

# Strategic Role of the Library in the Public Service Delivery: Information and Devolution in Achieving the Kenya Vision 2030

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## Abstract

The Kenya Vision 2030 (Kenya, Republic of, 2007) recognises the role of science, technology and innovation in modern economy in the creation of new knowledge which plays a central role in boosting wealth creation, social welfare and international competitiveness. Information is vital for sound planning and decision making at all levels and in all sectors including educational and professional development of the people. Running hand in hand with Kenya vision 2030 are the Sustainable Development Goals (SDGs) adopted by the United Nations General Assembly after the expiry of the Millennium Development Goals (MDGs) in September 2015. The goals build on the successes of the MDGs but include new areas such as climate change, economic inequality, innovation, peace and justice among others. The purpose of this paper was to examine library's role in the public service delivery and its contribution towards the achievement of Kenya's Vision 2030, which are also embedded in the SDGs. The methodology is based on literature review and questionnaire administered to 11 libraries. The results demonstrate how information as a resource cuts across related strategies and activities, aimed at the attainment of Kenya Vision 2030, and consequently, the SDGs. They argue that the government cannot achieve the Vision 2030 and SDGs in isolation, but also through re-engineering of libraries for the efficient and effective public service delivery. A number of libraries in the public service offer services such as lending, reference, information service including teaching ICTs skills to users, The paper highlights and recommends various roles of the library in the public service delivery, and how the devolved Government has re-strategized it in order to effectively participate in the achievement of the Vision 2030 and the SDGs to enable Kenya to be globally competitive.

**Keywords:** Libraries, public service delivery, Kenya Vision 2030

## 1. Introduction

Kenya Vision 2030 is the country's long-term development blueprint aimed at creating a globally competitive and prosperous country, and transforming Kenya into a newly-industrialized, middle-income country, providing a high quality of life by 2030 to all citizens in a clean and secure environment. Although the Kenya Government has initiated several programmes to enhance democratic practice and improve service delivery in the public sector, devolution has transformed governance and improved service delivery in the public sector, instituted development and governance at the local level by availing services closer to the local consumers and making the people more responsible. In Kenya's Vision 2030, the Government proposed to have a democratic process aimed at decentralizing decision-making and distributing resources equitably under the political pillar, which identified decentralization as one of its guiding principles and conforms to national and local structures. The Constitution of Kenya, 2010 introduced fundamental changes in the structure of the government creating both the National and County governments and empowered Kenyans to have more influence and impact in the decision-making process at the local level by availing services closer to those who consume them. It gives Kenyans the opportunity to have a say in the way they are governed, as well as equitable utilization of resources in order to accelerate development. Counties have unlocked their potential to build and generate resources, ultimately resulting to an improved Kenyan economy. The library and information services were one of the affected sectors since the Constitution designated it as a function of the county government and not National government as was the case before the Constitution.

In as much as devolution has transformed governance and improved service delivery, the country still experiences challenges and emerging issues which require attention. The devolved system operations embrace the national and county frameworks, and include Kenya Vision 2030 which is a Kenya's blue print for economic, social and political development. Others are Medium Term Plans (MTPs), national and county strategic plans, and County Integrated Development Plans (CIDPs), policies and guidelines of Ministries Departments and Agencies (MDAs) as well as constitutional commissions and independent offices, with specific roles in the devolved governance and service delivery. Each county government has decentralized or is in the process of decentralizing its functions and services to an efficient and practicable extent. According to IFLA (2015) libraries are key public institutions that have a vital role to play in development at every level of society.

Library and information services are key actors in providing unhindered access to essential resources for economic and cultural advance. They contribute effectively to the development and maintenance of intellectual freedom, safeguarding democratic values and universal civil rights. They encourage social inclusion, by striving to serve all those in their user communities regardless of age, gender, economic or employment status, literacy or technical skills, cultural or ethnic origin, religious or political beliefs, sexual orientation, and physical or mental

ability. The communities they serve may be geographically based or, increasingly, linked only by technology and shared interests.

#### Definition

Broadly defined, a library is a means of access to information, ideas and works of imagination. According to the County Library Services Bill of 2015, a library is an organized collection of printed books, periodicals or any graphic or audio-visual material to which a member of the public has access free of charge or on payment of fees or by virtue of being a member of an organization or institution (Kenya Republic of, 2015).

