especially with the current efforts to automate such archival functions like acquisition, storage and retrieval.

However, the need for coordination and co-operation has been expressed by the Permanent Secretary of the parent ministry. Departments have been asked to co-ordinate their activities so that the staff can get to know what the other is doing and also plan some specific areas of cooperation.

This trend of free flow of information and getting the staff to be informed is very healthy as it will equip them with the ability to serve their clients better and more efficiently.

In providing information services the Department needs to coordinate its information network. This includes the existing five functional provincial record centres actively engaged in records management programmes. (See Annex 4 map of Kenya showing operational Provincial Record Centres 1992).

The Department should have a strategic plan for this information network, as it progresses to open up other provincial record centres and in the second phase district record centres in line with the government's decentralisation policy.

If past experience is anything to go by, the Department has enjoyed and continues to enjoy the co-operation of the

provincial and district administration and that of the Office of the President under whose jurisdiction they operate.

Through proper co-ordination and cooperation the department has managed to secure office accommodation in the provinces and also organize successful records management seminars for heads of departments in the districts, as well as for registry superintendents and executive officers. The success of the Department's networking programme has therefore largely succeeded due to the effective coordination and cooperation with other government information agencies.

The Department's plan of decentralising to the districts will imply a complex network of district record centres which with proper planning will be mandated to maintain and administer their district archives, hence opening those archives for consultation to bona fide users.

This decentralised approach will be beneficial to the districts in that the District Development Committees and other interested users, will be able to consult their archives within easy reach unlike than in the past where the archives for permanent retention had to be taken to the depositories of Kenya National Archives headquarters in Nairobi.

This envisaged archival information network is workable especially with the use of computers. It will be possible to process the information and have the headquarters and other district archives updating their current holdings.

However, the network infrastructure calls for major investment in terms of financial and human resources. One major demand will be to establish effective co-ordination within the Department's decentralised record centres and also documentation centres which are also slowly getting established in all the district headquarters.

The district information and documentation centres will acquire, process, store and make readily available reports and other generally circulated government documents and research papers on projects relevant to the particular district. These documents will be from the departments represented in the particular district and will therefore constitute a major database for developmental information for the districts.

The national documentation service a division of the Kenya national archives will need to have an intellectual control of the documents under her direct custody. The division will also need to know what documents exist in the different documentation centres all over the country . This effective control is only feasible with an effective and well coordinated archival and documentation network.

The pooling of resources within the districts has proved to be an advantageous approach to development. Through proper coordination information agencies should also be able to enjoy economies of scale in the provision of information services.

It is therefore appropriate to affirm that Kenya National Library Service and Kenya National Archives and Documentation

Service in their efforts to decentralise information services would benefit a great deal through co-ordination and co-operation.

The Office of the President circular OP.1\48A\66 on 'Destruction of non-valuable government records' of November 1985, as well as OP.1\48A\11\10 on 'Depositing of Reports and other Generally Circulated Documents in the Kenya National Archives' of July 1989, outlines the role of Kenya National Archives in respect of archives and documentation services. These circulars have been good reminders to those in the public service, parastatals and the courts handling records on the need for proper records management in their offices, the usefulness of link centres for ministries and depositing reports and other generally circulated documents to the documentation service. The NDS circular OP.1\48A\96) entitled 'National Documentation and Information Retrieval Service' even reminds the generators of records that even the confidential reports should be deposited with the documentation service as appropriate security measures would be provided.

These policy documents as well as the two relevant legislations, have assisted the archives personnel in discharging their information service throughout the Republic. The nature and operations of the civil service is such that, such circulars resuscitate some relaxed services. This is the reason why in the proposal for a national coordinating

mechanism that should be established under a statutory provision so as to give it authority to issue appropriate guidelines and directives from time to time on matters relating to the national information/informatics system and the related policy.

It is worth of note that the Kenya National Archives Department is an active member of the ad-hoc committee established to oversee the implementation of the recommendations on coordination of information systems and services during the Nairobi seminar held in Oct/Nov 1989.

At the seminar on co-ordination of information held in 1990, concrete recommendations were made touching on major areas of co-ordination of information services and resources. Whereas this study concurs with all the twenty five recommendations it should be emphasised that effective co-ordination should start at information agency level, so that the various information systems and services may positively coordinate with each other. Without this enabling environment it will be difficult to share the information resources, which is the sole motive behind co-ordination so as to improve the quality and range of the information services.

2.4.1 NATIS CONCEPT AND INFORMATION SERVICE COORDINATION

The historical evolution of libraries, archives and documentation centres had been that of independent development geared towards serving the information needs of different

categories of users.

The information needs of users are dynamic and sometimes changes thereof are so rapid that the information infrastructures are unable to service the users satisfactorily.

This situation is a widespread phenomenon which prompted UNESCO to prepare a series of expert meetings culminating with UNESCO's Intergovernmental Conference on the Planning of National Documentation, Library and Archives infrastructures, held in Paris from 23-27 th. September 1974.

Although several resolutions were passed, and explicit guidelines for action by national governments drawn, the important resolution was that libraries , archives and documentation centres are indispensable sources of information, and as such they should be planned in a coordinated manner, to avoid duplication of resources and to maximise the use of all relevant information, vital for the social and economic development of a country.

This proclamation of the NATIS concept and the integrated approach was born at a time when the growth of information technology and its application in the information processing, storage and dissemination was more evident in the developed countries of Europe and United States of America (USA). UNESCO had also initiated the development of documentation and information networks and services and was in the forefront in stimulating information and technology transfer between

countries.

Hence, in 1972 the secretariat of UNESCO had started the International Information System on Research and Documentation (ISORID), a project to collect, organize, analyze and disseminate information on research activities in the field of library, archives and documentation.

On the sharing of scientific and technological information which was a major incentive for development, the UNISIST programme was launched by UNESCO in January 1973.

Under this programme, specialised information clearing houses and agencies have been established and UNISIST and NATIS have seen the need for closer co-ordination and co-operation.

Such specialised information subsystems like:-
International Atomic Energy Agency's; International Nuclear Information system (INIS), The United Nations Industrial Development Organization's (UNIDO), Industrial Information Service (IIS), The Food Agricultural Organizations (FAO), International Information System for Agricultural Services and Technology (AGRIS) and many more constitute advanced important information resource bases for development. Most of these systems is the result of voluntary cooperation among member states of the United Nations.

In Africa, the African Regional Centre for Technology Information system (ARCTIS) has created a network consisting of focal points in member states.

The main objective of ARCTIS is to enhance the capability of information technology applications and sensitizing the decision makers on the benefits to be derived from introducing the use of computers and creating a computer culture among the youth. The need for training the appropriate personnel is a prerequisite if the information network is to benefit the users. There are over 3000 databases available for on-line searching on commercial services throughout the world. Electronic mail systems (EMS) and teleconferencing systems exist, yet only a few countries are utilizing the resources.

Other systems in Africa include:-

- Food Technology Information Exchange System (RITA),
- Technological Information Exchange System (TIES),
- African sub-network of the Industrial and Technological Information Bank (INTIB).

Third World Countries will only be able to benefit from such specialised information agencies if the national and regional information systems are properly established, with appropriate co-ordinating body which will explore the feasibility of getting linked up to these databases. In this respect the need for an articulate information and informatics policy is a prerequisite.

However, this is an expensive undertaking; it calls for the development of information infrastructures and improvement of telecommunication services so as to facilitate the use of informatics in the national, regional and international

networks.

UNESCO and other world bodies are willing to assist if the developing countries are ready to make a move. It is gratifying to note in this respect that Kenya National Archives and Documentation Service has been identified by UNESCO for the pilot project on archival networking and considerable ground work has already been accomplished.

Since the Paris Conference in September 1974 and the proclamation of the NATIS concept, it has taken the government of Kenya more than a decade and half to specifically address itself to the need of a coordinated national information system through a national information and informatics policy.

The participants in the Seminar on ' Co-ordination of Information Systems and Services ' held in Nairobi in October/November 1990 were convinced that a national information and informatics policy was long overdue, and the Continued operation of the information agencies as independent units is not beneficial to the country's development.

In his closing remarks to the Seminar, the Permanent Secretary in the Ministry of Culture and Social Services observed that the government was determined to consolidate its efforts in the information field and that during the plan period 1989 -1993 a feasibility study intended to form a basis for the development of a broad policy framework regarding co-ordination and development of information infrastructure,

would be undertaken. From the discussions and the recommendations passed at the Seminar the Kenyan professionals as well as the government policy and decision makers appear to be highly motivated towards an effective information and informatics policy. It is hoped that this feasibility report will lead to a clearly articulated national and informatics policy ensuring that a stifling bureaucracy is avoided. The ball is therefore in the court of the information professionals in Kenya.

The ad-hoc committee formed during the Nairobi Seminar in 1990 has to take up this challenge so that the plan period does not expire without something concrete on information and informatics policy being achieved. In this context it is gratifying to note that the Kericho Seminar on 'Formulation of a National Information and communication policy for Kenya ' June 1991 has prepared a comprehensive document towards this long awaited goal.

However, the Kenya Development Plan 1989 - 1993 acknowledges the role of information in development. The development plan has devoted several sections to information (e.g. sections 5.6 from 5.51 to 5.53 and also section 5.7 from 5.54 to 5.72).

In his inaugural speech His Excellency the President Hon. D.T. Araq Moi CGH,MP. on the occasion of the state opening of the third session of the sixth Parliament on 13 th. March 1990, made the following remarks in relation to the

state of information in Kenya:-

" Another area which has not received the attention it deserves in the past is the preservation and effective use of records and important information about our country. The government established the district information and documentation centres as part of our efforts to redress this shortfall. In addition we have established the national documentation and information service in order to make archives and library services more accessible to a wider cross-section of the public".

The President's remarks summarized the actual situation of the information sector in Kenya at the time. For a long time the professionals have not received a positive hearing and cooperation from the government. The information institutions have been victims of severe budget cuts making most of them find it difficult to operate. The personnel in the public sector information services have been poorly remunerated creating a brain drain for trained information workers into the green pastures of the private sector.

At a time when the government seems motivated and awakening to the socio-economic and developmental realities of information the professionals should ensure that those long standing issues and problems detracting the effective and efficient performance of the information systems and services are rectified. Important among these is the national

information policy whose legislation and setting up of a national information commission will create a machinery to guide, stimulate, coordinate as well as look into other information related problems .

2.4.2 INFORMATION TECHNOLOGY - ITS ROLE IN COORDINATION OF INFORMATION

Although the topic of information technology is dealt with elsewhere in this document, a discussion about coordination of information systems and services without highlighting some pertinent issues, will be incomplete.

The development of information technology and its application in the collection, processing, storing, retrieval and dissemination is what has contributed to the development of an information industry. The use of informatics has made these functions more efficient and faster. Despite the initial high cost the application of information technology has been found to pay dividend. It is therefore a feasible and viable investment especially in view of the fact that information is increasingly becoming a crucial factor in production. The Kenya government should therefore not hesitate to invest in informatics as this will no doubt contribute to the socio-economic development of the country.

Automation of library systems and services is no longer a luxury. Our academic libraries should move towards automating their services. The archives and its network is

also ready for automation. A number of other information systems are also applying information technology. Therefore, this is one of the areas where an informatics policy will ensure proper coordination so that automation of information systems becomes cost-effective.

In Kenya the communication network and telecommunication system have developed appreciably since 1963. All district headquarters have a subscriber (SSD) telephone facility. The international telephone services centre has led to the growth of telegraph and telephone channels. A computerised message switching centre (MSC) is operational, and a satellite system links Kenya with Europe, America and West African countries.

The other noticeable service has been the speedpost now serving most of the urban centres. Rural electrification has moved from the district headquarters deep into the rural areas. The information systems and services should exploit these infrastructures.

Finally Kenya has a variety information requirements, that needs to be met at various levels. The users want information for planning and decision making. Through effective coordination, the various information systems and services can be harmonized so as to provide optimum services to users.

Kenya and the Sub-Saharan African counterparts must undertake major investments in the acquisition, processing, storage, retrieval and dissemination of information if the

continent is to share the information resources of the rest of the world and enter the flourishing information service industry .

There is need for improved management of libraries, archives, documentation and other information centres. Information technology should be exploited towards this endeavour and coordination will be an important activity just as the need for a national information system is long overdue.

Having given an overview of Kenya's national information system, this study will now examine in chapter three the Kenya National Archives and Documentation Service as a government Department, its historical development and the relationship of its service to functions.

CHAPTER THREE

KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICE

3.1 ESTABLISHMENT OF THE DEPARTMENT

The Kenya National Archives and Documentation Service is a Government Department, under the Ministry of Home Affairs and National Heritage.

The Department was established by an Act of Parliament, which constitutes Chapter 19 of the Kenya laws. (See Annexe 1).

Before the Act was amended in May 1990 the Department's title was Kenya National Archives headed by the Chief Archivist, whose title has now been changed to that of Director.

The legislated change meant the expansion of the archival functions to include a National Documentation Service function.

The Department's operations now fall under four major divisions namely:-

- General Administration
- Archives Administration
- National Documentation Service
- Records Management

(For more details see organizational chart Annex 2).

3.1.1 GENERAL ADMINISTRATION

The Department is headed by a Director with two Deputy Directors, one incharge of Administration and the other incharge of Professional Services.

This division deals with the day-to-day administration of the Department, and its coordination with other Government Departments, Ministries and other Organizations. The number of personnel employed is 284 out of an authorised establishment of 386, comprising of professionals, para-professionals, clerical and subordinate staff.

3.1.2 ARCHIVES ADMINISTRATION

This is one of the professional divisions of the Department. To discharge its functions effectively the division operates the following sections:-

3.1.2.1 SEARCH ROOM SERVICES

This section provides user services in the Department, for all bona fide researchers who would like to consult the archival materials. (See regulations, annex 3)

The archival materials are stored in six archival repositories. There is also a library and document section keeping rare books, publications, journals, monographs, rarely circulated government reports, papers etc.

There are manual retrieval instruments comprising of catalogues, indexes, guide lists, specialised subject guides,

guide to microfilms, guides to photographs, guide to maps etc. For users to have access to the archival materials they have to consult these guides or seek assistance from the searchroom attendants who can be very valuable in guiding the searchers on the available archival materials pertinent to their areas of research interest.

The search room users are expected to have a clearance permit in order to access the materials. The facility can accomodate twenty researchers comfortably working simultaneously and there are three microfilm readers. Researchers wanting to consult audio materials are provided a separate room. Plans are underway to constuct some listening booths for audio materials.

