**INTRODUCTION**

This report is based on a three month industrial attachment program in the Kenya National Archives and documentation Service, under the field of information science, and therefore a copy of the same remains with the industrial trainer (KNADS) and the other copy submitted to the field industrial supervisor (Technical University of Kenya).

This program was intended to introduce a more clear understanding to students in a very practical way and introducing the procedural steps followed during the time at which information resources are appraised up the time of their storage and dissemination to the users of the public.

I started my industrial attachment program on June 10$^{th}$ 2013 and completed on 30$^{th}$ August 2013 and was attached to the **repository section** of the organization, and therefore the information in this report will fully be based in this particular section but will also state the other departments of the organization and their functions as well as the structure of the management functions.

It is a compilation of the background of the Kenya Natinal Archives and Documentation Service, its structure, challenges encountered, conclusion for the betterment of information field and recommendations to the KNADS.

 **SUMMARY**

Basing on the coursework at The Technical University of Kenya, there should be an attachment program undertaken to facilitate more understanding in the field of information science. Kenya National Archives and Documentation Centre is therefore the Industrial Trainer.

The Kenya National Archives and Documentation Service (KNADS) is a department under the ministry of Sports, Culture and the Arts, which was established in 1965 by the act of the parliament*, the Public Archives and Documentation Service Act Cap. 19 of the laws of Kenya.*

The Kenya National Archives and Documentation Service is divided into four major divisions;

   i. General Administration service – responsible for providing support service to all other departments.
   ii. Records Management service – responsible in collecting records for permanent preservation from ministries of the Republic of Kenya.
   iii. National Documentation Service – responsible for collecting and processing government publications and other general circulated publications.
   iv. Archive Administration Division – responsible for storage conservation and use of public archives.

While attached at the KNADS, there are several challenges encountered, shelving challenges, information retrieval challenges and supervisory related challenges.

The recommendations currently under this report include staff and resources appraisal, relocation, resources and funding.

**CHAPTER ONE**


**1.0 SHORT HISTORY AND BACKGROUND OF THE KENYA NATIONAL ARCHIVES AND DOCUMENTATION SERVICE (KNADS)**

The Kenya National Archives and Documentation Service (KNADS) is a department under the ministry of Sports, Culture and the Arts, which was established in 1965 by the act of the parliament*, the Public Archives and Documentation Service Act Cap. 19 of the laws of Kenya.*

Its commitment is to provide timely services to clients according to the existing laws, rules, regulations, norms, professional ethics and clients' expectations, without any form of discrimination or inducement.


**1.1 MANDATE**

KNADS is mandated to acquire, preserve and make accessible records and archive to the public.


**1.2 VISION**

To excel as an archives and records service in view of all Kenyans and the world, and to serve as the memory of the nation.

**1.3 MISSION**

To offer consultative records management services to the public service; acquire and preserve valuable public as well as private records as part of the national documentary heritage; and ensure timely accessibility of records and archives to users.


**1.4 CORE FUNCTIONS**

- To provide advisory services to the public offices on all matters relating to the creation, care, control, and general management of the public records;
- To acquire and provide custodial services to records and archives of national interest;
- To provide reference service and facilities to users of archival resources;
- To publicize and promote archives service in the country.

**1.5 OBJECTIVES OF ESTABLISHMENT OF KNADS**

- Providing Archives and records services to The Government of The Republic of Kenya.
- Making archive information to be readily and easily available to the members of the nation.
- Acquiring, Processing, storing and retrieving documentary materials of the national, historical, cultural, research and educational impotence.
- Safe keeping in suitable environmental conditions of all national archives.
- Provision of facilities for the repair and conservation of all archive materials through any means possible to enable the materials last for long time and to be accessed by the public in any time required.
- Publishing of retrieval materials such as texts, inventories, etc to make it easy for the public to get any information they want, through retrieving in archival holdings.
- Provision of reference services facilities for the inspection of Archives which lawfully open to the public.

**1.6 EXPECTATIONS FROM THE ATTACHMENT**

Having successfully completed three months in my attachment, I am now able to see the following fulfilments:

I.   It has comprehensively leaded my school knowledge into a real practical experience in the field.

II.  The program has equivalently enabled me to learn more on the field of information science, its importance and how to use it as a tool to help the community of users both in public and private sectors.

III. The attachment has readily equipped me with experience and knowledge of exposure as well as a general knowledge of every process that is followed during acquisition, selection, storage and dissemination of information resources.

IV.  The attachment has improved my communication skills, creating a good interpersonal relationship and enhancing a positively public relation skill which is of vital importance in any public or private institution.

V.   I learned on the important of information science as a tool to create opportunities for the youth in entrepreneurship and innovation.