### 1.1 Statement of the problem

Libraries in Kenya Public Service are mandated to deliver services to immediate communities they serve; and are part of the reason Kenya Government commenced on the Vision 2030. However, for sometime libraries have been perceived to deliver services which do not meet the information needs of the immediate communities they serve. Devolution which was established to solve some of the problems is yet to be tested on the delivery of some services to communities.

### 1.2 Aim

This paper examines the role of the library in the public service delivery and its contribution towards the achievement of Kenya's Vision 2030. The objectives were to: Examine the role of the library in development; Establish library's strategic efforts towards the attainment of Vision 2030; and identify the challenges facing Kenyan libraries in the actualization of SDGs.

## 2. Methodology

This study was based on literature review coupled with the administration of questionnaires on some 11 purposively selected libraries in the public service in Kenya to establish the various roles that they play in the devolved Government.

## 3. Findings

This study established a number of duplication in services performed by the sampled 11- libraries in key Government libraries and public institutions. As shown in Table: 1 out of 11 respondents 6(55%) reported that they use and provide Internet services and communication to the communities they serve. Another 4(36%) libraries reported that they conduct user education and strengthen reading habits among the community members. This was followed by services offered by other libraries 3(27%) that reported that they perform and provide current awareness, e-Resources, ICT and computer training to clients, provision of information and lending or loaning services for those who want to physical check out information materials from the physical library. Others clustered into groups of 2(18%) reported carrying out research, documenting indigenous knowledge, digitization and scanning, reference service and coordination. The libraries gave multiple responses as shown in the following table.

Table 1: Services performed by libraries in Public Service (N=11)

Type of service or function	Number of respondents	Percentage (%)
Acquisition of information materials	1	9
User Education to create and strengthen reading habits	4	36
Literacy activities & programmes	1	9
Current Awareness	3	27
Reference service	2	18
Internet and communication link	6	55
Coordination	2	18
Research	2	18
Documentation of indigenous knowledge (IK)	1	9
Exhibitions on IK	2	18
Access to information	2	18
e-Resource	3	27
Community meeting room	1	9
Reading room for community	1	9
Provision of information	3	27
ICT and computer training	3	27
Digitization and scanning	2	18
Advisory services	1	9
Lending services (information materials)	3	27
Photocopying	1	9

N/B these are multiple responses

### 3.1 Kenya Vision 2030 and the Sustainable Development Goals

*Kenya Vision 2030* aims at making Kenya a globally competitive and prosperous, a newly-industrialized, middle-income country, providing a high quality of life by 2030, to all its citizens in a clean and secure environment. The Vision 2030 is hinged on three pillars: economic, social and political pillars. The economic pillar's key goal is to sustain economic growth of 10 per cent annually. The social pillar aims at building a just and cohesive society, enjoying equitable social development in a clear and secure environment. The political pillar's goal is to build an issue-based, people-centred, result-oriented and accountable democratic political system. The Vision 2030 was designed for implementation through flagship projects in six priority areas, which among others comprise of tourism, agriculture, wholesale and retail trade, manufacturing business process, outsourcing and financial services. The SDGs and MDGs are outlined in the economic and social pillar of Vision 2030. IFAD (2015) states that poverty levels in Kenya remain high, as there are still challenges of poverty and income inequalities and poverty alleviation remains a challenge. Agricultural sector remains the backbone of the economy, employing 70 per cent of the rural population and accounting for about 65 per cent of export earnings. Arising from this it is clear that the government cannot win this war alone but it calls for combined efforts of various organizations including libraries.

Tanui (2016) asserts that implementation of SDGs will depend on global partnership for sustainable development given that already there are active engagement with over 5000 stakeholders. The Kenya Library Association and Kenya National Library Services as part of the stakeholders agreed to work together in devising ways and means of implementing the SDGs in the information and knowledge sector. In addition, Safaricom, which as a service provider in information communication has integrated sustainable goals in their corporate strategy and organizational business goals. This is in response to efforts by IFLA which ensured that access to information was recognized as one of the SDGs target under Goal 16.10. The target calls for every Member State to ensure public access to information and protect fundamental freedom

### 3.2 Role of library in development

Libraries perform a fundamental role of being gateways to knowledge and culture in the society. They offer users means that enable them gain access to knowledge as evidenced in the resources and services they offer such as creation of learning opportunities, literacy support and education. Information being a vital component for development Onoyeyan (2014) states that development of any country requires adequate, relevant and up-to-date information on food security, health, education, gender equality, water management and sanitation, democracy, environmental conservation etc. Forsyth (2005) asserts that libraries are an integral part of community development as they provide access to information and works of imagination in a variety of formats. A study by Wand (2016) found that there is a correlation between access to information centres and social economic development.