3.1.2.2 ART GALLERY

This is a unique exhibition area where works of art, historical photographs, rare books, artifacts and other ethnographic materials are displayed for school parties and members of the public to view.

The exhibitions mounted have an educational value and the staff attempts to display those materials with a learning theme and often in line with the 8-4-4 education system. Organized groups are shown historical films about Kenya and professionals in information field can watch video tapes on records management and archives.

The visual exhibits and the historical movies shown to

organized groups, act as an eye-catcher, attracting a cross-section of users from all ages, cultures and people of different stations in life to the Art Gallery.

3.1.2.3 REPOSITORY SERVICES

The Department has six repository areas. These are fitted with open metal shelving appropriate for storage of archival materials. The repositories are accessible only to authorised staff for security reasons hence it is not possible for researchers to browse.

Most of the records comprise of files which are kept in archival boxes arranged on shelves. There are location registers which assist the searchroom attendants and other authorised personnel to locate the document wanted by researchers.

This manual retrieval system though still meeting the users needs require some improvements so that even newly employed officers would be able to locate the documents without getting lost. This issue will be revisited in more detail under the specific topic of retrieval of archival information.

The staff working in the repository services are responsible for preparing guide lists and cross-checking physically whatever records are being transferred from the record centres and other creating/transferring agents do tally with the listed records on the transfer lists.

The other important professional activity is to ensure that there is continuous appraisal through records review so as to create space for incoming records.

3.1.2.4 RESTORATION AND REPROGRAPHIC SERVICE

This is an equally active section concerned with salvaging those documents that are under threat of deterioration. Quite a number of records when they are transferred to Kenya National Archives are already damaged by bacteria, fungi, humidity, fire, dust, pests, acidity and other agents of destruction.

The staff working in this section attempts to diagnose these 'paper ailments' and see how the remaining information can be salvaged. They also do book-binding and printing which are important activities for the Department's inhouse publishing .

3.1.2.5 MICROFILMING SERVICE

A number of documents which are heavily used in the searchroom are microfilmed, so as not to risk the total loss of information due to wear and tear from the physical handling of the documents.

There are also other important documents which the Department has not been able to acquire from what has been referred to as the 'migrated archives series'. This has necessitated the microfilming of the documents so that bona

fide researchers are saved the trouble of having to travel to Great Britain - Public Records Office and other organizations that have materials relevant to Kenya.

Though it is an expensive undertaking, the microfilming service is important for the Department's users and also as a major effort in trying to salvage the documentary heritage of Kenya for the benefit of posterity.

3.1.3 NATIONAL DOCUMENTATION SERVICE (NDS)

This is a recently established division after the issuance of the Office of the President Circular OP.1\48A\11\101 entitled 'The establishment of a National Documentation and Information Retrieval Service'. The division is charged with the acquisition, control and access of all categories of published and unpublished reports and other generally circulated documents produced or received in the Public Service.

The division has started receiving these documents and in the last two years efforts have been concentrated on the processing of the documents, preparing half-yearly accession lists and mailing them to the relevant institutions for current awareness.

To succeed in its endeavour the division has to work closely with the Records Management Division which is the field arm of the Department. At this initial stage this division will combine collecting of these reports and

publications during their routine visits to Government Ministries, Departments and Parastatals for onward transmission to the division for processing and storage.

However, the task is a major one and there is need for trained professionals in library and documentation work and service. The problem of accommodation and especially that of storage of the documents is a major one and the Department and the Ministry need to take up this problem seriously as it is bound to escalate in the near future when most Ministries, Departments and Parastatals start sending their documents.

The division has also to closely liaise with the District Information and Documentation Centres, and also with the Link centres and probably make an arrangement of how they will be sending regularly their accessions lists so that the NDS personnel will be able to direct users and answer enquiries on existing sources of information.

The NDS will therefore need to establish a network with these documentation and information centres. With proper coordination of the Department's activities there should be minimal duplication of services, and resource sharing in terms of personnel and equipment should be encouraged for the success of the Department.

3.1.4 RECORDS MANAGEMENT SERVICE

This professional division is charged with the task of ensuring proper records management practices in public

offices, as well as ensuring the use of disposal/retention schedules to systematize records disposal practices.

The staff of this division are the ones who visit the generators of records either by invitation or as a survey/appraisal programme for the division. This responsibility covers the whole Republic and with such an onerous task the Department has for a long time seen the need to decentralise the service and especially with the advent of the District Focus for Rural Development Strategy. The initial plan for the department is to have Records centres in all the eight Provincial headquarters and later on move to the Districts.

To-date the following records centres have been established and are operational:-

- Mombasa records centre serving Coast Province.
- Kakamega records centre serving Western Province.
- Nairobi records centre serving Nairobi, Central, Eastern and North Eastern Provinces.
- Nakuru records centre serving Rift Valley Province.
- Kisumu records centre serving Nyanza Province.

Details about the operations of the records centres will be dealt with under archival networking.

Experience has however shown that the Districts as the nucleus of development planning and implementation are generating considerable number of public records and there is an urgent need for the records management and archives administration to operate from the districts. This proposition

will also be examined in details under archival networking.

However, it is important to mention that as the records management services is the field arm for the Department and the success of Kenya National Archives and Documentation Service will depend largely on the proper marketing and sensitization of potential creators and users of Archives.

As the education arm of the Department the division will have a lot to contribute to the Kenya National Archives Network within the frame work of a National Information System.

3.2 ARCHIVAL SERVICES IN KENYA - HISTORICAL DEVELOPMENT

The archival services in Kenya have a long history stretching back to the country's British colonial era. Many of the archival practices and legislations are modelled on the British archival system.

The various guidelines in the form of circulars issued by the British Colonial Office in London gave instructions on the archival practices in the colonies.

For example the Colonial Office circular no.7020/47 of 11th. March, 1948 said in part:

" ... in some colonial territories the arrangement for sorting, storing and preserving the official documents have not kept pace with the accumulation of documents no longer required for the current purposes, and that unless they are improved,

documents and records of permanent historical value may be seriously damaged or even destroyed or lost".

Kenya which had become a British protectorate had no known creation of records of its own, except those by the missionaries and the early traders.

It was therefore with the advent of the British colonial administration that records started to be created in the course of day-to-day business.

As early as May 1910, Sir Percy Girouard had issued a memorandum to all the Provincial and District Commissioners emphasising the importance of efficient and effective records management techniques.

On worthless records Percy advised that

"...valueless papers tend to smother what is valuable, and render it impossible to find what is required, without great waste of time". (Mungeam, G.M, 1978, p.105).

What Sir Percy was concerned about was the rapid proliferation of records in the course of day to day business. This accumulation of ephemeral records became an impediment to the retrieval of needed information. What is evident from these observations is that records containing information are valuable for the efficient running of the offices. It is the records which give continuity of the business in the office. This has remained a central truth to the present time and even

greater awareness has dawned, and information in whatever media has become a vital resource in the planning and decision making as well as policy implementation in contemporary times.

Hilary Jenkinson, who was a Keeper at the Public Records Office - London in 1948, wrote a memorandum which accompanied the Colonial Secretary circular of 1948. Jenkinson observed that all Colonies should have well organized archives. He proposed that from time to time these archives should receive from the Home Government any advise or practical assistance they would require towards having well organized archives.

The administrative concern towards this endeavour continued even after attainment of independence as demonstrated by the issuance of Archives circular No.2 of 12th.January 1965 which said in part

" ... In order to deal quickly with the accumulated backlogs of non-current records the cabinet has authorised the immediate transfer to the archives of records dated earlier than 31st December 1945 approximately 20 years old for open, confidential or secret files".

But despite these Colonial circulars and other guidelines which no doubt reflected the concern the Colonial Administration had regarding the records, it was amazing that by 1st July 1961 the archival services were relegated to the Controller of Office Services and the post of Archivist/Librarian was scrapped.

Although the records say that this was done due to financial constraints, historians and a few Kenyan administrators have always questioned this move. Their suspicion is supported by the fact that this period marks the height of the struggle for independence in Kenya. The wounds of the bitter Mau Mau insurrection were just healing, with prominent nationalists still in detention and hundreds of other war veterans were also in prison. There has been evidence that it is during this period that a large number of records were destroyed, and before the eve of independence in December 1963 a good number of these records had found their way to the Public Record Office in London and other institutions. To most people therefore the relegation of archives services was a calculated move to pave way for the illegal exportation of Kenya's public records.

The East African Standard of 7th September 1961 reported that many classified documents including reports compiled during the emergency period have been burnt in the preceding months. Of course, some historians have expressed dismay at the destruction of these documents.

Mr. F.D. Corfield the author of "Origins and the growth of Mau Mau" who in his survey had availed of these reports, is charged of not having made the best historical use of the documents.

What is evident from what took place in Kenya in the early 1960s as far as the archival records are concerned is

that a nation's documentary heritage can be obliterated by selective destruction or piracy of the records. The information to be found in some of these records is so valuable if the emerging nations are to have a base of reconstructing their past. It is information in the such records that will help the nation plan its present and on the same basis forecast the future.

Hence the documentary heritage of a nation is the greatest treasure it can inherit especially the African countries which were colonized. The same history of documentary piracy has been evident in most countries on independence forcing them to carry out surveys so as to repatriate the "migrated" archives often in microfilm copies and at a very exorbitant cost.

On the eve of independence the Kenya Government realised the importance of the National Archives Service and legislated the formation of Kenya National Archives in 1965, through an Act of Parliament.

This Act constitutes chapter 19 of Kenya Laws amended in May 1990 to read; 'Public Archives and Documentation Service Act' which establishes, constitutes and maintains a public department known as the Kenya National Archives and Documentation Service headed by a Director.

Although the Public Archives Act stipulates very clearly the functions of the Department, various problems inhibited the discharging of these functions for fifteen years since its

inception. The most critical factor was the lack of trained professional personnel to discharge the archival services. As a result of this period of dormancy there was no systematic acquisition, processing, storage and dissemination of archival information.

In the Public Offices, records accumulated and for lack of professional know-how there was very little or no concern for the records. More often where the records became an impediment to the office work they were dumped with other non-record stores. In some offices records were destroyed through deliberate action or by the various agents of records destruction in their forgotten storage rooms. Some valuable information in the public offices have been lost in this manner.

However the records continued to accumulate in most public offices and those who managed to know of the Kenya National Archives took their records and dumped them in the archival repositories. As a result of this indiscriminate transfer of non-current records the department acquired a great deal of ephemeral records, a backlog which has taken a very long time to appraise and dispose.

These uncontrolled events in the archival history of Kenya, indicates that there had been a good deal of ignorance in regard to archival services. The generators of public records are ignorant of what they should do with non-current records in their offices. This ignorance is the one that the

Department of Kenya National Archives and Documentation Service has been fighting in the last few years through the records management programmes, records survey and appraisal as well as seminars and workshops.

This has not been an easy task but it is gratifying that a new awareness has dawned on the creators of public records. The department has seen remarkable improvement in records management practices including proper registry management, improved filing and classification as well as closing and retirement of files following the guidelines based on the various government retention and disposal instruments.

From these obscure backgrounds the Department has continued to grow overcoming many problems to what it is today. The perennial problems have been limited finance and lack of professionally trained personnel. These and other problems are discussed in detail elsewhere in this study.

The Department has actively participated in the national information forums with other information professionals. The Department is an active member of the East and Southern Africa Branch of the International Council on Archives (ESARBICA).

In the spirit of cooperation the Department looks forward to establishing an effective archival network so as to share information, professional expertise and information technology from the national, regional and international information systems.

3.3 ARCHIVAL SERVICES IN RELATION TO FUNCTIONS

The Kenya National Archives and Documentation Service is one of the major government information systems supporting internal management functions, statutory functions, public service management as well as planning and decision making of the various departments of the government as well as its own.

As a government information system, the Department's information services and functions play a significant role in the entire national information system as detailed in chapter two of this study.

In this section, the archival services in relation to functions as per the statutory provision the 'Public Archives and Documentation Service Act' chapter 19 of the Kenya laws and also the 'Records Disposal Act' chapter 14 of the Kenya laws, are examined.

The information services and the functions of the Department are guided by these statutory provisions although there has been from time to time authoritative circulars issued by the Office of the President to guide those in the public services and parastatal bodies about pertinent issues relating to archives and records management, the major domains of the Department's public service. Examples of such circulars include:-

OP.1\48A\66 - 'Destruction of non-current Government Records' dated 28th November 1985 and OP.1\48A\11\10 - 'Depositing of

Reports and other Generally Circulated Documents in the Kenya National Archives'.

The above documents are important policy documents that the archives personnel use as a frame of reference in discharging their archival as well as records management functions. For ease of reference, this section will categorise the Department's functions into three:-

(1) Archival functions comprising of accessioning, appraisal/disposal, arrangement/description, repair/restoration, reference services, publications, reprography services, exhibitions and training. (2) The records management functions comprise of surveying and scheduling, developing methods and norms of records creation and maintenance, establishing and opening record centres, developing programmes for vital records management, assisting agencies in developing records management programmes and providing technical assistance to agencies with records problems; and (3) The National Documentation and Information Retrieval Service whose functions as outlined in section 5A of chapter 19 are to acquire, process, preserve reports and other generally circulated documents in the public service. The service shall also initiate appropriate measures for the establishment and development of link centres.

In a nutshell these functions of the Kenya National Archives and Documentation Service which can be summarized as acquisition, processing, storage, preservation and retrieval

of information.

The divisions and sections of the Department dealt with in the opening part of this chapter carry out specialised services geared towards accomplishing the archival, records management and documentation functions of the Department. These services relate to users who are of various categories and whose information needs the Department endeavours to satisfy.

In terms of the scope, the Department's public and documentation service role is vast covering government ministries, departments and parastatals and the courts. There are twenty eight Government Ministries with Departments spread all over the Republic as well Parastatals and the Courts.

These ministries, departments, parastatals and the courts are either producing goods or services or both to satisfy the needs of the citizens. This production of goods and services entail records creation in various transactions. According to the various operational levels, different types of records are produced which can be broadly categorised into operational and substantive records. The former which constitute the bulk of the transaction records necessitated by the day-to-day operations of the organizations. The substantive records sets out the policies, plans, strategies and are vital for the tactical and strategic levels of management in every organization.

Whereas the operational records would constitute between 5-10% of an organization's records, the remaining 90-95% are ephemeral records which require to be disposed in line with the disposal instruments of the organization. How well the goods and services are being provided determines the level of social, economic and political development of the country and proper and efficient information management is crucial influencing this success.