**CHAPTER 2**

**2.0 THE DEPARTMENTS IN THE KENYA NATYIONAL ARCHIVES AND DOCUMENTATION SERVICE**

The Kenya National Archives and Documentation Service is divided into four major divisions;

    v.    General Administration service – responsible for providing support service to all other departments.

   vi.    Records Management service – responsible in collecting records for permanent preservation from ministries of the Republic of Kenya.

  vii.    National Documentation Service – responsible for collecting and processing government publications and other general circulated publications.

 viii.    Archive Administration Division – responsible for storage conservation and use of public archives.

Archive administration division is further subdivided into the following sections;

    a.  Repository
    b.  Microfilming
    c.  Audio-visual
    d.  National Documentation service
    e.  Public relation
    f.  Search room
    g.  Information communication technology
    h.  Conservation
    i.  Murumbi Gallery
    j.  Mau Mau section

**2.1 REPOSIOTORY SECTION**

Its core functions include provision of a permanent custody to all public records and facilitating accession of the public archives to researchers or the general public.

It is the records storage area where records are preserved, maintained and controlled.

The repository section has eight different rooms, 'eight repositories'

The major activities done here include the following;

    ➢  Arranging of records as per the originality, i.e. original order and area of origin.

    ➢  Sorting out of records

➢ Boxing of records as well as assigning of box numbers and box reference according to the records that are being dealt with.

➢ Shelving of boxed records as well as including its location in the guide.

➢ Retrieving of records for researchers as per the request made by the researcher.

➢ Preparing shelves numbers and noting out each shelve with its record.

➢ Replacing worn out boxes and worn out file folders with the aim of maintaining them and extending their lifespan.

## 2.2 CHALENGES FACED WHILE ATTACHED TO THE REPOSITORY SECTION

The following are the many challenges that may have frustrated me while in the section:

### 2.20 Retrieval related challenges

➢ During the process of retrieval, notably many files have their reference numbers indicated with a pencil, some of which are faded and difficult to read the file reference number which will need their original guide to be identified and this process takes some time, having in mind that the file is being awaited in the search room.
➢ Some records are so scattered and sometimes hard to establish the location where the requested record is, and thereby wasting some time during the process of retrieval.
➢ There are instances where many boxes are worn out which is difficult to pull them out of their shelves during retrieval, some would even tear apart when trying to pull them out of the shelves.
➢ Some records are not in the shelves, "repository one" and retrieval of these records is tiresome when identifying the boxes they belong to and they are even congested together in one place.
➢ Some box labels are not clear and some don't even have the box labels which is therefore hard to identify the records location during retrieval process, notably there are these boxes having the box labels, clear and visible, but do not give all the reference number of all the files as per their classes inside.

- The repository guide sometimes mislead while on the process of retrieving, because it may not tell the correct shelf location of the requested records due to the ongoing process of shelf reorganization.
- There is more than one guide in the section, and they differ in terms of the lists of records location, it is therefore difficult to identify the correct repository guide to follow during information retrieval process.

## 2.21 Shelving related challenges

- It is difficult to master all the records and their location in the repositories, and there are some instances where some would retrieve records and fail or forget to indicate the shelve reference number on them which will be difficult to shelve them back to their locations.
- Many boxes are worn out which is difficult to pull them out of their shelves during shelving, some would even tear apart when trying to pull them out of the shelves.
- Some box labels are not clear and some don't even have the box labels which are therefore hard to identify the records location during retrieval process, notably there are these boxes having the box labels, clear and visible, but do not give all the reference number of all the files as per their classes inside.
- Some mobile shelves are no longer in good condition and therefore hard to open them.

## 2.3 MICROFILMING SECTION

The major work done here is conversion of printed documents which includes the news papers, i.e. the daily nation, the standard and the Kenya times, into digital formats.

These news papers are microfilmed and processed and finally stored according to numbers, and hereby a researcher can request to read the information from a microfilm reader.

The estimate life span of this microfilm is 500 years and this clearly tells why documents are digitized.

The other main tasks carried out in this section include the following;

- ✓ Capturing the general information page by page from these news papers by use of modern cameras which can zoom out the letters in the news papers using a special lens.

- ✓ Processing of microfilming is done by mixing of worm and cold water thus making the information to be permanently fixed in the films and last for long.

- ✓ Entering the captured data which is ready for use in the microfilming database.

- ✓ Retrieving microfilms requested from the search room by researchers

- ✓ Storing microfilms in microfilms store in an appropriate way so that time will not be wasted during retrieving them for researchers, this is done by allocating valid continuous numbers in the microfilm which is referred, to when retrieving them.

## 2.4 AUDIO VISUAL

This room caters and provides room or accommodation for all information that can be listed to, or listed to and watched, such as video tapes

It has o more wide collection of Kenyan heritage photos.