Benson, Anyalechi and Amaechi (2017) while pointing out the status of the role of libraries in Nigeria affirmed that community and public libraries are acknowledged as the people's university because of their proximity to the ordinary people and also provide information services that are unique and closer to the people in community settings. In support of these sentiments Ifukor (2013) emphasized that information from government and other agencies reach the rural populace effectively through a rural library because it is the arm that is fundamentally concerned with the provision of problem-solving information to the community dwellers. In addition libraries play an important role in social development through provision of information, educational and entertainment facilities among others, which form part of community development.

Public access to information enables people to make informed decisions that can improve their lives all over the world including Kenya's Public Service. Communities that have access to timely and relevant information for all are better positioned to eradicate poverty and inequality, improve agriculture, provide quality education, and support people's health, culture, research, and innovation.

The national development plans which include single national development plan, broadband, digital inclusion, and social development plans are a clear indication of how libraries shape government spending and prioritize programme. The plans demonstrate libraries contribution across all the SDGs, since they are well positioned to partner with government and others to implement national strategies and programmes that benefit library users. By enhancing access to information, libraries support poverty eradication, agriculture, quality education, health, public access to ICT and universal service provision, culture, economic growth and all other Goals. Access to information is a cross-cutting issue that supports all areas of development. The Kenya Vision 2030 (Kenya, Republic of, 2007) recognises the role of science, technology and innovation in modern economy. New knowledge plays a central role in boosting wealth creation, social welfare and international competitiveness. Information is vital for sound planning and decision making at all levels and in all sectors including educational and professional development of the people.

According to IFLA Public access to information enables people to make informed decisions that can improve their lives. Communities that have access to timely and relevant information for all are better positioned to eradicate poverty and inequality, improve agriculture, provide quality education, and support people's health, culture, research, and innovation. Libraries guarantee access to information, which is a vital cross-cutting target that supports all Sustainable Development Goals (SDGs). As Kenya aspires to be a knowledge society she has to do more than Internet connections because worldwide, libraries including public, parliament, national, university, science and research, school, and special libraries ensure that information and the skills to use IT are available to everyone, making them critical institutions for all in the digital age.

Libraries provide information and communication technology (ICT) infrastructure, help people develop the capacity to effectively use information, and preserve information to ensure ongoing access for future generations. They provide an established, trusted network of local institutions that effectively reach new and marginalized populations like those in Northern Kenya.

The different types of libraries play crucial roles to the communities they serve. For example according to Ojiambo and Kasalu (2015) academic libraries provide various information services in support of learning, teaching, research and extension. The services in return contribute to development of the Kenyan nation. They further stated that special libraries particularly those found in the Government and parastatal organizations acquire relevant information resources in support of the vision, mission and objectives of their parent organizations, and hence improve the effectiveness of performance and decision making of staff and stakeholders. Libraries in the agricultural sector provide information to decision makers, agricultural planners, administrators, researchers, extension agents, students and farmers. The School libraries are important in the development of teaching and learning as well as equipping students with reading culture and lifelong learning skills.

The library plays the role of educating the community it serves by providing information resources that meet needs of that community. Ojiambo and Kasalu (2015) give parameters of the community to include students, teaching and non-teaching staff and researchers in academia and research organizations; private sector employees, business community, agriculturalist, farmers and children and the general public. They observed that the entire community search for information and knowledge that can help them achieve their desires and objectives and education. Libraries are the only places that provide a variety of information that can help users to support education, learning and other information needs. This notion is supported by IFLA/UNESCO public library manifesto which notes that the public library is the local centre of information, making all kind of knowledge and information readily available to its users (IFLA, 1994).