Development therefore has many parameters and all the ministries, departments, parastatals and the courts are concerned with development. The public sector as well as the private sector are partners in development.

For the government there are development plans setting out the policies and strategies of realizing development. The planning process, the policy making as well as decision making and implementation processes are important activities both in the public and private sectors. But all these activities only take place in relation to available resources, the factors of production.

Hence every government is concerned with the proper management of its resources and the development plan is a vital instrument in the planning, actuating, organizing and controlling available resources.

To compile its Development Plan the government needs data and information. The data and information should be relevant, timely and precise if it is to be useful and

beneficial to those in the operational, tactical and strategic levels of the public service management.

Although failure of government plans and development projects as well as policies has been attributed to various scapegoats in the past, the government has recently realised the importance of information in the development process. The government has realised that information is not readily available when required, what is available is not precise to arrive at right decisions and often the information is not relevant to the intended policies or projects. Excessive bureaucracy and centralisation of development planning have had a share in this failure, but the dismal performance of the government information systems and subsystems has been the root cause of this failure of development plans and policies.

There is an urgent need to reexamine why the national information systems and especially the government information agencies have been performing poorly. Why has the diverse government information systems not lived up to their expectations in supporting the public service internal management functions, statutory functions, public service management as well as planning and policy making?

Attempts to answer this broad question would necessitate several studies. It calls for review and evaluation of existing information service legislations and institutions to know what has actually gone wrong so as to arrive at appropriate remedial measures. It has severally been said that

lack of a national information policy and poor coordination have been the major problems facing the Kenya information sector. But what about the need for information technology? At a time when other industries are performing poorly the information service industry is performing the best in the developed world.

It is therefore crucial that the Kenya government addresses itself to invigorate the information service by developing research, information institutions and infrastructures so as to share the corporate resource 'information' so as to greatly enhance the mobilization of the other resources or factors of production.

When the archives service was started it was meant to serve the senior civil servants involved in planning, administration and policy implementation. This was in line with fulfilling the Department's reference function.

However the very unique nature of the archival collection and its richness with unpublished materials from public records, has continued to attract scholars who have become primary users of archives. In the recent past graduates and undergraduates from various disciplines have found the archives useful source meeting their information needs. The college and secondary school students have also been attracted to the archives as well as the journalists and media personnel.

This latter group of users are secondary users who want some analyzed and synthesised information. They benefit from the exhibitions mounted by the Department. Members of the public together with the primary and secondary school pupils have been the greatest beneficiaries from these exhibitions. More details on users are dealt with in chapter four.

3.3.1

RECORDS APPRAISAL AND DISPOSAL

This is one of the Department's major archival function. The records personnel in their record survey programmes interact with the ministries, departments, parastatals and the courts which have accumulated non-current records.

Guided by the retention/disposal schedules and their professional experience, the staff in liaison with the creators of records, selects those records with archival value for preservation. After this selection the non-valuable records known as ephemeral records are condemned for disposal by various methods. The archival service here includes the preparation of ephemeral and records transfer lists for the two categories of records.

The valuable records are transferred to the archives repositories for preservation, and accessions lists are prepared and the record groups are entered in the master accessions register. During this exercise the personnel perform records management functions such as, surveying and scheduling, advising the creators on best registry and filing

system in their organizations, records creation and maintenance procedures, and use and disposal of records.

The records management division renders these field services and in the recent past it has been collecting reports and other generally circulated documents for onward transmission and processing to the national documentation and retrieval service division.

When the records for preservation arrive in the Department they are passed to the archives administration division who arrange and describe the records and maintain the finding aids which act as retrieval tools. Those records arriving with damages are passed on to restoration and reprographic personnel for appropriate diagnosis and repair. Those records creating agencies with problems like insect infestation can be advised by the personnel from this section who might even do fumigation of the records before they are transferred to the repositories.

The archives administration division is supposed to prepare publications for issuance to schools and members of the public or specific manuals for records creators to guide them in the management of their records. The division also selects those materials suitable for exhibition by the Art Gallery section which for publicity purposes has become a very important function of the Department.

The user service for those who conduct research is handled by the searchroom personnel as part of their reference

function serving different categories of users.

There are other functions, such as organizing training courses, workshops and seminars for inhouse staff and also personnel dealing with records creation and maintenance. These are done jointly by the different divisions and also with the cooperation of various departments, ministries, parastatals and the courts. This is one area where the Department has valued the need for closer cooperation, coordination and benefits of resource sharing.

The opening of Record Centres which is another major function for the Department in line with the networking programme has been slow due to scarcity of resources in terms of accommodation, personnel and finance. It is expected that the current UNESCO pilot project ** will help the Department hasten the pace in opening Record Centres in the remaining three provinces as well as the establishment of 'models of excellence' in line with the department's efforts to transform records management practices in the public service.

However, development in information technology and the dawning realities about their application in information processing and office automation has brought the Department face to face with new challenges. New media for information storage are already in use as well advanced information

**A RAMP pilot project approved in 1986 after the visit by the executive secretary of ICA and in accordance with the approval by the UNESCO general Conference at its 23rd session held in Sofia in 1985.

processing techniques. The Department needs to keep abreast with these technologies through training and retraining of staff and also adopt information technology in establishing the archival network.

These challenges and needs are dealt with in later chapters of this study. It is only appropriate therefore to conclude this chapter by saying that the Department's archival services are in line with the functions of the Department as outlined earlier and also in accordance with the two statutory provisions i.e. chapters 14 and 19 of the Kenya laws.

However, as the area of records management is increasingly becoming crucial with the 'information explosion' there is need to review and amend chapter 19 of the Kenya Laws so that the Department's role in records management creation, maintenance and disposal becomes more explicit and gives the department more authority in its execution.

CHAPTER FOUR

NATIONAL ARCHIVES NETWORK

4.1 GENERAL INTRODUCTION

The historical development of the Department of Kenya National Archives and Documentation Service has been covered in chapter three of this study.

The state-of-the art today is that the Department with its headquarters in Nairobi and five operational Provincial Record Centres, projected to grow to eight, is expected to cover all the provinces of the Republic.

It is further expected that the Department will open record centres in all the forty-one Districts of the Republic although the target date has not been set. This is in line with the government's decentralisation policy.

However, even before the Department opens the District Record Centres it is expected that the all the Districts will have opened up District Information and Documentation Centres (DIDCs) according to the District Focus for Rural Development Strategy.

The Department which is closely involved in the opening up of these DIDCs and also Link centres will be required to coordinate closely these information infrastructures and services.

This calls for establishing a network system so that the headquarters will be in effective communication with the

records centres as well as DIDCs and Link centres. This communication is important in making the Department's headquarters aware of the latest records acquisitions in the Records Centres and also the latest accessions from the DIDCs and Link centres.

Although the Department may continue receiving reports and other generally circulated documents from the public sector offices, the DIDCs will have more comprehensive collections of pertinent documents for their respective districts.

The Records Centres in future might be mandated to preserve their archives so that they can become easily accessible to planners, decision makers and other bona fide researchers within the District hence becoming Archives Centres.

This implies that the Record Centres will send accessions list to Department headquarters so as to update the master accessions register.

These operations of the Department sound very complicated at this stage. It is no doubt that the practicalities will require detailed analysis, planning, design and implementation.

However, this study advocates an archival network because the continued rapid proliferation of information in public offices in conventional and non-conventional media will soon outstretch the physical resources within the headquarters. A

network system will therefore be advantageous in terms of providing information service to users outside Nairobi headquarters and the provision of the information infrastructure though expensive at the initial stage will be cost effective in the long term. From this background a national archives network in this study is viewed as an information system with interconnection of all record centres and also DIDCs and Link Centres. Their ability to share information and other infrastructures will be a step towards a coordinated information network. It is therefore appropriate to propose at this juncture, that those information agencies with decentralised services at district level, pool their resources together to have an accommodation complex from where they can discharge their services.

Hence the Kenya library Services, Kenya National Archives and Documentation Service, the DIDCs and other agencies and NGOs should in future explore this possibility, to create an information centre with a high concentration of information appropriate to meet the diverse needs of users. The District Commissioner in liaison with the major information agencies and their professionals and other subsidiary partners should work out the administrative modalities.

Such an information centre would attract outside assistance by way of equipment and consultative services making such functions as acquisitions, processing, storage,

packaging and repackaging as well as retrieval and dissemination of information more cost effective and meaningful.

The use of telematics has greatly enhanced the communication of information and the choice of whether to use online or realtime, offline or batch communication is left to the user and end user.

4.1.1 TYPES OF NETWORKS

Information networks are of various types. Although there can be information networks without necessarily the use of computers the tendency these days is to incorporate telematics into information systems so as to enhance the speed and cost-effectiveness of information processing, sharing and delivery.

There are four types of widely used information networks namely:-

- Small area network (SAN) systems,
- Local area network (LAN) systems,
- Metropolitan area network (MAN) systems,
- Wide area Network (WAN) systems.

The structure of the organization will determine what type of network is to be adopted. This calls for inputs from various specialists e.g. system analysts, system designers, and computer/communication engineers so that the right configurations are prepared in a comprehensive document outlining the implementation procedure or plan.

This study does not intend to go into details of systems analysis, design and implementation, this normally being an expert team project. However the study will attempt to highlight the principal features of an archival information network.

4.2 CURRENT SITUATION PROPOSED ARCHIVES NETWORK

The main functions of the Department are to acquire, appraise, organize, store/preserve, retrieve and disseminate archival information.

There are four major divisions namely:-

- General Administration - Personnel, Accounts and Finance.
- Archives Administration division.
- National documentation and information services division.
- Records management division.

The Department's structure and the future plans for expansion the archival information system is suited to a wide area network (WAN) so that it can cover all districts and provinces of Kenya. However, in the initial stage or phase 1 an expandable LAN system serving the national archives headquarters would be the most appropriate.

The proposed expandable LAN system will include five dual work stations attached to a server for data entry services. The first workstation will be in the Director/Secretary

office. The workstation should access all the other workstations and be upgradable to accommodate other workstations when the system is converted to a wide area network.

The second workstation will be in the national documentation service division to be used in preparing accessions lists for distribution to relevant information agencies on a quarterly basis through batch processing. Microcomputers will also be used for processing and retrieval of documents.

The third workstation comprising of two microcomputers will be used in the archives administration division for accessioning documents, preparation of union directory of archival holdings and inventory control, information processing, cataloguing, retrieval, current awareness and other user service functions. Those in Accounts, Supplies and Stores sections of the Department as well as Personnel can use the same workstations for their budgetary, inventory and other personnel information processing. They should have appropriate software packages and ensure proper storage of their files.

The fourth workstation will be in the Nairobi Records Centre and as a model of the future workstations in the record centres, it should prepare standard record formats and also maintain a master accession file and records transfer file. These and future workstations of the archival network should incorporate word processing features such as the latest

version of Word Perfect or Framework, Lotus 1-2-3 and DBase III & IV plus so that other office functions including report writing can utilize the same equipment.

The LAN installation will cover phase 1 of the archives network automation project comprising of General Administration, Archives Administration, National Documentation Service and Nairobi Records Centre. All these divisions are located in the same premises of the Kenya National Archives and Documentation service headquarters and hence with the right configurations this first phase is quite feasible.

The current and the envisaged structure calls for a top-down approach and the implementation will be in three phases. After the first phase is operational, the second phase will involve installation of off-line workstations in the Record Centres with the same application software as that of the headquarters. The Record Centres should be able to process their acquisitions and maintain a master file for them updating them as necessary. They should also be able to access other record centres and communicate with the headquarters for the updating of the master accessions file. As this will be done by batch processing it can be arranged on a quarterly basis. Due to the limited privileged autonomy, the records centres can also use their workstations for accounts, budgetary and personnel information processing. They should therefore have word processing software as well as Lotus 1-2-

3 spreadsheet and Dbase III or IV packages.

4.2.1 HARDWARE AND SOFTWARE REQUIREMENTS

The rapid change in information technology is making it increasingly difficult for institutions to keep abreast with the technology. Upcoming technologies have something extra to offer to the users be it convenience or cost saving devices. It is therefore, not possible to be 100% satisfied with the recommended system configuration

as there are different models like in the microcomputer technologies in the market as there are consultants. However the best computerised system is that which will meet the needs of the organization and its users best and that which is expandable or can be integrated with other systems in future and is also cost effective.

Kenya National Archives being a public service Department will however, be interested with compatible microcomputer systems in view that the Department's acquisition, processing, storage, retrieval and dissemination activities are expected to grow. Micro-computer technology is therefore appropriate for the archival information network. As and when it becomes necessary, minicomputers can be incorporated into the system.

The Department, through its own initiative, recently acquired two fairly powerful microcomputers of 40 MB each. The staff are undergoing short training courses on computer application.

The two microcomputers are in the National Documentation Service division and it is expected that they will soon be intensively used in the preparing accessions lists of reports and other publications in the documentation division. The microcomputers will also facilitate production of the biannual accessions lists, mailed to various institutions for current awareness.

It is, however expected that when the staff have been trained in the use of the Micro CDS/ISIS package they will be able to catalogue the documents in detail and prepare thesaurus and appropriate indexes for speedier information retrieval.

For the system to be provide multi-user capability in network environment, a Novell based network system will be appropriate.

A Novell network provides a number of advantages like:-

- Convenience in physical handling,
- Sharing of programs and peripherals,
- Security of data and information,
- Expandability of the system,
- Lower maintenance costs,
- Higher recovery chances and back up system.

The Kenya computer market has several well established computer companies such as IBM, ICL, CCL, ACL, and NCR among

others. System installation, network cabling, local support and maintenance will, therefore, not be serious problems except cost consideration. There are also upgrading and support services provided by the major computer consulting firms with a training provision for packages acquired from them.

As mentioned elsewhere there is no informatics policy in Kenya and institutions which have acquired computers and other information technology devices are finding it difficult to link up as their systems are not compatible with other existing systems elsewhere. This aspect is therefore an important consideration for the Department so that it is able to share programs and other peripheral devices of other information centres including libraries and documentation centres.

This calls for establishment of standards and the professionals must exercise that expertise in this respect. The standard formats should not be localised as the future trend is that of national information network capable of accessing and sharing data and information from other regional and international databases.

