



Library and Information Association of Zambia Annual General Conference 2021



“Libraries and Information Services in Zambia:
Reflections and Predictions in Unprecedented Times.”

Livingstone, Zambia: 28th September -1st October, 2021

ABSTRACTS AND CONFERENCE PROGRAMME





KEYNOTE SPEAKERS



Dr. Justin Chisenga

Team Leader: Capacity Development & Partnerships with Academia and Research Institutions at FAO



Mr. Chrispin Hamoya

Head of Department
Library Information Science
University of Zambia





**Abstracts of Papers and Case Studies
Presented at the LIAZ Annual general
conference on**

**“Libraries and Information Services in Zambia:
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EMBEDDING KNOWLEDGE MANAGEMENT TO IMPROVE LIBRARY SERVICES AND USER SATISFACTION FOR THE 21ST CENTURY LEARNER

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Abstract

Knowledge management (KM) is fundamentally a business conception intended at enhancing and improving operations to gain profits and competitive advantage. It may also be argued that KM is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously uncaptured expertise and experience in individual workers. Conversely, as a tool and technique, KM has become useful in making an organization's data and information available to its members through dashboards, portals, and with the use of content management systems. However, it is also worth noting that KM has increasingly been adopted and applied to non-profit organizations such as libraries seeking improvement of services that meet users changing needs. For instance, in today's environment where information landscape is constantly changing as a result of diverse factors such as advancement in technology and changing information consumption patterns among users, the need for embedding KM in library management cannot be overemphasized. Consequently, the role of libraries is also changing from conventional repositories of information sources to becoming treasure-house of human knowledge that proactively participate in developing and sharing information in the knowledge society. This paper is an attempt to argue for the importance for libraries to embrace effective knowledge practices or entities in the knowledge economy, discuss the implications of KM on library management, services and user satisfaction.





USING ICTS IN MEETING CHALLENGES TO LIBRARY SERVICES AMIDST COVID-19: THE EXPERIENCE OF KAPASA MAKASA UNIVERSITY

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Abstract

Kapasa Makasa University has a purposely designed modern university library with spacious rooms for different library functions. However, from its inception in 2016 students and staff were deprived of library services until June 2019 when pioneer library staff were deployed to the university and set out to establish the library with an initial collection of 946 book titles (1,573 volumes) allocated by Copperbelt University Library. This was complemented by an e-library (Astria Digital Library). To-date, the library remains bare, with no reading tables or study chairs for library users, no shelves for books and not a single computer for users to access the digital library. This paper discusses how library staff have dealt with these challenges and those paused by Covid-19. The pandemic paralyzed all library operations such as lending activities, reference services, training, information processing and repackaging. KMU library staff capitalized on opportunities presented by ICTs such as email, tele-conferencing, pdf drive, and social media platforms such as face book, and WhatsApp to conduct library orientations, registration of users and SDI for different KMU programs. These endeavors have not been without challenges, but library staff have striven to cope with them. Although Covid-19 impacted adversely on mainstream library services, it has taught us to be innovative in the way we offer library services to our users.

Key words: University Libraries, Library Services – Challenges, Covid-19, Innovation





INFORMATION SERVICES AND GOOD GOVERNANCE: RECORDS MANAGEMENT A BACKBONE FOR GOOD GOVERNANCE, TRANSPARENT AND ACCOUNTABILITY.

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Abstract

Information services provision plays a major role in the promotion of good governance. Transparent and accountability cannot be achieved in the absence of information being made available to the people governing and the governed. In this sense the provision of this information is in the form of records which is made available as evidence of the activities undertaken in the governance process. Records management is very important in the provision of information services because well managed records provides a backbone for good governance, transparent and accountability in the governance process. It is against this background that this paper reviews previous literature to show how records management is an important aspect the promotion of good governance and how it enhances transparency and accountability. The paper further demonstrate why governments cannot promote good governance in the absence of the evidence of their commitments and activities they undertake without good records management to show that they are accountable to its citizens. The paper will also highlight the challenges that are faced in the process of managing records with a view to offer solutions to the identified challenges. The paper will be beneficial to information services providers as well as the general public in understanding the importance of good records management in information provision as well managed records system provides the backbone for good governance, transparency and accountability.