Libraries also play different socio-economic roles depending on its type as listed below:

#### *National and public libraries*

According to Ojiambo and Kasalu (2015) National and public libraries:

- Provide information in all formats to their community at all level to help them make informed economic decisions
- Provide mobile library services to the rural community
- Promote literacy and reading culture
- Provide practical and cost-effective solutions for eradicating literate environments in Kenya including poor communities where books and other information materials are shared
- Support and sustain independent lifelong learning by helping develop a reading culture in children through setting up tents for reading and other activities like games, story-telling. KNLS Buruburu is a good example as it has better facilities
- Supplement formal and informal education.
- Provide opportunity for people of all age to learn how to use information and associated technology from the library
- Train people of all classes, age and sex in the use of information technology

Macharia (2012) in his study found that the use of mobile libraries and telephone transformed Kisumu Town, and that farmers were able to adopt new farming techniques which improved their income among other economic benefits; while alleviating poverty.

#### *Academic and research libraries*

University and academic libraries provide information and services like teaching information literacy, access and use of information and communication technology (ICT). Access to reading materials has enabled the country to build human capital that has transformed Kenyan economy. In addition to university libraries being centres of learning, teaching and extension, information resources and services they provide have led to the development of new innovations that have improved science and technology in Kenya

#### *School libraries*

School libraries come in handy in the development of teaching, learning and equipping students with reading

culture and lifelong learning skills. They support the teaching and educational work by supplementing classroom work with further reading materials, equip students with skills that enable them learn more effectively through using various library materials. School libraries help students develop reading habits for pleasure and for gathering information that is not taught as part of the curriculum. In so doing libraries develop in students enquiring mind that continue to prompt them to use the library in their entire life

### **3.3 Strategic library role in public service delivery and in the achievement of vision 2030**

In many African countries libraries play an important role in community development. Some of the obvious livelihood areas where libraries have proved their worth are Poverty and hunger among others. Benson, Anyalebechi and Amaechi (2017) asserted that in developing countries like Nigeria which include Kenya, libraries should identify and provide key services to the people who are living in poverty so as to help alleviate poverty by disseminating relevant information that bridges the gap between men and women. They should also provide the government with information on people living in poverty and offer equal rights to economic resources. Rural communities known for engagement in farming need agricultural information. Community and public libraries need to play a vital role in improving productivity by providing the needed information in the most appropriate form and content probably through partnership with agricultural extension workers to enhance the relevance of the information provided.

The Vision 2030 was initiated as Kenya's development programme with an objective of transforming Kenya into an industrialized, middle-income country. The Vision is based around three pillars: Economic, Social, and Political, and was to be implemented in successive five-year medium-term plans since 2008. However, majority of the public is not sufficiently informed of Vision 2030 agenda. This calls for strategic needs to foster partnership through libraries for development in order to make the public aware of what Vision 2030 is about. This includes sources of awareness / information, message recall and information dissemination, their perception about Government development programmes and projects and communication needs and usage. The library is the most well placed arm of the Government to play the linkage role.

From the Kenya vision 2030 website, Kenya had met most of the eight MDGs by end of 2015. The goals comprised:

1. Eradicating extreme poverty and hunger,
2. Achieving universal primary education,
3. Promoting gender equality and empowering women,
4. Reducing child mortality rates,
5. Improving maternal health,
6. Combating HIV/AIDS, malaria, and other diseases,
7. Ensuring environmental sustainability, and
8. Developing a global partnership for development.
9. Halve by 2015 the proportion of people without sustainable access to safe drinking water

Kenya initiated the process of enacting a County Library Services Bill 2015 as part of efforts to improve service delivery in the devolved Government, with the objective of promoting the establishment and use of libraries in counties so as to facilitate access to information, improve education standards and reduce levels of illiteracy in the Counties. It is hoped that the Bill will ensure that library services are easily accessible at the County level of the government, since the provision of library services is a function of the County governments as per the Constitution of Kenya. According to Kenya Republic of (2015) the Government proposed to establish in each county a County Library Development Committee, whose functions are to:

- a. Establish and promote the establishment of libraries in the county;
- b. Equip, manage, maintain and develop libraries including electronic libraries in the County;
- c. Plan, co-ordinate and advise the county government on the delivery of library services;
- d. Advise the county government and other public bodies on all matters relating to library, documentation and related services;
- e. Facilitate the documentation of information relating to the county and the provision of related services in the county;
- f. Facilitate the training of librarians within the county on the principles, procedures and techniques of librarianship and such other related matters as the committee may from time to time decide;
- g. Carry out and encourage research in the development of library and related services in the county;
- h. Conduct campaigns for the eradication of illiteracy in the county;
- i. Stimulate public interest in books and promote reading for knowledge, information and enjoyment in the county including facilitating mobile library services;
- j. Encourage and facilitate the use of libraries by school-going children;
- k. Partner with the county executive Committee member in charge of education to facilitate the establishment and equipping of libraries in schools, colleges and other institutions;

- l. Design innovative ways to enhance access to library services and information by disadvantaged persons within the society;
- m. Provide professional advice to institutions and promote best practices in managing resource centres and school libraries;
- n. Acquire books produced in and outside Kenya and such other materials and sources of knowledge necessary for a comprehensive county library;
- o. Publish a county bibliographical and referencing services in the county; and
- p. Perform any other function that may be conferred on it by this Act or any other law.