The UNESCO software Micro CDS/ISIS version 2.3 has been introduced in the Department's information processing. This is widely used for developing databases of structured textual records and retrieval of information and thus suitable for the archival functions which are dominantly those of

acquisition, processing, storage and retrieval although there is need to acquire the network version 3.0. The Micro CDS/ISIS software package is provided free by UNESCO to non-profit making information institutions. It has no limitation to the number of databases it can handle and also can process 16 million records in a 500 MB storage capacity. Future updates on the the package will continue to be made available to users.

The KENISIS Micro CDS/ISIS user group in Kenya is helping in the training of staff in the information institutions as well as providing voluntary technical support to information centres.

4.2.2 TELECOMMUNICATIONS

Telecommunications is vital for effective networking and information sharing. The Department's current telephone facilities can not be relied on in implementing the proposed network. It is, however gratifying to note that inefficiency of the current telephone facilities has been noted and efforts are well underway to replace the current private branch exchange (PBX) with a modern PBX system that integrates voice and data.

If the Department acquires this system then it will enhance communication and the network operations, and also will save on cabling for installing the LAN system within the Department's headquarters.

However, the success of further expansion of the network will depend on the efficiency of the telecommunication network which will be beyond the control of the Department. The relaxing of the monopoly long held by the Kenya Posts and Telecommunications corporation (KP&TC) is a blessing in disguise.

During the 25th Annual Regional Telecommunication Conference held in Nairobi in September 1991, it was disclosed that KP&TC plans to automate all telephone services in all administrative division headquarters by 1993. Also, a second International Satellite Station (INTELSAT) is under construction in Kericho and is expected to enhance international business network with Nairobi. The Corporation also plans to expand its current 300,000 telephone lines to 1.5 million by the year 2000. The College of Communications Technology will produce the needed manpower to sustain these projected plans and it is hoped that with proper management the telecommunication costs will be minimized so as to encourage wider use of this means of communication.

There has been in the recent past formation of private firms competing with KP&TC in providing equipment and know-how as well as efficient telecommunication services and hopefully at reduced costs.

However, if past experience is anything to go by, the financial requirement for this network project are high in terms of hardware, software, training of personnel and other

administrative costs due to time factor and escalating prices of information technology in the Kenyan market. On a long term basis the project will be cost-effective, that is its justification should not be sought on immediate tangible returns which is not characteristic of public service information systems, but under long term accrued benefits at national, regional and international levels.

4.3 USERS OF ARCHIVES

The Searchroom and the Art Gallery are the interface points for users of archives and consultation with archives personnel.

During this study a questionnaire was administered to regular users of archives. This was followed by a personal interview with a number of the users. Although the number of respondents dealt with was only ten, this was a representative number in that these are users who have been consulting archival materials for three months and above continuously on different projects. They qualify to be called primary users of archives as they toil through files trying to seek out information. Most of the respondents were postgraduate students collecting data for their Masters degree and the others were university lecturers, two from the local universities and one from an American university. However there are other frequent researchers who comprise of high school students and undergraduate and college students who

come for a week or two. There are also civil servants who come for an hour, a day or a week gathering some urgently required data. These qualify as secondary users as they rely on what has been processed and compiled by the archivists like administrative histories of record creating agents or just the finding aids.

This generally is the cross-section of users of archives that the Department has been catering for in the last five years 1985-1990. (See bar graph p. 93(I)).

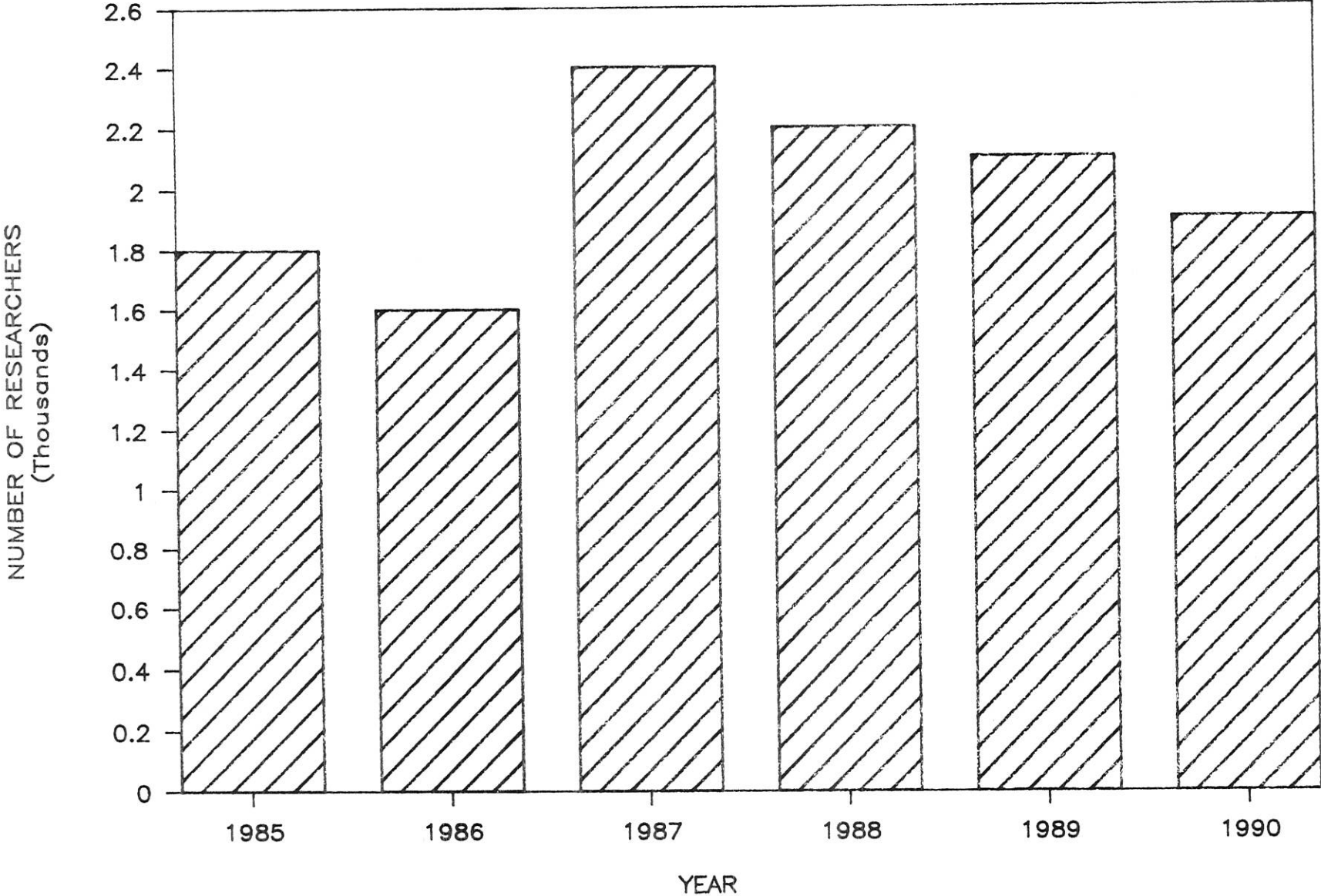
From the statistical records kept by the search room personnel the Department also serves a wide range of researchers from different nationalities some of whom come for short periods of up to two months.

Table 1 represents data about such users for the period January - December 1988.

Other types of users include school and college parties and even members of the public who come to view the historical photographs, artifacts and other ethnographic materials in the exhibition area of the Department. These parties are also treated to historical films maintained by the Department. These types of visitors are many and the Art Gallery staff who handle these groups are kept busy especially during the school terms when they receive an average of two schools per week.

NUMBER OF RESEARCHERS

SERVED ANNUALLY 1985-1990



Other categories of users include students studying at the Kenya Polytechnic for diploma or certificate course in library and archives. These students are aware that the Department is an important source for their course materials and they are regular users.

These students and also those from Moi University - Faculty of Information Science come for conducted visits and attachment with their lecturers so as to learn some of the practical aspects of archiving and records management.

Other users are those who will write to the Department making enquiries for certain information. These enquiries are passed on to the appropriate action officers by the Office of the Director and they are dealt with accordingly.

Telephone enquiries are also common though no proper statistics have been kept todate. Journalists, pressmen and television crews are also seasonal users of archives and these in a way have helped to publicise the archival service to the potential users and thus push the statistics of users upwards.

TABLE 1
RESEARCHERS BY NATIONALITY - K.N.A and D.S.
JANUARY- DECEMBER 1988

NATIONALITY	NUMBER OF RESEARCHERS
1. Kenyans	1436
2. Americans	385
3. Germans	67
4. British	66
5. French	59
6. Canadians	16
7. Swedish	14
8. Japanese	10
9. Dutch	5
10. Irish	5
11. Norwegian	5
12. New Zealander	4
13. Ugandan	4
14. Ethiopian	3
15. Italian	3
16. Arab	2
17. Liberians	1
18. Rwandese	<u>1</u>
	Total <u>2086</u>

4.3.1 COST FOR INFORMATION SERVICES

Information service provision is an expensive undertaking especially in Third World or developing countries. Establishing the information infrastructure and training the information specialists requires heavy financial expenditure in foreign exchange which is not readily available especially in the developing countries where information has not been prioritised.

When it comes to costing information services and products it therefore becomes very difficult, as the break-even point might discourage information seekers and considering that our societies have developed a philistine attitude towards reading.

Public information agencies like the Archives, Public Libraries and Documentation Centres find it difficult to fix charges that would be acceptable to users. The difficulty is even more intensified by the fact that there are no immediate tangible returns from the service except probably photocopies or computer printouts that might be easily costed.

As a result the public information agencies are not able to generate revenues which can be ploughed back to improve their information services. They have therefore continued to rely on the public treasury whose priorities have favoured other institutions and services to the detriment of the information services and infrastructures.

Until recently the Department of Kenya National Archives and Documentation Service has been charging researchers consulting the archival materials ten Kenya shillings for a research permit covering a year. The photocopy service charges a shilling per copy*. These charges are very cheap compared to other private institutions and being a public service the Department has been hesitant to raise the charges. Due to escalating costs of running the service the Department has now raised the research permit fee to fifty Kenya shillings and the photocopy charges have gone up to five shillings per copy.

A number of researchers have complained about these increased charges and the Department is trying to use its public relations to convince the users that this has been done in good faith and in the spirit of cost-sharing. Initial cost of establishing an effective network can be high and the Department needs to give it a serious consideration.

This study would however like to suggest two types of charges, one to cater to the students who might genuinely be financially handicapped, and the second one for those who are working researchers.

Some of the proposals in this study are meant to assist the Department to improve on its information service in terms of speed in retrieving the needed information, accuracy and relevancy.

*1 US \$ = 30.45 Ksh.

To achieve these improvements there is need to acquire information technology facilities and also train or retrain the personnel in modern information user service.

With improved service this study expects that the users will appreciate and willingly pay the new service charges. Users are invited to register their views about the service directly or through the suggestion box as they can assist the administration to know of the existing shortcomings and be able to redress them accordingly. From the interviews and questionnaires administered to regular users of archives this study has received some feedback about the service and they have been communicated to the relevant offices for redress.

Overall the interviewees expressed satisfaction with the current service observing that the current manual system for document retrieval is slow especially with those newly posted officers who are not familiar and conversant with document location in the repositories. This is one area where computerisation will enhance the retrieval mechanism.

The issue of the Thirty year rule relating to the access period for the public documents is an issue of great concern to most researchers who feel that this period is too long and that it should be reduced. This is however a policy matter and the relevant offices are trying to review the matter.

During the last East and Southern Regional Branch of the International Council on Archives, (ESARBICA), held in

Botswana in August 1991, the issue of access to archival information was discussed and there was common view that there is need to make uniform the access period so as to enhance free flow and access to archival information. However, there is need for proper guidelines and the heads of archival institutions and their professionals should be explicit about the matter.

The following table reflects the access period to archival materials for some ESARBICA member countries:

TABLE 2

COUNTRY	ACCESS RESTRICTION IN YEARS
- Botswana	20
- Kenya	30
- Lesotho	35
- Tanzania	30
- Zambia	20
- Zimbabwe	25

4.3.2 TRAINING OF INFORMATION PERSONNEL

The training of information personnel has been going on for many years and especially for librarians and archivists. However, developments in the subject have necessitated the training of documentalists and today the field requires information scientists. Information science as a discipline embraces other fields of knowledge. For information to fulfil its objective of reducing uncertainty or helping the user in problem solving it has to be processed by professionals trained in the information handling processes. The professional must master the technical skills so as to serve the users needs effectively.

The users of information are from diverse backgrounds and information specialists have to work in different information systems and subsystems, some of which are highly specialised and sophisticated.

An information specialist needs to be a person with good public relations because in providing information service the professional will meet people from all walks of life. The information specialist needs to be creative and imaginative capable of communicating effectively and ready for human contact with a high sense of teamwork.

In a profession where answers to some information

enquiries do not follow the rule of the thumb, the information specialist has to use judgement and discretion. Last but not least, those in information work must have interest, be adaptable, and persevering. These attributes make up an effective and efficient information specialist whose service will be appreciated by users. Hence in the training of an information specialist it is not only the subject matter such as ability to catalogue, classify, index, abstract documents etc. that will be important but also the molding of the personality to develop the above characteristics. ♫

Training for information specialists in Kenya has for many years been dependent on information schools in Europe, America and Asia. Makerere University, since 1963, has been producing certificate and diploma candidates in library studies. Most of these candidates took up jobs in the major libraries and are even today holding key posts in the information sector. The earliest trained archivists qualified from University of Ghana, Legon where a school of archival studies has been functioning since 1974 offering a one year diploma certificate course.

The need for paraprofessional staff, the important support cadre in library, archives and documentation work made Kenya Polytechnic start a one-year certificate course in 1974. For a number of years member countries of ESARBICA benefited by this course. The need for diploma cadre in the recent past has necessitated the starting of a 3-year diploma

course at the Kenya Polytechnic and the first set of graduates passed out in 1991.

The other development has been the starting of library/archives and documentation course in Kenyatta University for Masters of Education students. Moi University has a Faculty of Information Science whose pioneer graduates are expected to graduate in B.Sc. in information science in 1992. The Moi university course is unique in that it emphasizes on the needs of potential employers and this is reflected in the content of their curriculum which is broadbased covering library, records management and archives, information technology, publishing and books trade and information science. Continued efforts by the university to liaise with the potential employers as well as feedback from institutions where the students are sent for practical attachments will help the Faculty to regularly review its syllabus.

