

# ADVOCACY ACTIVITIES TO ENHANCE ACCESS TO INFORMATION RESOURCES: UNIVERSITY OF NAIROBI

By

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# UNIVERSITY OF NAIROBI

## Population

- – Over 52,000 – Students, Academic, Administrative.

## The University Library

- Network of fourteen branch libraries cut across the country with about 120 staff.
- Member of the Kenya Library and Information Services Consortium (KLISC)



# WHAT IS THE LIBRARY WORTH?

## LIBRARY BUILDING AND THE RESOURCES



# WHAT IS THE LIBRARY WORTH?

- There must be returns on every coin invested in the library
- Academic libraries are required to demonstrate the value they provide to their clientele and institutions.
  - Citations come from resources provided by the library
  - Support the researchers
  - Promoting progress of knowledge.




## ADVOCACY?

- Organized action to gain support for the library, promote and present library issues.
- Helps measure quality, performance and satisfaction



# OBJECTIVES OF ADVOCACY

- Benchmarking
  - Provision of quality services
  - Respond to current and emerging needs of the users
  - Increased library prestige
  - Team building - involve all library staff to understand library issues and support library objectives to enhance quality services
  - Seek sources of funding to support the library – justify the value of the library for financial support.
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# STRATEGIES USED FOR ADVOCACY IN THE UON LIBRARY.

## **Budget allocation**

- Library allocation in the University annual budget
  - ICT equipment and accessories allocation within the annual budget
  - E-resources allocation
  - Use of budgeted money effectively



# LIBRARY REPRESENTATION AT MANAGEMENT LEVELS

- Library represented in all University administrative committees. This is entrenched in the University statutes
  - Library management advocacy through membership in the different committees
    - UMB level
    - College level
    - Departmental level

In all the committees librarians advocate for the support of the library

- Advocacy through the office of DVC – Research, Production and Extension





## WORKING WITH ICT DEPARTMENT

Changes in higher education require that librarians possess diverse technological skills to provide quality services to users.

- Library has nurtured a working relationship with ICT over the years and been able to work collaboratively in:-
  - Enhancement of bandwidth for e-resources access
  - Procurement and technical support of library ICT equipment
  - Infrastructure enhancement in all branches of the library
  - Development of staff skills



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HOME ABOUT ELECTRONIC RESOURCES FAQs NEWS & EVENTS ONLINE CATALOGUE STAFF

**INFORMATION RESOURCES**

- Online Catalogue
- Electronic Books
- Electronic Journals
- UoN Digital Repository
- Important Links
- East Africana Collection
- UN Collection
- Archives

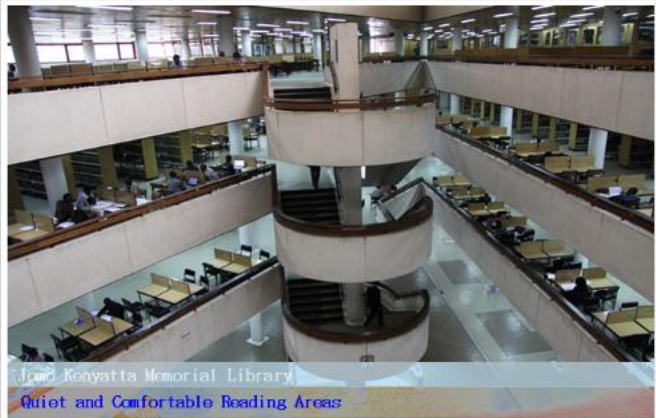
**COLLEGE LIBRARIES**

- College of Humanities and social Sciences Libraries
- College of Education and External Studies Libraries
- College of Health Sciences Libraries
- College of Agriculture and Veterinary Sciences, Libraries.
- College of Architecture and Engineering, Libraries.
- College of Biological and Physical Sciences

**RESEARCH LIBRARIES**

**Welcome to The University of Nairobi Library**

The Mission of the University of Nairobi Library is to provide quality information services that will empower the University in carrying out its core activities of teaching, learning, research, community services and consultancy to the highest international standard.



*Jomo Kenyatta Memorial Library*  
*Quiet and Comfortable Reading Areas*

*Quick search to E-books and Ejournals*

Google™ Custom Search   x

**OUR CONTACTS**

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**Telephone**  
254 020 318262 EXT 28501  
**Email**  
[librarian@uonbi.ac.ke](mailto:librarian@uonbi.ac.ke)

**Remote Access**

**HELP DESK**

**Email**

- [libraryhelp@uonbi.ac.ke/](mailto:libraryhelp@uonbi.ac.ke/)

Chat with UoN Library  
● Offline

- [Ask a Librarian](#)
- [Library Pocket Guide](#)

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**Latest News**

**“Assistance in development of library website**

- Enhancement of remote access through proxy server and hot spots**

**“Embrace use of social media to promote library services to users and help librarians reach their users at remote location**

# INFORMATION LITERACY PROGRAMME

Collaboration efforts with faculties enabled the library to integrate library skills and information literacy instructions into the curriculum.