It is stated that at National and County level the library is open to all regardless of age, culture, religion, tribe, socio-economic status, education and political affiliation. This makes the library the most well placed to promote peaceful co-existence to bring about the realization of the social pillar of the country's Vision 2030. Therefore, the library should strive to participate in government activities like the cultural festivals and promote peaceful co-existence through organizing activities that bring different communities together

The following are sampled examples of some of the roles performed by libraries and resource in the National Government. Under the Ministry of Finance and Economic Planning the Information and Documentation Centre in Malindi, Kilifi County, reported that they offer the following services:

- Provision of development information like population Census
- County Integrated Development Plans (CIDP) and the national Development Plans
- Medium Term Plans (MTP)
- Economic Survey Reports
- Serves as a Resource and Reference Centre for Development related information for Planners in the County
- Provides the County Laws and Sector Budgets for Transparency
- The Centre provides Information that facilitates citizen-probing and monitoring use of Public resources, hence improves Government-citizen interaction and quality community participation

The Ministry of Sports, Culture and National Heritage and Arts has several libraries under it. Notably the Library Department in the Ministry, KNLS, Kenya National Archives and Documentation library as well as those in the parastatal like the National Museums of Kenya. At the Ministry level the Department of Library Services offers the following:

- Acquisition and processing of materials
- User education guidance
- Selective dissemination of information
- Current awareness service particularly for information in the daily newspapers
- Reference service
- Internet service for users
- Act as a central coordinating authority for libraries in the civil service
- Oversee the development of libraries in various ministries
- National reference centre for official data

Other libraries found in the Ministry's departments and parastatal include community and research cum special libraries within the parastatals. Currently all the libraries fall under the National Government due to the nature of heritage resources they contain. The libraries play the role of information centres where by perform research, document and disseminate information to relevant institutions including learning institutions such as primary and secondary, colleges and universities, NGOs, the general public in the counties. The libraries offer the following services:

- Work with researchers and IT experts document indigenous knowledge from local communities through a participatory approach and avail them virtually online
- Mount and install physical exhibitions based on the documented indigenous knowledge
- Meeting room space for community groups
- Facilitate access to information
- Current awareness services for the dissemination of current information
- Provision of relevant information to the community
- Class delivery service i.e. selection of books and delivering them to registered library members at their learning institutions
- Supplement information materials to schools and colleges including bulk lending of information materials to primary and secondary schools
- Ensure that the poor and marginalized have access to affordable information for their lifelong learning
- Computer training to the primary, secondary and college students

- ICT services like internet to members including teaching them on how to use the computer to satisfy their information needs
- Digitization /scanning of information material for preservation and ease of use and sharing
- Acquire, process and avail relevant information to the community
- Book loans to staff and other library members or individuals
- Interlibrary loan services
- User education on how to use the available information resources
- Advisory service
- Reference service
- e-Resources and online services
- Binding services to conserve information materials and
- Generate revenue from payments levied on users for certain services e.g. sale of institutional publications, digitization/scanning, day-pass, over-due fines etc

The library hopes to also offer the following to their audience mostly pupils/students:

- Support and participate in literacy activities and programmes
- Create and strengthen reading habits
- Support pre-school literacy and social development
- Stimulate the imagination and creativity of children and young people
- Mobile services

Other possible roles envisaged by the library

- Educate the community on how to embrace modern technology
- Use of modern technologies e.g. telephone, computers etc
- Train the marginalized groups and poor children who have no opportunity to access information
- Educate the teenagers, drug addicts and other groups who need to be enlightened including the elderly

Target Group:

Researchers

Library members including the surrounding community and the general public

Younger children in kindergarten

Primary and Secondary students

College and university students

Professionals in different fields

Board members

The Judiciary Library which falls under the National Government. It is a special library with limited reforms in the devolved Government. It is hoped that with the establishment of new High Court Stations new libraries shall be established and the existing devolved. Currently the library offers the following services:

- Reference
- Research
- Short loan and Circulation
- Internet and other online services
- User education
- Current Awareness Service
- Selective Dissemination of Information

The library envisages that in the near future it will offer:

- E-Library services, and
- Should be open and accessible to all

Target Group

- Judicial Officers (Judges, Magistrates and the Kadhis)
- The Judicial staff
- Advocates, Stakeholders (Public, DPP, AG & Prisons)

The Joint Loans Board Records Centre under National Government offers:

- Loan services to traders (small scale)
- Help in getting records on loans repayments and help in knowing the defaulting rate.
- Helps traders to access the loans from their counties

The library looks forward to offering the following services:

- Train traders on how to manage their businesses
- Distribute some pamphlets which are kept in the library/ records centre for their future perusal if needed

Target Group

### Small scale traders at the County level

In the Ministry of Health the library falls under the National Government. It is the resource centre for County staff as it helps them get materials from MOH. The library is also the communication link between National and County Government. It is a source of information for reference and educational purposes. Some of the services they offer include:

- Teaching medical students on information resources and use
- Provision of medical periodicals
- Dissemination of records to the health workers
- Internet Services
- Reading room services
- Scanning
- Photocopying

### Target group

Members of medical institutions both public and private

Kenya Medical Training students and free entry to the general public

Under the Ministry of Education the library falls under the National Government. . The library has a wide range of information materials and offers the following services:

- Customer service
- Inter library loan requests to meet user information needs
- Online service
- Photocopying
- Cataloguing

The library looks forward to expanding their services to include:

- Promotion of culture and history
- Nurture reading culture
- Create awareness and learning in communities
- Provide employment
- Engage youth constructively

### Target group

Staff of Ministry of Health, researchers and students

## 3.4 Digital Library / Institutional Repository

Amollo (2007) states that digital or virtual libraries are as a result of the application of ICT in libraries, and that a library is no longer defined by its physical confines, but by its collection. It is a managed collection of information, where the information stored in digital formats is accessible over a network. The twenty-first century libraries are challenged to digitize their collection through the application of ICT to ensure quick and easy access of library users to relevant accurate and current information from both remote and immediate databases to facilitate learning, teaching and research.

Ngirigachu and Kwanya (2017) reiterated that County governments perceive information management systems as important tools for conveying services to residents and businesses as evidenced by the number of electronic governance systems; which have largely focused on revenue collection. This is an indication that effective information management practices in public institutions like county governments contribute to better service delivery, transparency and public trust. The establishment of ICT Authority was to support counties in the attainment of self-sufficiency in their processes and service to citizens through effective information management (ICT Authority, 2014). It was envisaged that the practice promotes information management approaches for faster development and equal services to citizens in counties.

The Kenya's Vision 2030 targets Education and Research sectors particularly science, technology and innovation to enhance the attainment of other pillars in the Vision 2030, and inclusion in the Sustainable Development Goals. Waga, Makori and Rabah (2014) observed that the absence of a common digital platform hampers collaboration as cloud computing enriched with e-learning and research portal connected to online libraries, not only fast tracks the attainment but also drives the country towards a research and innovation based economy. Universities have identified open access by establishing institutional repositories as important ways of drawing attention to its research output as part of research strategy. The library plays a vital role by providing free access to peer-reviewed scholarly and academic literature. This enables researchers all over the world to access and read their output. Universities encourage their researchers to submit their articles for publication in open access journals and deposit scholarly materials in institutional repositories. In return Institutions benefit from open access through higher usage of their research resulting in greater visibility of their research and higher rankings, while enhancing the profile of the institution. Open access has penetrated to other social and economic



sectors through the diffusion of knowledge.

Kenya National Library Services (KNLS) leads in digital inclusion by initiating several programmes in order to transition their library centres into knowledge hubs that empower the readers into development. One of the outstanding transformations in KNLS is the use of technology in storage, dissemination and convenience in service delivery to users. The library has partnered with Worldreader to introduce the use of e-readers that carry over 1,500 books per device (Atuti, 2016).