Apart from these local training institutions, information specialists have continued to be trained in other institutions outside Africa. However, it is worth noting that two regional Schools in information science offering courses leading to a Masters degree are now operational, one at the African Regional Centre for Information Science at University of Ibadan in Nigeria and another at the School of Information Studies for Africa at Addis Ababa University in Ethiopia whose pioneer students are expected to graduate in June 1992.

All individuals, organizations and governments who have made it possible for these regional schools to be opened deserve commendation in that information science in these universities is being taught within the context of African environment with its unique information problems. This might inject some new vigour in the African information sector. Various seminar papers and other documents of African information systems and services have attributed their poor performance largely to lack of properly trained manpower. It is therefore crucial that the governments of the respective African countries address themselves to this vital need. Existing information infrastructures, adoption of information technology or planning for national information systems can only succeed if we have properly trained and qualified manpower. Whereas this point is undisputed, the other associated factor contributing indirectly to the poor performance is the inadequate remuneration of information specialists especially in the public sector. This has demotivated the personnel forcing them to seek employment in better paying institutions. Respective governments should look into this matter and Kenya is no exception.

Looking at the syllabus contents for some of the institutions offering training in the information field there is need for coordination by the various institutions, professional associations under the umbrella of the Ministry of Education to harmonize the syllabus. Some like the Kenya

Polytechnic certificate course require to be reviewed and the diploma course should have more emphasis on modern information technology, use of computers in information processing. These courses need more emphasis as these are the cadres who will supervise the actual operations of information acquisition, processing, storage/preservation, retrieval and dissemination. Courses in archives should also emphasize on non-conventional information media that the students will come face to face in the field. Documentation should also be more detailed as the shift from the traditional library processing methods are paving way to modern information analysis, packaging and repackaging.

From a survey on the training needs in Kenya 1986 and 1988, nine broad categories of information related work in Kenya were identified as; teaching; management information services; editorial and publishing; records management and archives; research and information work; printing management; information work including public relations; documentation and book trade. The growth of the 'information industry' is not proportionate to the trained personnel graduating from the various training institutions. The supply and demand factors might not work effectively because of the various levels of manpower training, the professional and paraprofessionals/technicians with only about 115 professional jobs being advertised in a year out which 47 are in libraries. Within a few years the market will be

saturated at this rate. It is expected that the industry will pick up momentum and become a major employer so that the trained manpower is not wasted. These developments in professional training indicate that if information service is to be developed in future, properly trained personnel will be a prerequisite and continuous education and training in new techniques in information processing will keep the information personnel abreast with new information technologies and needs of the profession.

SUGGESTIONS

This study makes the following suggestions:-

1. For the Department to be able to establish an effective archival network the Director be allowed to solicit donations in kind or cash from possible donor agencies.
2. The government should examine the possibility of elevating the Department to a parastatal status and allow it to charge for its information professional services like microfilming restoration, records management consultancy, consultation of materials by researchers or answering database queries.
3. The treasury should waive duty on information technology equipment the Department may get from or through donors if it meets the standard government requirements.
4. The Treasury should increase the Department's budgetary

allocation as the new national documentation service requires equipment and properly trained personnel for the take-off.

5. The training vote for the Department be favourably increased as the new information handling, processing, storage, packaging and repackaging, retrieval and dissemination calls for new type of training and retraining of the existing personnel.

4.4 FUTURE PROJECTION - REGIONAL ARCHIVES NETWORK

The final decade of the twentieth century is a critical one for the developing countries. There are social, economic and political pressures facing these countries and how well each country manages its affairs so as to survive into the twenty first century is a matter of concern.

In international forums there has been discussions about structural adjustment programmes but the dose being prescribed to African countries puts the priorities upside down.

In the area of information, its importance in development and for tackling some of the problems facing Sub-Saharan African countries has been acknowledged in the OAU Head of States summits and appropriate courses of action have been drawn up but these remain to be implemented in a number of areas.

Information sharing at regional, continental and global levels has strongly been proposed and technology transfer from

the developed to the developing countries has also been prescribed. Africa therefore finds itself on the receiving end. There is need for reawakening and optimal use of existing human and other resources so that African countries can also contribute to information sharing. The vicious poverty cycle in which African countries find themselves caught up is partly due to lack of inadequate information systems and services. As a result some vast resources lie untapped. There is thus a pressing need for the countries and regions of Africa to establish information networks, improve the communication and telecommunication infrastructures so as to access data and information from well established databases through established regional and global networks. The performance of the African Training and Research Centre in Administration for Development (CAFARD) established in 1967 has not been exemplary.

During the International Forum for Networking with a theme 'Development Research and Training, Networks in Changing World' held in Kuala Lumpur, Malaysia from 29th June to 1st July 1989, the need to establish national, regional and international networks was highly emphasised and especially the need for the developed North to share its information skills, knowledge and technologies with the poor South. It was stressed that information sharing through networks is not necessarily for equal partners and as Professor Soedjatmoko remarked '..There is not

going to be a separate future for the rich and the poor in the world. Humankind will either have a common future or none'. Ramani K V and Khalid Shams p3, 1989.

The new regional associations that have been established in Africa such as:-

- The African Association of Public Administration and Management (AAPAM)

- The East and Southern Africa Management Institute (ESAMI)

- The West African Management Development Institute Network (WAN DEVIN)

- The Association of Management Training Institutions of East and Southern Africa (AMTIESM) etc. have to take up the modern challenges of development through proper research and training programmes that will prepare effective and efficient manpower.

Despite the magnitude of the problems challenging the African countries, some of these could be tackled more successfully through joint regional endeavours. The advantages of economies of scale are becoming more of a reality in many circles and hence the need for social, economic and political unity.

Regional cooperation has been practised on for some time in the area of archives and records management. The professionals from East, Central and Southern African countries have been meeting and mapping out strategies to

tackle archival problems specific to the region.

The East and Southern Africa Regional Branch of the International Council on Archives (ESARBICA) has received the support from member country governments as well as the professional support from the parent organization the International Council on Archives (ICA).

It is gratifying that the body has been able to meet regularly and reexamine their strategies. Most if not all these member countries have positively benefited from the experiences of each other through workshops and seminars. There have been productive and beneficial programmes of staff exchange and attachment to the various archival institutions. Member countries should therefore explore the possibilities of establishing an archival network for the region enabling the members to share archival information and also in the area of records management. The network can also enhance resource sharing through exchange of personnel experts etc.

The future trend for information in Africa is that of establishing information networks as no country can be self-sufficient in information resources and services. Information networks will be the appropriate mechanism for enhancing resource and service sharing.

As the developing African countries struggle to break away from 'information poverty' they will need to develop research and technology for development. In quite a number of areas this can be economically done through regional or global

cooperation. Again information networks will contribute positively in this direction helping the countries minimize duplication which more often than not is an expensive undertaking. Other areas of economic benefits will be in the acquiring of books, journals and other valuable publications published in developed countries. These have become very expensive and for African countries without hard currencies most of these would be outside their reach. Information networks, universal bibliographic control, use of CD-ROM and other forms of information technology will greatly assist African countries to develop their information resource base and provide current awareness services.

However, to be able to develop information networks, African countries will need to develop their communications infrastructures and especially the telecommunications systems. As the situation stands it is easier for most African countries to communicate with their former colonial capitals than it is with their African neighbours. This is a pathetic situation and a joint continental effort to remedy this situation is of immediate concern.

The benefits accruing from information networks are therefore many and currently the global trend is that of creating more and more specialised networks as more knowledge continue to be generated by various information systems and services.

However African countries will need to do some considerable

groundwork. For example most of the countries do not have an overall information policy with a legislative basis as yet. Such an information policy is helpful as it will provide guidance on matters relating to information in a country. The countries should therefore identify their information needs and establish information systems to cater for these needs. There should be agricultural, industrial, health, education economic, social and other information systems as these will establish the nodes for communicating with related information systems from other parts of the world through networks. It is therefore necessary that African countries which have not taken up the issue of a national information policy seriously to do so before the turn of the century otherwise they will continue lagging behind in development.

The other area of future concern is that of creating user awareness which in most African countries is either absent or very low. This might account for the apathy of users to information profession and also the relegated level the information institutions when it comes to funding especially from the national treasuries. Increased user awareness as well as sensitizing those in strategic levels of management will create an information culture. The more the potential users become active users, the more they will activate the information service and the more it will justify public expenditure. The education systems should promote reading habits and hence the thirst for knowledge. The students

constitute a large potential user group even after finishing school. Those who develop early interest in information are bound to become successful information workers with proper training. Considering that human resource is vital for the development of information service and infrastructures, cultivating readership habits will therefore be an important foundation, and African countries should make this preparation by establishing appropriate information training institutions.

For those in policy making levels if they receive information to enhance their decision making then they will perceive information as valuable for development planning. For the governments of African countries they should feel obliged to champion the provision of public information service by establishing the right information agencies like; national library, national archives, national documentation centres, national council for science and technology etc. so that they can safeguard the very important sector of information sources. Through proper legislations and proper guidelines on the services will ensure harmony and minimize duplication of functions. The need for effective and efficient coordination should be identified in the initial planning stages and hence the administrative difficulties encountered in trying to introduce coordination at a later stage will be minimised if not avoided.

Finally for a national information system to succeed in establishing the information service and infrastructures

finance is crucial. Fund is necessary in training information personnel, acquiring information technology, establishing communication networks and other requirements. The undertaking is therefore demanding but worth the expenditure. African countries should not repeat some costly mistakes in their pursuit for development. Developed countries have gone through various certain cycles in development and their documented experiences can be of great help to the emerging African countries. No country will develop alone as an island, neither will any country be self-sufficient in its information needs. This calls for the creation of a sharing information culture. There is need to integrate the information systems so that they can benefit from each other. This is the state of synergy for the 'information society' and information networks can make a significant contribution.

CHAPTER FIVE

5.1 INFORMATION TECHNOLOGY-ITS APPLICATION IN ARCHIVES

The last two decades have witnessed a rapid development of information technology and its application in information handling has greatly transformed the information field. The development of computers from the bulky first generation computers to the microcomputers of the fourth generation has seen the unprecedented improvement in the speed of performance as well as expansion of the storage capacity. The miniaturized technologies have eased the physical handling coupled with reduction in unit price making microcomputers affordable to many individuals and organizations even in developing countries.

The development of telecommunications and especially the telephone and its integration with computers has made telematics a very useful transfer and exchange facility at the local, national and international scale. Whereas electronic data processing has improved the performance of various information systems and services, the resources and outputs of these systems can be shared through the use of telematics. Information technology therefore constitutes a very vast area and this study will not be able to deal with all aspects due to various constraints. However the study will attempt to cover those information technology applications which are more pertinent to the archives field.

The archivist for many years has been concerned with the

acquisition, processing, storage and preservation of archives as well as the provision of reference service. These professional functions have preoccupied the archivists from time immemorial making the archival procedures so routine and often hindering innovation within the profession. The paper which has been the information media for centuries remained the concern of the archivist because of its informational value and perishable nature.

The development of information technology in the last few decades has created non-conventional information media like the punched card, magnetic disk, floppy diskettes, video disk, digital optical disks, CD-ROM, microfiche, microfilms, cassette tapes, discs, photographs, slides etc.

The transition from the conventional to non-conventional media for information recording, storage, and dissemination has therefore, challenged the archivist whose traditional role stands but has now to receive and accession machine readable records. Hence there is need for information technology equipment in archival institutions to facilitate access, processing, servicing, transfer and specialised storage facilities and conditions.

Although the archivist unlike the librarian has continued to lag behind in embracing information technology applications, the realities are that more and more public offices are adopting information technology by way of modern office automation so as not to be edged by competitors. The

computerisation of public offices is slowly gaining momentum and the Department of Kenya National Archives and Documentation Service has been approached by some government institutions to advise them on how to store audio-visual materials. These early enquiries are a prelude to the Department on the possible future volume of non-conventional archives that the Department will be called upon to appraise, transfer for preservation in the archives or advise on the disposal procedures. ~~acquire, preserve, retrieve and disseminate~~

The audio-visual section as well as the conservation and micrographic sections should therefore prepare in advance through appropriate training to become familiar with the handling of these information media. The Department should also acquire the necessary equipment for processing machine readable records.

Currently the Department has acquired two microcomputers with printers as well as a memory typewriter and two electric typewriters. A television and a video system has also been acquired and there is a film projector, film camera, and tape recording equipment. The micrographic section has microfilm cameras and some readers. The conservation section has book binding equipment, a guillotine and heavy duty copier. Efforts are well underway to replace the current old telephone PBX model with a more modern facility. It is therefore appropriate to say that the Department has some basic information technology equipment although some like the microfilm cameras

and readers will require to be replaced.

However on the side of storage the Department has yet to make some appropriate provisions such as film vaults, special cabinets for storage of disks and diskettes, special shelves for computer printouts. This also calls for improvement of air conditioning facilities to regulate temperatures and humidity within the storage areas. There is need for dust sucking devices as well as disciplined measures in handling of disks and magnetic equipment. In summary the new media for information storage unlike the traditional paper are delicate in general and this makes it necessary to exercise extreme care in their handling and maintenance.

5.1.1 RECORDS MANAGEMENT AND INFORMATION TECHNOLOGY

Whereas the main objective of records management function is to ensure efficiency and economy in the generation, maintenance and disposal of records, the records managers are faced with hard decision making in advising clients especially government departments and parastatals on whether to automate their information systems or not.

More often than not institutions who have sought advise from private computer firms have recommended the institutions to automate their functions. This has tended to create the attitude that automation is a panacea for all information problems within an organisation. This has resulted in automating inefficient manual systems which did not to improve

the situation although considerable sums of money have been expended. This situation should be safeguarded and records managers should advise the public institutions that strategic planning is the key to successful automation. Many manual systems have been known to perform efficiently and also economically. Computerisation as a fashion should therefore be avoided. However, it is incumbent upon the records manager, after analyzing the existing manual system and the functions of the respective institutions to advise on the appropriate records management practices.

Nevertheless the Division is effective and the staff have to keep abreast with the existing information technologies through attending courses, seminars, workshops and exhibitions so that when training the registry clerks and lecturing to departmental heads on records management and office automation, they may be able to point out the advantages and disadvantages of information technology applications. The Division's contact with those generating records in the public service offices will also be able to assist the Archives Administration Division to make the necessary preparations for the storage facilities for the new media of information that will end up in the archive for preservation.

5.1.2 STORAGE

For archival institutions storage has been one of the greatest concern, especially for those institutions which as

yet do not have purposely designed archives and as such suffer acute shortage of appropriate archival storage. This is a common problem in ESARBICA member countries for example Kenya, Zambia and Zanzibar where the physical facilities continue to be outstretched.