INFORMATION CONSUMPTION AMONG UNIVERSITY OF ZAMBIA STUDENTS IN THE BUILDUP TO THE 2021 ZAMBIA GENERAL ELECTIONS

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Abstract

This study assessed the information behavior and information literacy skills of individuals during the 2021 General Election in Zambia. Similar studies have been conducted in the past in the United States of America and Europe whose results revealed that information literacy and civic engagement are related and extremely important to the political process. Using the SCONUL seven pillars of information literacy (2011), this study adopted qualitative research methods to interview fifteen (15) students of Library and Information Science and Records Management to determine their information behavior and information literacy skills during the 2021 Zambia General Election. Findings revealed that information encountering was the dominant behavior compared to information seeking. It was also discovered that students favored social media as a source of information rather than traditional news outlets such as radio, newspapers and television. Students expressed strong awareness of media biases from the different sources and practiced information avoidance or disregarding. Based on the SCONUL seven pillars of information literacy, LIS and Records Management students were found to have strong evidence of identifying, managing, evaluating and presenting skills pillars. In conclusion, information literacy is important in ensuring effective participation in civic matters and there is need for further research in this area.

Keywords: Information Literacy, Information Literacy Skills, Library and Information Science, Elections, Zambia





AMPLIFYING THE SILENT VOICES: THE ROLE OF LIBRARIES IN PROMOTING HUMAN RIGHTS IN ZAMBIA

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Abstract

The promotion and protection of human rights occupies a central place in safeguarding democracy, peace and development around the world. Over 70 years ago, the United Nations (U.N) sought to define the conditions of lasting peace through the adoption of the Universal Declaration of Human Rights (UDHR). This declaration reaffirms the principles of equality, dignity and moral solidarity of all human beings in the world. Despite its adoption in 1948, the UDHR remains as relevant today as it was before, particularly today as the globe grapples with the economic and social disruption caused by the COVID-19 pandemic and other human crises. The objective of this paper is to outline and recommend the role of libraries in promoting human rights in Zambia. In addition, the paper also aims at motivating library and information workers to create human rights awareness in their communities and libraries. This paper shows how libraries today can not only play the role as agents of freedom of information and access, but also as iconic representations of the societal commitment to achieve a better world. In doing so, the paper examines the experiences in Zambia, and further discusses challenges facing libraries in discharging this responsibility, and further recommend a way forward. The methodology employed for the paper is a desk review of literature which examines concepts of human rights, and how libraries can amplify 'the silent voices' of their communities by contributing to the provision of human rights information and awareness.

Keywords: *Human rights, Libraries, Democracy, Zambia, UNESCO, IFLA*





MANAGING ELECTRONIC RECORDS MANAGEMENT SYSTEM USING DIRKS METHODOLOGY

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Abstract

The advent of technological advancement in information and communication technology has brought about a paradigm shift in the management of records. The paper will explore the stages to undertaken when developing an electronic records management system using DIRKS methodology. Records are important in any organization as they legalize and preserve the activities of the parent institution. In other words a record is proof or evidence of a transaction in an organization and therefore becomes primary data in the operations of the organization. Organizational transactions are increasingly being done electronically, hence the need to develop electronic records management systems (ERMs). Using the DIRKS methodology, the paper will outline how to develop an electronic records management system. Further, challenges associated with the use of electronic records in organizations will be highlighted.





READINESS FOR OPEN SCIENCE THROUGH RESEARCH DATA MANAGEMENT AT THE UNIVERSITY OF ZAMBIA

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Abstract

Research data management (RDM) is increasingly regarded as an important step in practicing open and collaborative research. As benefits of open science become widespread, researchers are required to submit data management plans (DMPs) explaining plans for storage and sharing of research data. Equally, several publishers require submission of research data alongside manuscripts for publication in open access repositories. Therefore RDM services have been developed to help researchers manage and share research data effectively. This paper assessed readiness of the UNZA to provide RDM services and encourage open science in Zambia. The study adopted qualitative research methods and employed purposive sampling to recruit participants. In-depth interviews were conducted with purposively selected individuals from the university's central administration, the CICT department, the Library and the Directorate of Research and Graduate Studies (DRGS). Interviews were recorded and data was transcribed and analyzed using thematic analysis. The major findings reveal a lack of awareness and knowledgeable about RDM among senior officers and inadequate skills among library staff requiring retraining. However, it was evident that the UNZA has robust ICT infrastructure capable of supporting RDM and providing open access to data. Further, the university has adequate IT staff capable to support establishment and operations of the RDM repository. It was also discovered that the UNZA did not have a research data management policy and data management is not addressed in either the Intellectual Property (IP) and research policy, or the institutional repository (IR) policy. Based on these findings, the study recommends development of RDM policy; conducting awareness campaigns; investing in skills training, and constituting research teams to deal with issues of open science.