It also houses the many audio tapes that were taken on and about Kenya. All these have wide and spread information about the Kenyan heritage.

## 2.5 CONSERATION SECTION

This section provides a special care which includes repair and conservation as well as restoration of damaged records and publications.

This section also deals with strengthening the weak records as well as disinfecting deep freezing of all these records that may be infected with insecticides on their arrival into The Kenya National Archives, so that when placed into the shelves in repositories, other records are not affected.

They also do binding of materials using different methods of binding, i.e.

- Spiral binding
- Flash binding
- Quarter-case binding
- Case binding

Lamination of materials is also done and trimming of materials into a presentable size.

## 2.6 INFORMATION TECHNOLOGY SECTIO

This section will cater for ICT needs for all other sections as per the hardware and software requirements of these sections.

The ICT section also troubleshoots hardware problems, give out desk services and maintain overall database that provides information services to researchers.

## 2.7 SEARCH ROOM SECTION

This is a room equipped with tables and chairs, where researchers go in and do their research as per their information needs.

These researchers usually go to a machine and search in the database the kind of information they need and fill in a request form to request it from staff concerned.

## 2.8 PUBLIC RELATIONS

It is the section that carries with it the reception unit which its core function is to handle the members of the public that are coming into The Kenya National Archives.

Their major responsibility is taking or directing people or a group of people around the gallery while explaining to them.

## 2.9 THE NATIONAL DOCUMENTATION SERVICE SECTION

This is the library found inside The Kenya National Archives. This library holds all government and at time s non-governmental publications that are used by both researchers and the staff.

They receive request from the search room by researchers, retrieve them and hand over the publications to researchers.

This section is also responsible for selecting publications from the many publications available, appraising, processing, classifying and entering them in the database.

**CHAPTER THREE**

**3.0 ORGANIZATION STRUCTURE**

**3.1 THE DIRECTOR**

The Kenya National Archives and Documentation Service is headed by a Director.

He is the overall authority in his organization and every staff is answerable to him.

The director acts and serves the function of being the link between the Kenya National Archives and the ministry of State for National Heritage and culture, who are the employees of Kenya national Archives staff.

## 3.2 ASSISTANT DIRECTOR

Notable in The Kenya national archives are two assistant directors of which one is in charge of the administrative functions while the other is in charge of professional services of the national archives.

Administrative tasks include:

- Accounts
- Human resource management
- Procurement

Professional services include:

- Records management
- Archives management
- National Documentation Service

## 3.3 CHIEF RECORDS MANAGER

He is the responsible of all the records centres of The Kenya National Archive. I.e. Kisumu records centre, Nairobi records centre, Mombasa records centre, Nakuru records centre and Kakamega records centre.

## 3.4 CHIEF ARCHIVIST MANAGER

He takes the responsibility of all records in the archive and thus monitors all the activities in the following sections: Search room, Repository, Conservation, Audio visual, Microfilming, Art gallery, ICT.

## 3.5 CHIEF LIBRARIAN

He takes the responsibilities of the NDS section o f the Kenya National Archives, thus he monitors all the activities of the NDS as he also gets assistance from other librarians.

## 3.6 ORGANIZATIONAL STRUCTURE OF THE KENYA NATIONAL ARCHIVES

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      │Assistant Director│                        │Assistant Director│
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| Repository | Search room | Conservation | Audio Visual | Microfilming | Art Gallery | ICT |