The Kenya Government has taken up this problem and it is expected that appropriate accommodation will be provided in the near future. With the awareness of the increasing volume of non-conventional information media, the future architectural designs of archives should make generous provision for the special storage and operational facilities for such media.

Non-conventional media offer great savings in terms of space. Also magnetic disks, tapes and diskettes can accommodate large volumes of information which would have otherwise meant maintaining thousands of files. To date the Department has 1.5 million records in its repositories. The Department's microfilming programme have resulted in reasonable space saving although the microfilming costs have been high. Documents such as newspapers and Kenya gazettes which occupy much space in paper form could be maintained in much reduced space on microfilms or microfiche. Micrographics has, therefore, brought about a storage relief for the archivists.

Another emerging technology that has wide ramifications for archivists, is optical disk technology. These include the

CD-ROM which can provide for full text storage of agreements with relative safety. A 4.5" diskette can store over 600 MB about 200,000 pages of A4 text which is likely to increase by ten times within the decade. Others include video disk, write once read many times (WORM), digital optical disks etc.

To benefit from these technologies the archivist whose other functions are processing, retrieval and dissemination of information in fulfilment of the reference service can facilitate and enhance these functions through the application of computer technology.

Computer Assisted Retrieval systems (CAR) are increasingly becoming widespread. Kenya National Archives and Documentation Service can in future enhance its retrieval, inventory control, indexing through use of available computers. The Micro CDS/ISIS package is a menu-driven generalised information and retrieval system designed specifically for the computerized management of structured non-numerical data bases. Used on IBM PC compatible the microcomputer CDS/ISIS is user friendly and through its various menu and sub-menu option identifiers it enhances the user interface. It is, therefore, an appropriate software for archives use and this study recommends that it is suitable and cheap and can be easily tailored to the archival storage, processing and retrieval needs. More advanced associative processing with processors that scan texts directly and at high speed are being experimented and the success will be a

dramatic improvement on the present text searching by building index file that points to the location of the original documents. The archives can also use micro CDS-ISIS improved MIBIS to prepare bibliographic databases that will facilitate user access and also enhance retrieval.

Information technology also provides for the Optical Character Recognition (OCR) technology which has been an area of concern for archivists dealing with documents containing hand written images such as signatures or annotations. The OCR converts the typed or printed documents into machine readable files. More advanced systems Ink Character Recognition (ICR) that can convert hand written files are being developed and will soon be in the market.

Further technological marvels of the 5th generation computers with expert systems and natural language systems will be applicable in national archives especially in the developed countries where research and use of archives is becoming common.

Information technology and its application in archives acquisition, processing, storage and preservation as well as retrieval and dissemination of information is today a reality for the archivist. The traditional conservatism of the archivist in the developing countries should give way to a more pragmatic approach in facing the challenges of the profession. The generators of records have resorted to the use of information technologies through office automation and in

records management which is an inseparable domain for the archivists and records managers. These offices are generating machine readable records and the archivists have to prepare and familiarise themselves with information facilitate more efficient and effective acquisition, processing, storage and retrieval of these non-conventional archives.

5.2.1 DATA SECURITY

The adoption of information technology in archive will have to bear with the following problems of data security:-

- Computer virus,
- Access to and use of confidential materials, modification and manipulation of data and information for example personal information, information related to state security, proprietary information etc.
- Right to information issue as increasingly users demand free access to information against thirty year rule.

Security measures have to be devised to face the above challenges and these range from data encryption, use of passwords, using anti-virus software on all diskettes, time and station restrictions, limitation of users rights etc. However for public institutions these measures are difficult to enforce and especially information institutions, such as public libraries, archives and documentation centres. In archives the confidentiality of some data would therefore need to be ensured and some of these security facilities should

be important considerations in selecting the hardware and software.

Those software packages that will enhance improved integration and better interfacing would be the most appropriate. The microcomputer technologies which are user friendly can have this attribute enhanced if the user needs are considered in the preparation of the software. This might require inhouse additions to existing software like Micro CDS/ISIS currently in use in Kenya National Archives and Documentation Service.

From the last two African Information Technology Exhibition Conferences (AITEC) held in Nairobi in June 1991 and another one in Harare in November 1991, the African Market is just beginning to open up for computer hardware and software. Spencer, in his survey of the Kenya computer industry forecasts that the industry is in a buoyant phase from 1992. The government's move reducing the import duties and sales tax in June 1991 budget has been an incentive to the potential clients. However with greater awareness about the advantages of computer information systems, the potential market is destined to expand. The computer and hardware and software vendors should also rectify past poor practices of disappearing soon as they have installed a system. After sales support and maintenance services are necessary for the clients to continue using the system effectively. Clients have also faced the problem of spares for hardware and software. These

'quick in quick out' vendors have therefore disillusioned their clients as they are just after the 'grey markets'. As mentioned elsewhere in this study the public and the private sector need to be aware of these developments so that they do not jump into the 'computer bandwagon' without pre-planning. Information technologies should therefore be adopted because they will enhance efficiency and profitability in an institution.

5.3 TELECOMMUNICATIONS NETWORK

Information resources and services sharing in Kenya has largely been facilitated by telecommunications network that has become an important component of the country's communications system in the last ten years.

The postal and telecommunication service in the country are run by the Kenya Posts and Telecommunications Corporation (KP&TC) a giant corporation founded under the Company Act in 1978. Since its inception the Corporation has invested heavily in the expansion of the postal and telecommunications services in Kenya and especially focusing on the rural areas. It is therefore appropriate to discuss the telecommunication network which has made it possible for the users to communicate effectively within the country and with the outside world.

At independence in 1963 there were only 241 post offices in the country. The number rose to 711 by 1981 an annual

growth rate of 6.2%. During the same period the number of people served per post office declined from 37,100 to 23,100. The number of people per departmental post office fell from 100,400 in 1963 to 92,300 in 1981. This was a phenomenal growth considering the distribution to all the major towns in the districts.

During the plan period 1988-1993 the number of post offices is expected to grow from 954 in 1988 to 1,276 by 1993. Complementary services such as the Speed Post Courier Service and other postal services have continued to expand to the districts and divisional headquarters.

The growth of telephone services has also been remarkable. By 1988 all Provincial and District headquarters had Subscriber Trunk Dialling facilities. This was facilitated by the microwave relay and overhead and ground cabling systems. The large towns have direct access to International Subscriber Dialling. Public phone systems has greatly improved public access to telephone facilities both in the urban and rural areas. The use of telephone cards has added convenience to users. However, there is need for public education on the importance and use of these public telephone which have been vandalised and also misused by some users. The Corporation could enhance this awareness through public media such as the radio, television, newspapers and also public meetings. so that there will be responsible use of this helpful means of communication.

From 1974-1987 the total exchange capacity increased from 55,732 lines to 200,000 lines, whereas the total number of direct exchange went up from 49,788 in 1974 to 80,206 in 1981. The total volume of telephone traffic grew from 121,388 paid minutes in 1961/62 to 8,693,376 paid minutes in 1980/81.

During the plan period 1988-1993, the telephone trunk capacity and exchange connections are expected to grow by almost 12% per annum, while the manual exchange capacity is expected to grow by 3.5% per annum. All division headquarters will have Subscriber Trunk dialling facilities by 1993 and telephone lines are expected to rise to 1.5 million.

Modern technology has transformed the telex services with automatic exchange facilities. The exchange capacity has grown from 920 lines in 1977 to 1,500 lines in 1981 with the number of subscribers especially in business increasing every year.

Satellite communication was introduced in 1970 with the launching of Longonot I Satellite Earth Station which enabled Kenya to communicate with the rest of the world utilising the Indian Ocean Region Satellite. Longonot II satellite, launched in 1981 enabled Kenya to effectively communicate with Europe, America and Western Africa via the Atlantic Ocean Region Satellite. The satellite systems have reduced the importance of High Frequency (HF) radio communication and facilitated introduction of new services such as the International Telephone Services Centre (ITSC). A second International Satellite Station (INTELSAT) is under construction in Kericho.

The growth of telephone and telegraph channels and modern technology have facilitated the launching of Message Switching Centre. This is a computerised international telegraph traffic 'exchange' used for sorting and routing messages as well as the Central Telegraphic Office (TCO) with electronic teleprinters.

Through the satellite system Kenyans have been able to receive live transmissions of television pictures of important events through the telecommunication system using latest technology. The Kenya Television Network (KTN) and CNN keeps Kenyans abreast with the latest events happening in the different parts of the world.

The Corporation therefore has been exemplary in its acquisition and application of modern information technology to improve its communication service. There is an ambitious project to manufacture telephone exchanges and receiving equipment to satisfy domestic market and export surplus within the Preferential Trade Area (PTA). The College of Communications Technology will raise the technical capability and it is expected that the Regional African Advanced Level Telecommunications Institute (AFRATI) will be a further impetus for the growth of the Corporation.

The Government recently revoked the monopoly of the Kenya Posts and Telecommunications. This is another move that will create healthy competition for improved and efficient telecommunication services. The development of the

library materials. The catalogue entry has indications (A for archives and L for library) for such distinctions when needed.

The acquisition, processing, storage/preservation and retrieval are the main functions of the Department. Designing a database will therefore require to consider these functions in relation to the materials.

Although several software packages are being marketed suitable for specific functions for libraries and documentation centres the uniqueness of archival materials requires a software that would allow for the addition of fields, such as:

- Archives Group
- Deposit
- Provenance
- Type of materials
- Status
- Class title
- Original reference
- Accession number
- Abstracts/Description
- Location etc. to the conventional bibliographic descriptive elements.

Whereas the processing of library books is more direct with explicit fields such as author, title, date, publisher, call number, ISBN number etc. the processing of archival materials has other intricate details and that is why their

processing would require either purposely designed software considering the specific needs of the given institution. Such an inhouse tailored software would be appropriate for institutional archives but not for national archives with several regional record centres and hence the need for coordination and standardised system.

The existing manual system includes preparation of accession lists which are used as finding aids by researchers. These lists contain a brief description of the file contents or more often the file title and the covering dates, deposit or record group number and the accession number.

The Department, prior to 1984, used the Deposit system under which every incoming consignment of records from the creators was given a Deposit number. Professionally this was found to contravene the principle of provenance. The Department hence started a new classification system using the Record Group concept. This system has several advantages but that of continuing to respect the provenance even with future accessions was the most determinant factor in the change from the Deposit system.

With modern technology of computerised data bases this problem is easily solved as there are facilities for cross-referencing, search combination, browsing etc. in the retrieval menu example ISIGEN in micro CDS-ISIS version 2.32.

The existing manual system has another shortcoming where file titles can be misleading right from the source. This

makes researchers select and call for files which on perusing the contents are found to contain little information relating to the subject indicated by the title. The issue of relevance has therefore been sometimes disappointing to researchers who have no patience of going through several files and are after hard information.

5.4.1 RECOMMENDATION

A computerised database will ease these problems as such facilities like browsing master file, display terms dictionary, search formulation, display search results etc. exist on the ISIRET menu. Through development of a thesaurus, indexing will be enhanced and abstracts will be true comprehensive summaries of the file contents.

The first step towards a computerized data base will be keying of data. This is an important step and trained personnel should be the ones to do the exercise. The future processing of records will depend entirely on the data that is input to the system. Considering the volume of archival records a schedule based on provenance or years should guide the inputting of data.

Having made these considerations, this study which has examined at length the establishment of an archival network in Kenya proposes the adoption of micro CDS-ISIS version 2.32 software. This is a menu generated information storage and retrieval system which although designed for the computerized management of structured non-numerical data bases makes

provision for addition and modification of fields to facilitate some specifically required functions for an information system. The menu and sub-menu option identifiers can be customized to match the specific requirements and the user will easily navigate from one option to the other hence its user friendliness on the microcomputers.

The Microcomputer Based Information System MIBIS is a data base structure which can be developed and manipulated conveniently using CDS-ISIS and has most of the options that would be required in the acquisition, processing, storage, preservation and retrieval of archival and related library materials. The few unique archival fields can be modified or be added into the system. The techniques have various provisions that cater for the bibliographic details. The Field Definition Table (FDT) is therefore very comprehensive and data entry via online worksheets and the validation of the contents of the fields are properly catered for (See Annex 6).

The development of the database should be carried out step by step and the design, implementation should be in phases. A computerised archival database would continue to operate supplementing each other especially in the retrieval until the entire system is stabilized. It would also be appropriate that the archives staff become familiar with the system first before other users are introduced and allowed to use the microcomputer for the retrieval in which case various

restrictions like access to classified materials, read only capability by researchers etc. should be inbuilt into the system for data security purposes. These and other features should be important considerations in the management of the database environment.

However continuous appraisal and evaluation of the system performance especially with rapid innovations in information technology will further contribute to the database development.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.1 CONCLUSION

This study has attempted to highlight various factors considered crucial in the establishment of effective and efficient archival information network in Kenya.

The archives information network constitutes an important part of the national information system. The need for a national information and informatics policy has been emphasised as well as the review and strengthening of the various sectoral legislations relating to information.

However this study would like to throw a major challenge to the existing public information agencies to reexamine their performance and be more pragmatic as there seems to have been more of theoretical debates in search of scapegoats for their poor performance.

The available information resources should be harnessed and utilised for the improved performance of the country's information systems and services. In this regard the need for coordination is a prerequisite. Voluntary cooperation will be a major impetus towards improved performance of the information agencies. Information technology applications will facilitate the information resource and service sharing and also transform the national information system into resourceful networks that will be able to access valuable information from regional and international databases.

Information as a resource for socio-economic development should therefore be acquired, processed, preserved and be made readily available for planning, decision making and development. The existing information infrastructures in Kenya have the potential to carry out these important functions and the following recommendations are made with this in view.

6.2 RECOMMENDATIONS

LEGAL INSTRUMENTS

(REF. CHAPTER ONE)

1. The Department of Kenya National Archives and Documentation service can be commended in the way it has exploited the legal instruments especially chapter 14 and 19 of Kenya Laws in carrying out its archival as well as records management functions. The Office of the President circulars pertaining to records management have further facilitated the Department's operations. Whereas the Department should continue to use relevant offices that would accerelate its operations, the Public Archives Act should be reviewed so as to have a clear section dealing specifically with records management practices in public offices. Such legislative provision will:-

- (a) Give the Department executive powers to examine records creation and maintenance during their currency and also semi-currency.
- (b) Give the Department the responsibility to examine filing and registry systems in public offices and also advise or act accordingly. This will help to

curb the existing problems in various public offices where the flow of information is hampered by defective filing, poor registry systems and untrained personnel.