Key words: *Data, research, research data management (RDM), library, open access, open science, UNZA, Zambia*





TAKING LIBRARIES TO THE WETLANDS

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Abstract

Promotion of literacy is a widely endorsed agenda for progressive social change in various regions of the world including Zambia. Low levels of literacy place a significant constraint on effective participation in societal progress and economic growth by most of the country's rapidly growing population. In Zambia, the promotion of a reading culture is a mandate of the Zambia Library Service. ZLS implores a number of strategies to promote a reading culture, key among these are collaborations with stakeholders such as Book Aid International, Beit Trust, etc. This paper highlights a project that ZLS undertook in seeking the promotion of literacy among children in the Bangweulu Wetlands. The project name, "Reading around the Reserve" aims to create regular reading activity within schools to promote and support children reading and learning. The project saw the collaboration ZLS, BAI and African Park. The Bangweulu Wetlands Project catchment faces several challenges i.e., over-population, poaching, overfishing and high levels of illiteracy. Prominent social and educational issues in the wetlands are early marriages, children's involvement in fishing, inadequate supplementary reading materials among others. The projects' focus is the high levels of illiteracy and to show ZLS' contribution so far to ensure that a journey of intense promotion of literacy amongst the early graders. The project embarked on a holistic approach to the implementation which involved key stakeholder engagement, 10,400 books BAI, 5,500 local purchases of supplementary reading materials, lockable storage trunks, Covid-19 protocols, training of teacher librarians from 55 schools.

Key words: *Library; Literacy; Reading Culture*





KNOWLEDGE MANAGEMENT IN THE FOURTH INDUSTRIAL REVOLUTION (4IR). HOW DO INFORMATION PROFESSIONAL KNOWLEDGE WORKERS RESPOND?

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Abstract

The Fourth Industrial Revolution (4IR) has been the modern linkage between technology and the market in all industries based on Information Technology (IT), that is, the creative and open combination of technology and the market through open innovation, or growth based on the open business model. 4IR being a long term process causes significant effects that include the transformation of occupants and job profiles in the modern day economy known as the Knowledge Economy which requires a Knowledge Worker for it to fully function. The main objectives of this papers obtain from reviewed articles were to identify: the main types of influences of 4IR on information professionals in information provision and the main opportunities and challenges presented in information providing organizations and institutions associated with the shift in the work environment and the competitive pressure modern information providers are presented with. Findings revealed that IT has become an important source for learning and solving problems, creating core competitiveness for organizations at present and the future. Furthermore, knowledge management is critical process in helping organizations in that it introduces a completely new management concept and method to find a systematic approach in using knowledge to achieve organizational goals as well as ensuring a competitive knowledge worker. Key to all these is Knowledge Management (KM) and its processes that help organizations to identify, select, organize and publish important information and skills which are considered as the institutional memory.

Keywords: Forth Industrial Revolution (4IR), Knowledge Management (KM), Knowledge Worker, Competitive Advantage.





AN EVALUATION ON THE EFFECTIVENESS OF ELECTRONIC- RESOURCES MARKETING STRATEGIES: A CASE STUDY OF ZALICO MEMBERS

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ABSTRACT

Over the last decade, electronic resources have become increasingly substantial components of academic libraries. This is due to the growing development of information technology and its impact on collection development policies in Libraries. The major benefits of electronic resources in the university library ease access to the needed information, since users can access information without their presence in the library. E-resources therefore promote efficacy in information dissemination for research purposes in universities. In Zambia, most academic libraries subscribe to electronic resources through the Zambia Library Consortium institutions (ZALICO). Recent studies have established that electronic resources usage in the majority of ZALICO members was very low; one of the reasons attributed to low usage of electronic resources was the lack of effective marketing strategies adopted by libraries. This study was undertaken to investigate the effectiveness of electronic-resources marketing strategies among ZALICO members. The study used an online questionnaire for data collection. Both qualitative and quantitative data was collected. The study population covered all ZALICO member institutions. At the time of the study, the consortium had a membership of 22 institutions. A purposive sampling technique was used to select respondents from each institution. The librarian in charge of the library at each institution was selected to participate in the study. The study reveals the low e-resources usage due to fragmented marketing strategies and lack of documented marketing plans in most ZALICO member institutions. As such the research proposes the training of ZALICO member institutions in development of effective marketing plans.