In 2005/2006, the Government of Kenya introduced performance contracting in state corporations, government Ministries and Government agencies as a way of enhancing efficiency and effectiveness of service delivery. This initiative was cascaded down to all departments within state corporations, including the library. In the public universities and academic set up, libraries have been training students and academic staff on how to use electronic resources as a target in its performance contract in order to improve efficiency and effective service delivery on their part. Among the university libraries' strategic activities is to empower governance and increase the utilization of library resources to empower teaching, learning, research and community service. In order to increase the number of resources available to the university community, the libraries create awareness not only of subscription resources but also of those which are openly available, but also have created numerous links to such resources by uploading them on to the library website. The library ensures that the university community is made aware of the latest updates through different communication channels, including email broadcasts, liaison with college champions, and social media<sup>5</sup>. The library also uses the undergraduate communication skills programme to reach all students.

The management of most state agencies including those of universities recognized open access as a means to advance research, and enhance the visibility of the knowledge their institutions produce. Other public research institutions have intensified their own efforts to promote open access. The Government of Kenya has also identified access to information as a universal human right and efforts are under way to provide such information through different channels like the open data portal like has been done by Kenya Law. The library is the relevant government wing that can play the role of providing leadership in this area for university and other research communities. Ngrigachu and Kwanya (2017) observed that good governance as a concept is practiced in private corporations, non-governmental organizations, and government agencies. They made recommendation that information workers need identify with how the use of effective information management practices can impact on the operations and enhance public service delivery, since doing so will help build trust and confidence in the public that they serve. In addition they stated that this is part of new paradigm in public administration which puts emphasis on government responsibility towards its citizens in a way that controls the quality of service to citizens in terms of service delivery, transparency and accountability using new technology. Although many African governments are adopting new information management practices, in Kenya effective management of information in public institutions remain a neglected phenomenon. The situation gives a clear relationship between enhanced public service delivery and effective information management.

Libraries at the National Museums of Kenya (NMK) through Elimu Asilia ([www.elimuasilia.org](http://www.elimuasilia.org)) work with researchers and volunteers and interact with local communities in the collection, preparation, preservation, sharing, re-packaging e.g. in form of exhibitions, exchange and dissemination of IK on culture, environment, health and history and other fields where NMK undertakes research for the memory of the Kenyan nation for sustainability and eco-social development. This is due to communities' dependence on traditional knowledge and practices as they sustainably exploit their environment, while preserving their culture and reconstructing their history, through time and across generations. Elimu Asilia platform aims at:

1. raising awareness and promoting appreciation of IK
2. Enhancing collection, preservation and availability of indigenous knowledge on culture, environment and history, and
3. Enhancing access to and use of indigenous knowledge in digital format while promoting online communities

#### **4. Library challenges in the Achievement of Vision 2030**

As the libraries strive to help the country achieve Vision 2030, most of those consulted reported the following challenges:

- Inadequate funding or lack of support (Financial) from the parent ministry. They are not given prominence or priority in the allocation of budget
- Adoption of modern information communication technologies in some libraries due to lack of infrastructure for automation not being in place, funding
- No internet connection

#### **Conclusion**

Libraries in Kenya have a role to play in national development and the achievement of Vision 2030. They play

key role in fostering literacy and learning, creating building blocks of development and safeguarding cultural and scientific heritage. They should sensitize local communities including women with information concerning areas like political participation, improved access to water supply, modern cooking fuels, and better soil nutrients in order to have better or raised yields and alleviate poverty. Through enhanced access to information, libraries support poverty eradication, agriculture, quality education, and health, public access to ICT and universal service provision, culture, economic growth including climate change. Information as the catalyst and cross-cutting element should be accorded easy access to support development.

### Recommendations

1. Librarians need more sensitization on their role in the achievement of Vision 2030 and subsequently the SDGs to enable Kenya to fully participate in United Nations SDGs activities through workshops like this one, seminars and conferences
2. National and County governments to adequately support library funding through approval of estimates submitted by libraries to ensure that they provide adequate information resources, facilities and infrastructure
3. Libraries to form partnerships with the private sector and other agencies in order to promote changes stipulated in the Vision 2030
4. Librarians need to advocate and lobby funding.
5. Libraries throughout the country to come up with new strategies to help Kenya achieve Vision 2030, and hence the SDG

### Acknowledgement

The author wishes to thank all the respondents for their cooperation and willingness to contribute raw data that made it possible for the realization of this article. Special acknowledgement goes to Ms Doris Kamuye for her assistance during data collection.

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