NATIONAL DOCUMENTATION AND INFORMATION RETRIEVAL SERVICE

2. Since the inception of the National Documentation Service, the Department has made a significant contribution in the establishment of District Information and Documentation Centres (DIDC) especially in the training of District Information and Documentation Officers (DIDOs) as well as the actual setting up of the DIDCs.

(a) Whereas the Department should continue this endeavour, possibilities should be explored where DIDCs with adequate accommodation facilities should also become District Record Centres and also District Public Libraries. This should be in the spirit of cooperation and coordination which can be greatly enhanced by establishing such information centres. However the Treasury should consider providing all Districts with funds to establish DIDCs all over the Republic.

(b) The Ministry of Planning and the Directorate of Personnel Management should remunerate the professional trainers appropriately so as to be motivated in training of DIDOs. This will ensure

participation by all information specialists.

INFORMATION TECHNOLOGY

3. Information technology has facilitated fast and efficient information processing, storage, preservation and retrieval. The contribution in modern office management through decision support systems and other management options have become a reality. The Department has acquired some basic information technology applications which should be utilised optimally. Properly trained and well remunerated personnel will be a prerequisite for the efficient exploitation of information technology. The study therefore recommends:-

- (a) Continuous training of the Department personnel so as to remain abreast with the technology,
- (b) The establishment of a Local Area Network (LAN) system as a first step towards an automated archival network.

COOPERATION

4. The Department's continued cooperation with the sister departments in the ministry and also the public information agencies should be even further strengthened. Improved coordination and further cooperation with professional associations nationally, regionally and internationally will help the Department share information resources and services as no institution can be self sufficient.

NATIONAL INFORMATION POLICY

(REF. CHAPTER TWO)

5. The need for a clearly articulated information and informatics policy is long overdue. Recent developments and the proposed programme of action from the recent Kericho seminar should be implemented without further delay. The existing information agencies have specific areas of assignment and should embark on these and report to a properly constituted National Council for Information which should be placed in the Office of the President.

ARCHIVES NETWORK - ACCOMODATION

(REF. CHAPTER THREE)

1. Whereas the department has tried its best to service nearly all public offices in the country at District level, its limited human and financial resources have tended to stunt such endeavours. As a result there are only five operational Provincial Record Centres todate. The archival network plans to decentralise archival and records management functions to the district level in line with the District Focus for Rural Development. This is only feasible if the Government favourably provide funds for the opening of such centres which in future will be full-fledged District Archives within an effective network. By the same token the professional challenges of the Department call for the provision of a purposely designed archives building as the current

accommodation may not meet some specific requirements for storage of machine readable records with the adoption of modern information technology.

FINANCE

(REF.CHAPTER FOUR)

7. Whereas the number of users of archives is bound to rise even faster in the near future due to the Department's continued efforts to create public awareness, and also as the archives network spreads its branches to all the Districts of the country, the financial burden will escalate. It is expected that the Treasury will favourably assist to alleviate this burden. This study makes the following suggestions in this regard:-

- (a) For the Department to be able to establish an effective archival network the Director be allowed to solicit donations in kind or cash from possible donor agencies.
- (b) The Government should examine the possibility of elevating the Department to a parastatal status and allow it to charge for its information and professional services such as microfilming, restoration, records management consultancy, consultation of materials by researchers or answering data base queries.
- (c) The Treasury should waive duty on information

technology equipment the Department may get from or through donors if they meet the standard Government requirements.

(d) The Treasury should increase the Department's budgetary allocation as the new national documentation service requires equipment and properly trained personnel for the take-off.

(e) The training vote for the Department be favourably increased as the new information handling, processing, storage, packaging, retrieval and dissemination calls for new type of training and retraining of the existing personnel.

TELECOMMUNICATIONS

(REF. CHAPTER FIVE)

8. Whereas the success of archival network will largely depend on information technology applications, the country's telecommunication infrastructure will be an important component. The Department's plan to automate its information systems and services will have to rely heavily on the telephone facilities. Although the Department may not afford the latest telematics facilities, basic, efficient telephone will be a prerequisite. Divisions like the National Documentation Service and Records Management should be provided with direct lines to facilitate their information functions. The telephone account should hence be favourably

provided for so as to enhance information sharing with other information systems, users and databases. Other facilities like Fax will be an added improvement to the Department's telecommunications capabilities.

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ANNEX 1
SAMPLE QUESTIONNAIRES USED IN THE STUDY.

Questionnaire for Head of Department and Senior Staff KNA & DS.

1. How far has KNA & DS as a Department implemented the establishment of the Documentation Service since the amendment of the Public Archives Act in May 1990?
2. What problems have been encountered to-date towards the implementation of the service?
3. Have the new Documentation Service conflicted with the Archives Network system?
4. What has been the department's contribution towards the establishment of District Documentation and Link Centres?
5. What is the resource situation in the Department and how are these being mobilised to achieve wider roles of the Department?
6. With the Department's recent acquisition of two microcomputers what is the intended plan to automate the services and functions?
7. What has been the trend of information users in the Department since 1985?
8. Has the department encouraged user feedback in the last five years and have these been valuable?
9. With the current storage problem and the current requirement that all generally circulated government reports, published and unpublished be deposited with the department how is the Department coping with the situation?
10. What strategies is the Department adopting in realising the second phase of archival networking?

Questionnaire for staff working in
documentation & link centres.

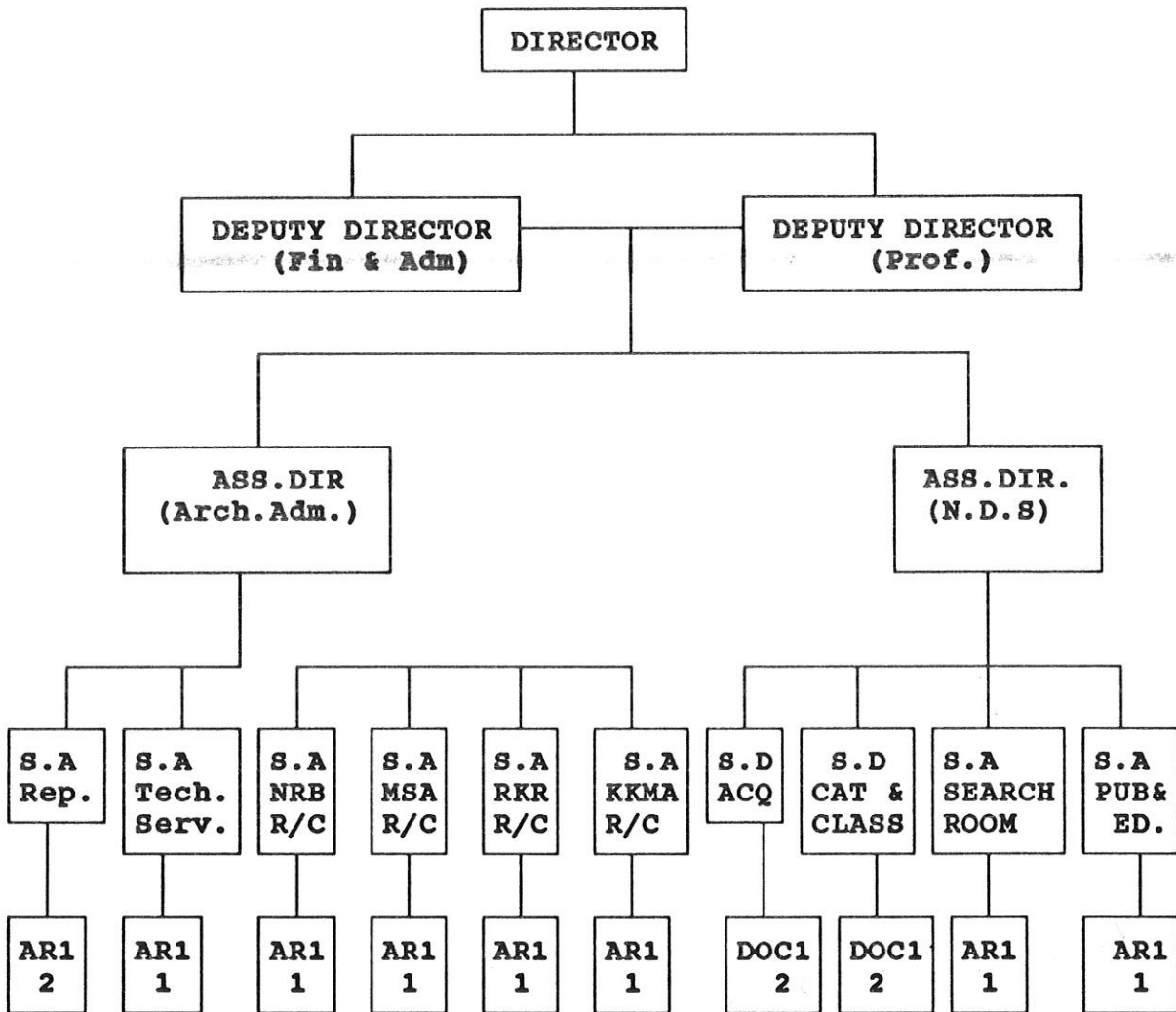
1. When was your Documentation or Link centre established?
2. What are the qualification(s) of the personnel manning your Documentation or Link centre?
3. Since inception what records have you assembled in your Documentation or Link centre?
4. What is the procedure of acquiring the documents and what problems have you encountered in this exercise?
5. How are the documents processed on being received in the centre?
6. Who are the users of your information service?
7. How far is your information service user assisted? Do you allow for user browsing?
8. What is the information access policy of your centre?
9. How efficient is the retrieval mechanism of your centre?
10. Is there need to automate the current information system of your centre?
11. How do you liaise/cooperate with other information agencies in the District/Ministry?
12. What efforts have you made to have potential users know of the availability of your information service?

Questionnaire for users of Archives.

1. When and how did you know about the Kenya National Archives information service?
2. How far have you been able to get relevant materials for your project(s)?
3. How do you go about identifying the materials you would like to refer to?
4. How fast do you get the materials when you ask for them from search room attendants?
5. Do you ever resort to search room attendants for assistance to identify relevant materials for your project?
6. Do you ever use the Department's reprographic services and are you satisfied with the service?
7. Has the Department's Library and Documentation Division been of use to you and what materials have you had to refer to?
8. What other information sources do you use for your research?
9. How do you compare their service to users with that of Kenya National Archives?
10. What improvement(s) would you like to see being implemented in the Department for user services in future?

ANNEX 2

KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICE
ORGANIZATIONAL CHART



KEY TO THE CHART.

- | | |
|---------------------------|--|
| 1. Deputy Director | - Finance and Administration (Fin/Adm). |
| 2. Deputy Director | - Professional services (Prof). |
| 3. ASS. DIR. (ARCH.ADM) | - Assistant Director Archives
Administration |
| 4. ASS.DIR. N.D.S. | - Assistant Director National
Documentation Service |
| 5. S.A.- Senior Archivist | - Repository services |
| | - Technical services |
| | - Nairobi Records Centre |
| | - Mombasa " " |
| | - Nakuru " " |
| | - Kakamega " Centre |
| 6. S.D. ACQ. | - Senior Documentalist Acquisition |
| 7. S.D. CAT & CLASS | - Cataloguing and classification |
| 8. S.A. SEARCHROOM | - Senior Archivist searchroom services |
| 9. S.A. PUB & ED. | - Senior Archivist publishing and
editing |
| 10. AR1 | - Archivist grade one |
| 11. DOC1 | - Documentalist grade one. |

ANNEX 3

KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICE

RULES AND REGULATIONS FOR USERS (REVISED 1990)

1. Access to public archives in the custody of the Kenya National Archives and Documentation Service National shall normally be by permit.
2. Members of the public wishing to avail themselves of the facilities offered by the Kenya National Archives and Documentation Service shall apply to the Director for a permit upon the forms provided, which must be satisfactorily completed. An application for a permit will constitute agreement to observe the rules made by the Director in accordance with the Public Archives Act 1965. Permits are issued by the Office of the Director after payment of the prescribed fees to applicants who should normally be above 18 years old and who have been recommended in writing by a person of recognised position or who can satisfy the Director of their suitability to be allowed access to the records.
3. Permits shall normally be issued for a period not exceeding twelve months, or in special circumstances for such period as the Director shall determine. Application for renewal of a permit whose validity has expired must be made to the Office of the Director.

4. A permit, which is not transferable, will be signed by the Director or by an authorised officer on his behalf, and will admit the bearer to the Archives Search Room during office hours, which for the purposes of research shall be:- 8.15 a.m. - 4.30 p.m
Monday - Friday
Users must sign the Visitors Book in the Kenya National Archives and Documentastion Service Search Room once each day on which they attend. Bags and briefcases will not be allowed into the Search Room. The Search Room will remain closed during the public holidays.
5. The permit will normally entitle the holder to consult those records in the custody of the Kenya national Archives and Documentation Service which have in existence for a period of not less than thirty years.
6. A user will normally be allowed to have on production for more than six documents at any one time. No document(s) will be held on reserve overnight except on request. Documents must not under any circumstances be removed from the Search Room by a user but must be consulted in the Search Room under the supervision of a member of staff of the Kenya National Archives and Documentation Service. They must be returned to the Search Room supervisor immediately after use. If it is considered that use will cause further deterioration,

fragile or damaged documents will be restricted.