Keywords: *Marketing strategies, E-resources, marketing plan*





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PROGRAMME

Venue:

CHRISMAR HOTEL

12





Day 1: 28/09/2021

Pre-Conference Workshop

Session Chair – Mrs Constance Chilipa

08:00 Registration of participants

09:00 Media and Information Literacy Training – Mrs Mutinta Nabuyanda; Mrs Velenasi Munsanje and Team

10:30 **Health Break**

10:45 Continuation of the Media and Information Literacy Training

12:00 Ignite Talk Session

12.30 **Lunch**

Afternoon Session – Ms Alice Musonda

14:00 Virtual Facilitation Training – Mr. Allan Hagwelele and Mrs. Given Besa

15: 30 **End of Training**

Day 2: 29/09/2021

Session Chair – Mrs M Nabuyanda

08:00 Recap of Day 1

08:30 New Comer's Session - Mr. Chembe Kaluba

09:00 Official Opening Ceremony





10:00 Keynote papers

11:15 **Health Break**

11:45 Using ICTS in Meeting Challenges to Library Services amidst COVID-19: The Experience of Kapasa Makasa University – Ms. Naomi Mtanga and Mr. Jack Hatyoka

12:05 Managing Electronic Records Systems using DIRKS methodology - Mr. Alexious Muunga

12:25 LIAZ Publications – Mr. Ephraim Banda (Editor-in- Chief)

12:50 Ignite Talk

13:00 **Lunch**

Afternoon Session – Ms Martha Mulikita

14:00 Knowledge Management in the Fourth Industrial Revolution (4IR).How do information professional knowledge workers respond? Mr. Raymond B. Sikanyika and Graylin H. Kumalo

14:20 Newspaper Direct Presentation – Mr. David Katayi

14:40 Academic library Service Provision During the COVID-19 pandemic: Challenges experienced and strategies adopted at the Copperbelt University- Ms. Agnes Chitambo, Mr. Alexious Muunga and Ms. Phelile Nyirongo

15:00 Student Representative Presentation

15:20 Ignite Talk

15:30 **End of program**



Day 3: 30/09/ 2021

Session Chair – Mr. Mubanga Lumpa

08:30 Recap of Day 2

08:45 Information Services and Good Governance: Records Management a Backbone for Good Governance, Transparency and Accountability - Mr. Elijah Besa

09:05 Information Consumption Among University of Zambia Students in the Buildup to the 2021 Zambia General Elections - Mr. Abel M'kulama C. M

09:25 An evaluation on the Effectiveness of Electronic- Resources Marketing Strategies: a case study of ZALICO members - Mrs. Mutinta Nabuyanda, Ms. Buumba Dubeka and Mr. Ephraim Banda

09:45 Amplifying the Silent Voices: the role of libraries in promoting human rights in Zambia - Mr. mubanga lumpa

10: 05 **Health break**

10:30 Taking libraries to the Wetlands – Mrs. Sharon Munshya Liato and Ms. Alice Musonda Mwape

10:50 Embedding Knowledge management to Improve library Services and User Satisfaction for the 21st Century learner- Mr. Matuka Chipembele and Mr. Martha Mulikita

11:10 11:30 Zambia Library service (ZLS) Presentation

11:50 Poster session

13:00 **Lunch**

Session Chair – Mr. Matuka Chipembele

14:00 Readiness for Open Science Through Research Data Management at the University of Zambia -



Mr. Abel M'kulama C. M

20:00 Ignite Talk session

15:30 **Health Break**

Day 4: 01/10/ 2021

Session Chair - Mr. Robinson Bwato

09:00 Rapportuer's Report

09:15 Presentation - Practical session

10:00 Practical Session

10:30 **Health Break**

ANNUAL GENERAL MEETING

10:45 Chairperson's Remarks

10:50 Adoption of Agenda

11:00 Correction of Minutes of Previous AGM

11:10 Matters Arising from Minutes

12:00 President's Report

12:30 Treasurer's Report

13:00 Closing Remarks LIAZ President

13:30 Elections

14:00 Message from Interim Executive

END OF 2021 LIAZ AGC

16



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