- Formal Library skills training for all undergraduate students
- Training of postgraduate and academic staff in information skills
- Departmentally organized trainings
- One to one training in e-resources labs



# E-RESOURCES TRAINING SESSION



## ENTRENCHMENT OF ELECTRONIC RESOURCE ISSUES IN STRATEGIC PLANNING

- Relaunched UON strategic plan 2008- 2013
  - Identifies increased utilization of library resources as a strategy in resources and governance
- University annual performance contract
  - Number of electronic resources, e-resources training, measuring customer satisfaction, promotion of library services and enhancing ICT infrastructure are some of the targets for the Department



# COLLABORATIONS WITH OTHER PROFESSIONAL ASSOCIATIONS

Increased collaboration expands the role of the library within the institution and beyond.

- National educational institutions – through KLISC
  - Consortium formed to share the costs of PERI e-resources
  - Established in October 2003 to meet the immediate need of collective subscription to PERI e-resources
  - Objectives –
    - to share information resources, facilitate capacity building in libraries, promote the use of ICTs in information management, and to promote development of local content
- International organizations to support library programs
- National Organizations e.g KENET, KLA, KEN-AHILA etc support library programs



# Collaboration with international organizations



# OTHER LIBRARY INITIATIVES

- Identify staff who will form an effective frontline outreach team - Committee to coordinate and plan for library promotion and outreach
- Training trainers from branch libraries to do one to one training
- Use of special events and promotions
  - Participate in university exhibitions, national exhibitions, etc
- Library Publications
- Enhancing learning environment
- Embracing new innovations by creating new valuable products and services using new technology to enhance service quality
  - **Advanced efforts in establishing institutional digital repository**
    - Digitization project made hidden and underused special collections available to researchers.
    - Working with scholars to provide access to their data sets, projects, research papers, etc. to recruit content in UoN digital repository.
    - trend toward proactive efforts to educate library users about authors' rights, plagiarism, and open access publishing options



# OTHER LIBRARY INITIATIVES

## Enhanced Learning Environment



## UoN Digital Repository

DSpace at the University of Nairobi: Home - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://dspace.uonbi.ac.ke:8080/jspui/

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**WELCOME TO THE UNIVERSITY OF NAIROBI DIGITAL REPOSITORY**

*A Digital Collection of the Research and Intellectual Output of the University of Nairobi Community*

Search

Enter some text in the box below to search DSpace.

Communities in DSpace

Choose a community to browse its collections.

- [College of Agriculture and Veterinary Sciences \(CAVS\)](#)
- [College of Architecture and Engineering \(CAE\)](#)
- [College of Biological and Physical Sciences \(CBPS\)](#)
- [College of Education and External Studies \(CEES\)](#)
- [College of Health Sciences \(CHS\)](#)
- [College of Humanities and Social Sciences \(CHSS\)](#)
- [Examination Past Papers](#)
- [Library Services](#)
- [University of Nairobi Archives/Publications](#)

Useful Links:

- [University of Nairobi](#)
- [UoN Library](#)
- [Library Online Catalogue](#)
- [SHERPA/BONMEO](#)
- [OpenDOAR](#)
- [Google Scholar](#)
- [RePEC](#)

Contact:

- [Library Help Desk](#)
- [IR Admin](#)

RSS Feeds

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## OTHER LIBRARY INITIATIVES (CONT.)

- Community engagement e.g. book donations
- Engaging in teaching programs to promote library profession
- Graduate Research Libraries established in every branch library with ICT facilities to reach academic staff
- Competence development targets for staff to enable them enhance ICT skills
- Library efforts in promoting Open Access through UON Library Open Day/Open Access Week



## OTHER ACTIVITIES

Community Engagement:  
Book Donations



Promoting Access to Resources  
and Open Access Initiatives



## IMPACT OF ADVOCACY

- Usage statistics – Increased

No	Database	2010	2011
1	Ebscohost	14,783	59,000
2	Jstor	91,204	95,000
3	Emerald	22,500	41,000
4	Ebrary	-	64,000

- Increased hits on UoN Library website – From 20,000 in 2010/2011 to 100,000 in 2011/2012

## IMPACT (CONT.)

- Internal user survey – done in 2011/2012
  - Shows customer satisfaction index increased from 76% to 80%
- Library department achieved 70% in the enhancement of promotion of library services.
- Increased support for library programs from the institution and partners



# CHALLENGES

- Increased population of library users – increased workload
- Insufficient staff to provide training to users – unable to reach all users
- Low ICT skills
- Insufficient ICT equipment
- Poor research culture
- Lack of awareness on electronic resources
- Poor searching skills
- ICT Phobia
- Bureaucracy in Procurement of ICT equipment
- Insufficient budget allocation for both resources and equipment
- Slow in embracing emerging technologies in promotion of resources

# CONTACTS

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**Website:** <http://uonlibrary.uonbi.ac.ke/>

*You can also find us on facebook and twitter*





## **REFERENCES:**

AGATHA KABUGU. WORKING TOGETHER TO ENHANCE ACCESS TO RESEARCH INFORMATION: THE UNIVERSITY OF NAIROBI, 2ND DECEMBER 2011

# **END**