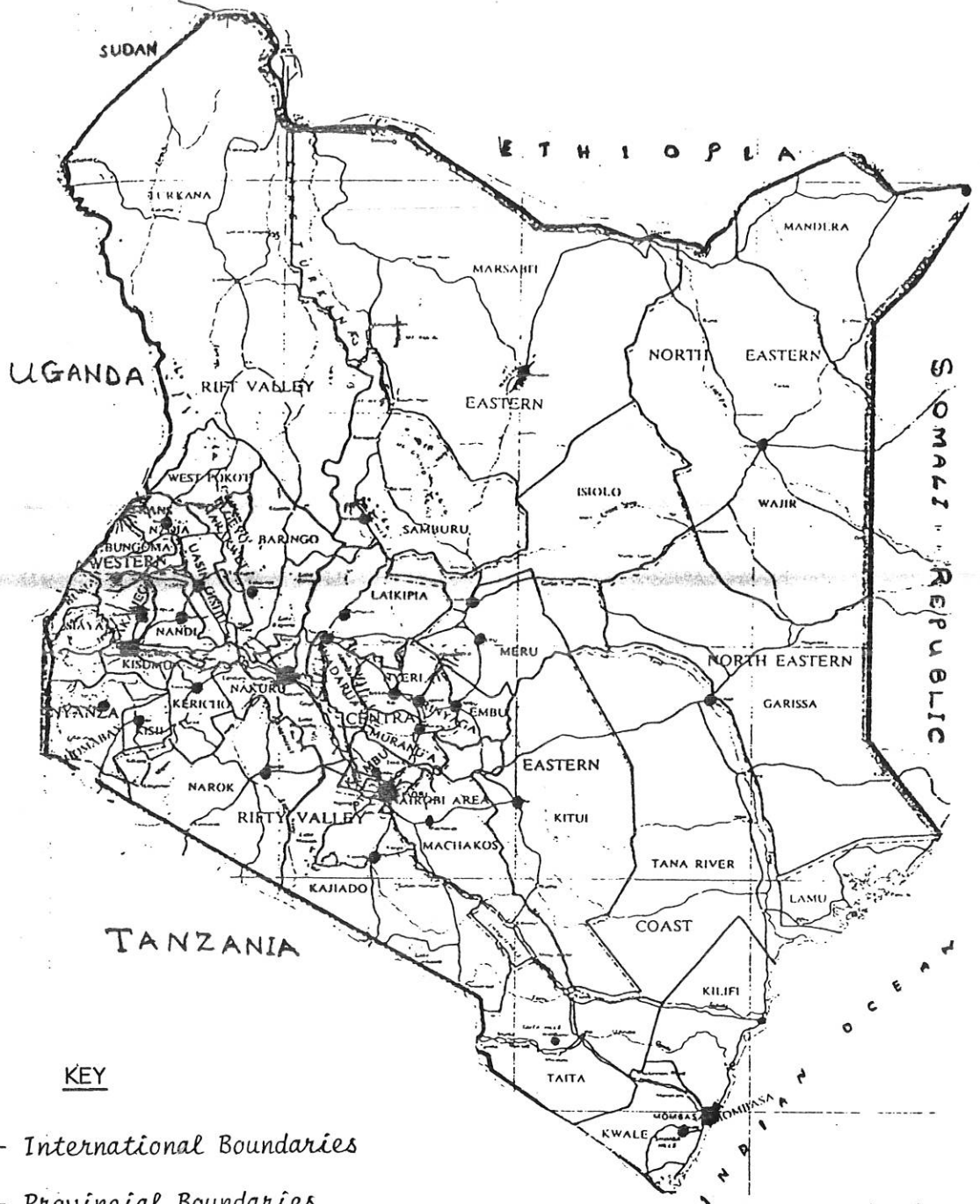
7. Researchers must only use pencils or ball-point pens in the Search Room . Typewriters may not be used in the Search Room. Where authorization has been obtained to use typewriters, the Search Room supervisor will see that appropriate facilities are provided in order to avoid inconveniencing other users.
8. Copies (microfilm or photocopies) of public archives open for public inspection may be supplied to users on payment, but no copies of whole or substantial part of records will be provided. The charges are set out on a separate sheet.
9. Users must take greatest care in handling the documents, and must not make any mark upon any of the documents which are produced for them. They must not bend, break or otherwise subject any document to any form of physical force. Tracings are not allowed.
10. Smoking, eating and drinking are not allowed in the Search Room.
11. Where any extensive use have been made of Kenya Government Archives in the compilation of any unpublished or published work, the user will be expected to present a copy of such work to the Kenya National Archives and Documentation Service.
12. Permits may be withdrawn at the discretion of the Director without prior notice for any infringement of

these Regulations, or for any other reason which the Director shall not be bound to disclose except directly to the Minister or officer responsible for Kenya National Archives and Documentation service. Permits may also be withdrawn, without notice by the Permanent Secretary, Office of the President for reasons of security.







Signed:.....

DIRECTOR

MAP OF KENYA SHOWING OPERATIONAL RECORD CENTRES 1992



KEY

-  - International Boundaries
-  - Provincial Boundaries
-  - District Boundaries
-  - NAIROBI - K.N.A. & D.S. Hq.
-  - Operational Record Centres - 1992
-  - District Hqs. Target Centres for Archival Network

THE PUBLIC ARCHIVES (AMENDMENT) ACT, 1990

No. 2 of 1990

Date of Assent: 11th May, 1990

Date of Commencement: 18th May, 1990

An Act of Parliament to amend the Public Archives Act

ENACTED by the Parliament of Kenya as follows:—

1. This Act may be cited as the Public Archives (Amendment) Act, 1990. Short title.

2. The Public Archives Act, in this Act referred to as the principal Act, is amended by deleting the long title thereto and inserting the following— Replacement of the long title to Cap. 19

An Act of Parliament to establish the Kenya National Archives and Documentation Service and to provide for the preservation of public archives and public records and for connected purposes.

3. Section 1 of the principal Act is amended by repealing section 1 and inserting the following— Replacement of section 1 of Cap. 19.

Short title. 1. This Act may be cited as the Public Archives and Documentation Service Act.

4. Section 2 of the principal Act is amended—

- (a) by deleting the definition of "Chief Archivist";
(b) by deleting the definition of "Service" and inserting the following—

"Service" means the Kenya National Archives and Documentation Service established by section 3 of this Act;

- (c) by inserting the following definition in its proper alphabetical sequence—

"Director" means the person appointed to that office under section 3.

5. Section 3 of the principal Act is amended by deleting subsection (1) and inserting the following new subsection— Amendment of section 3 of Cap. 19.

(1) There shall be established, constituted and maintained a public department to be known as the

Kenya National Archives and Documentation Service for which there shall be appointed a Director and such other staff as may be necessary for the purposes of this Act.

Insertion of
new section
5A in Cap. 19.

6. The principal Act is amended by inserting the following new section immediately after section 5—

National
documenta-
tion and
information
retrieval
service.

5A. (1) Every Permanent Secretary or head of Government department or chief executive of a state corporation or local authority shall supply to the Director two copies of any published or generally circulated document or report produced by that office whether in hard copy or micro-film; and the creating office may prescribe the period for which the document shall remain restricted from circulation to other public offices or members of the public.

(2) The Government Printer or his authorized agent shall supply to the service two copies of every publication produced by him.

(3) The Director of the Central Bureau of Statistics shall supply to the Service two copies of every publication produced by him.

(4) The service shall, every six months publish and circulate to all the major libraries in the country and in the link centres in the public services an accession list of reports and documents acquired.

(5) Where documentation link centres do not exist in Government Ministries, departments and parastatal organizations, the Service shall initiate appropriate measures for the establishment and development of such centres.

(6) The Service shall, through the documentation link centres, co-ordinate the acquisition and preservation of reports and other generally circulated documents in the public service.

General
amendment
of Cap. 19.

7. The principal Act is amended by deleting the expression "Chief Archivist" wherever it appears and inserting "Director".

The Public Archives (Amendment) Bill, 1990

Amendment
of section 3
of Cap. 19.

5. Section 3 of the principal Act is amended by deleting subsection (1) and inserting the following new subsection—

(1) There shall be established, constituted and maintained a public department to be known as the Kenya National Archives and Documentation Service for which there shall be appointed a Director and such other staff as may be necessary for the purposes of this Act.

Insertion of
new section
5A in Cap. 19.

6. The principal Act is amended by inserting the following new section immediately after section 5—

National documentation and information retrieval service.

5A. (1) Every Permanent Secretary or head of Government department or chief executive of a state corporation or local authority shall supply to the Director two copies of any published or generally circulated document or report produced by that office whether in hard copy or micro-film; and the creating office may prescribe the period for which the document shall remain restricted or from circulation to other public offices or members of the public.

(2) The Government Printer or his authorized agent shall supply to the service two copies of every publication produced by him.

(3) The Director of the Central Bureau of Statistics shall supply to the Service two copies of every publication produced by him.

(4) The service shall, every six months, publish and circulate to all the major libraries in the country and in the link centres in the public services an accession list of reports and documents acquired.

(5) Where documentation link centres do not exist in Government Ministries, departments and parastatal organizations, the Service shall initiate appropriate measures for the establishment and development of such centres.

(6) The Service shall, through the documentation link centres, co-ordinate the acquisition and preservation of reports and other generally circulated documents in the public service.

ANNEX 6
SAMPLE RECORDS FROM MIBIS DATABASE

Native reserves-applications for sites for mills and waterpower for working such mills 27th April 1914-18th Oct 1928

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: 22/10
Descriptors: NATIVE RESERVES; MILLS
Record no. 54

Complaints General 5th Oct 1959-26th May 1960

In: VQ-PROVINCIAL COMMISSIONER-NYERI
Doc.no./Orig. ref: 4/2
Descriptors: COMPLAINTS
Record no. 55

Native Reserve Boundaries 11th May 1925-31st Dec. 1925

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: 22/a/25
Descriptors: NATIVE RESERVE
Record no. 57

Movement of Maasai and Wandorobo

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: 22/d
Descriptors: MAASAI; WANDOROBO
Record no. 58

Administrative sub-stations general 18th Sept.1954-1st May 1958

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: ADM/1/3
Descriptors: ADMINISTRATIVE SUB-STATIONS
Record no. 59

African general Elections

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: ADM/3/4
Descriptors: AFRICAN; ELECTIONS
Record no. 60

Complaints General

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: ADM/4/2
Record no. 61

Kikuyu and Akamba in Tanganyika and Kisii 12th Dec.1939-15th. Feb. 1955

In: VQ-PROVINCIAL COMMISSIONER NYERI
Doc.no./Orig. ref: ADM/25/6/1
Descriptors: KIKUYU; AKAMBA; TANGANYIKA; KISII

Record no. 62

Administrative development in Native Reserves 5th Nov
1931-9th April 1932
In: VQ-PROVINCIAL COMMISSIONER -NYERI
Doc.no./Orig. ref: ADM/15/27
Descriptors: ADMINISTRATION; DEVELOPMENT
Record no. 63

Marriages and divorce-Natives 14th Sept 1935- 16th
May 1955
In: VQ-PROVINCIAL COMMISSIONER-NYERI
Doc.no./Orig. ref: BMD/4
Descriptors: MARRIAGES; DIVORCE
Record no. 64

Kikuyu, Embu, Meru guards 8th July 1953-24th Feb 1953
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: D/14/vol ii
Descriptors: KIKUYU; EMBU; MERU
Record no. 65

Church of Scotland Mission 8th June 1931-16th January
1953
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: G.31/3
Descriptors: CHURCH; MISSION; SCOTLAND
Record no. 66

Civil conscript labour camps Thika 1st Nov 1944 -17th Oct
1949 In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: LAB/30/2/II
Descriptors: LABOUR; THIKA
Record no. 67

Cooperative Societies 18th November 1947- 2nd 1953
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: TC.9/1/iii
Descriptors: COOPERATIVES; SOCIETIES
Record no. 68

Monthly returns of detainees of works camps central
province,
Mackinon Road and Manyani 25th April 1955 -11th June 1956
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: PRIS/25/5/A
Descriptors: MANYANI
Record no. 69

East African protectorate staff list 1918
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: EA/ST/1
Descriptors: EAST AFRICA
Record no. 70

The Administration of Kenya Colony and protectorate: its
history and development Nairobi CARSON, J.B
NAIROBI : The Highway Press, 1953.
Descriptors: ADMINISTRATIVE; KENYA
Record no. 71

The Rise of Kenya peasants 1888-1922-Nairobi: Historical
Association of Kenya, 1972 ATIENO ODHIANBO E.S /
HISTORICAL ASSOCIATION OF KENYA 1972.
Descriptors: KENYA PEASANT; RISE; KENYA
Record no. 72

Sound recordings in the audio-visual archives division of
the National Archives BRAY, Mayfield S.
Descriptors: AUDIO-VISUAL
Record no. 78

Land consolidation-finance and estimates 12th march
1957-24th June 1958
In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: LND/2/2/57-58
Descriptors: LAND CONSOLIDATION
Record no. 81

Commission of enquiry into the administration of justice
in Kenya, Uganda and Tanganyika in criminal matters affecting
natives
23rd January 1933- 4th April 1933
In: VQ-PROVINCIAL COMMISSIONER -NYERI
Doc.no./Orig. ref: L.O 17/20
Descriptors: COMMISSION; ENQUIRY; JUSTICE; KENYAUGANDA;
TANGANYIKA
Record no. 82

Native authority ordinance
Doc.no./Orig. ref: LEG/14/21/II
Descriptors: NATIVE; ORDINANCE
Record no. 83

Native Lands trust ordinance 30th April 1934-19th
December 1949
In: VQ-PROVINCIAL COMMISSIONER NYERI
Doc.no./Orig. ref: LEG/14/28/II
Descriptors: NATIVE; LANDS

Record no. 84

Marketing of native produce ordinance 1st Feb.1939-8th April 1954

In: VQ-PROVINCIAL COMMISSIONER-NYERI
Doc.no./Orig. ref: LEG/14/39/III
Descriptors: MARKETING
Record no. 85

Propaganda 4th July 1947-14th October 1949

In: VQ-PROVINCIAL COMMISSIONER-NYERI
Doc.no./Orig. ref: PUB.27/1/II
Descriptors: PROPAGANDA
Record no. 86

Mt. Kenya hospital Nyeri 5th July 1945-20th November 1953

In: VQ-PROVINCIAL COMMISSIONER-NYERI
Doc.no./Orig. ref: PH.12/2/1
Descriptors: HOSPITAL
Record no. 87

Intelligence reports Kikuyu province 1st December 1932-12th May 1933

In: VQ-PROVINCIAL COMMISSIONER -NYERI
Doc.no./Orig. ref: ADM.15/3/1 VI
Descriptors: INTELLIGENCE; REPORTS
Record no. 88

Intelligence reports- Fort Hall Jan.1939-30th Dec. 1939

In: VQ-PROVINCIAL COMMISSIONER- NYERI
Doc.no./Orig. ref: ADM/18/1/7
Descriptors: REPORTS; INTELLIGENCE; FORT HALL
Record no. 89

Mwea Tabere Irrigation scheme -reports 16th July 1967-28th.Feb. 1959

In: VQ-PROVINCIAL COMMISSIONER -NYERI
Doc.no./Orig. ref: AGR/4/E/7
Descriptors: IRRIGATION; MWEA TABERE
Record no. 90