| Kisumu | Nairobi | Mombasa | Nakuru | Kakamega |
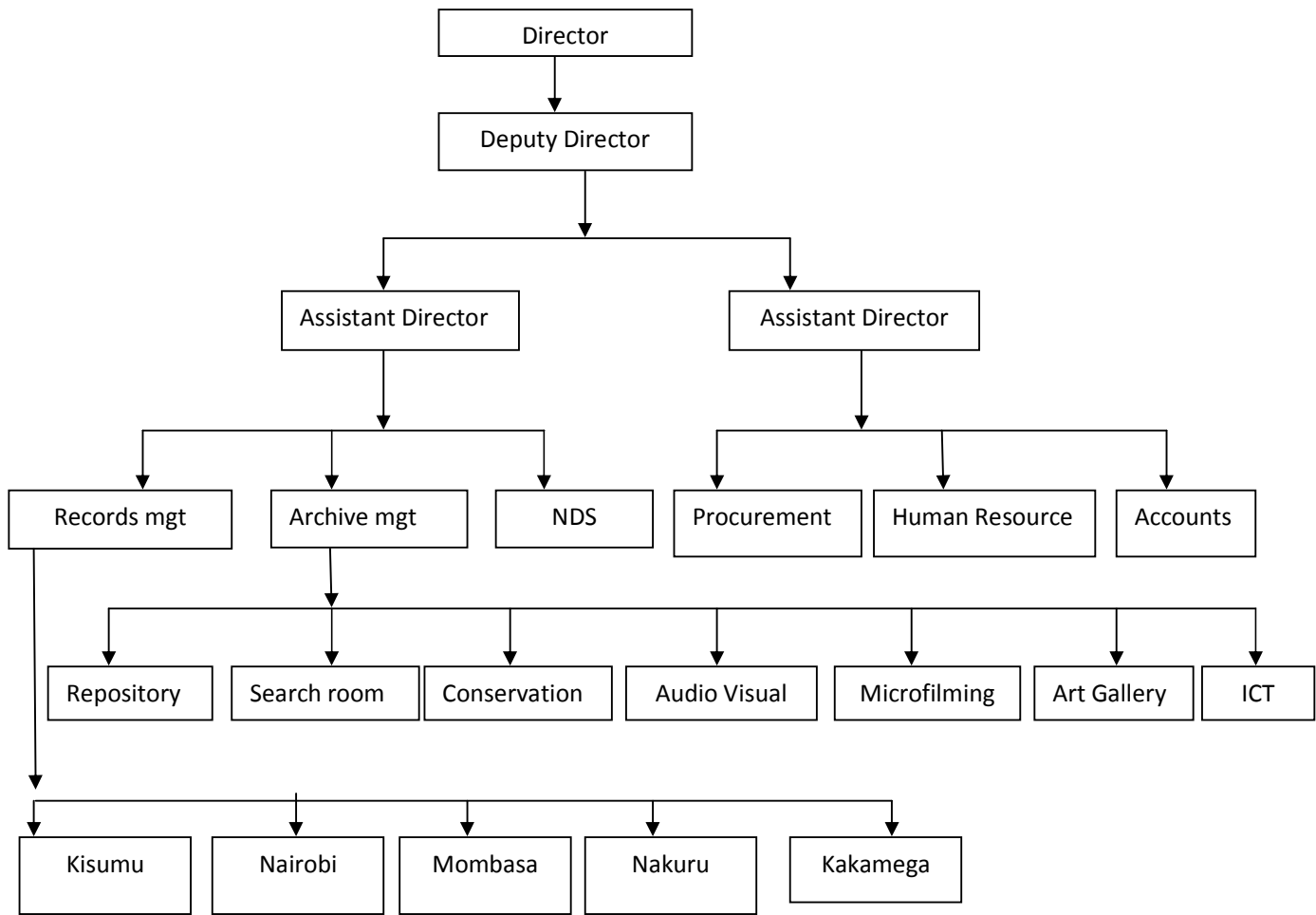

## CHAPTER FOUR


## 4.0 CONCLUSION

Information science does not consist only of the explicit paradigm of the study of the selecting, gathering, organizing, accessing and retrieving of information that is the usual description of the field. As with most intellectual domains, the field of information science has many unarticulated, but important, elements "below the water line."

It has been the purpose of this article to bring some of those elements to the surface, so that we may better understand our own work and communicate it to the many people from the

broader societies who are now excited by information questions and problems, and so the information centres like the Kenya National Archives and Documentation Service should always run to fulfil the objectives of information science establishment and support the training institutions that offers information studies to nature more information personnel in the coming future.

## 4.1 RECOMENDATIONS

The major problems that are currently facing The Kenya National Archives and Documentation Service require a quick reaction of solutions and some more changes implemented to ensure that the objectives and goals of the establishment are achieved.

- ➢ It is therefore important to allocate and provide more resources as well as adequate staff to the departments of this organization, and in particular the repository section, where staff are small in number. For the purpose of submission of this report, and to my own knowledge of understanding, I could propose an allocation of about five staff as the minimum of each repository in the organization.

- ➢ In the future it is also very important to work on re-allocation of the organization to other places where there is minimal noise pollution and dust, because currently Tom Mboya is much more uncontrollable in terms of noise and dust.

- ➢ Digitization of records may be an important aspect in the organization and it is good to strongly support it by all means and allocate much more resources, both human and finances because many of the records are in a poor condition, they keep on deteriorating with time and once measures are managed to control them especially conservation measures like digitization, then it means that at least a duplicate of the same is left behind for the users.

- ➢ It is good to have a soft copy of the repository guide, so that when the current exercise of shelf reorganization goes on, the staff will keep on adjusting the locations and codes.

- ➢ The habit of eating and drinking inside and especially in places where records are stored should be prohibited to ensure that biological factors of deterioration are controlled.

- ➢ When also considering the conditions of shelves, it may be a good suggestion to renovate and repair especially the mobile shelves where some of the locks and rollers are no longer functioning.

➢ Finally it may also be a good thought to talk about the renovation of the building inside and outside to provide more security to the staff and the information resources as well as machines. This may include inspection and surveillance of both staff and users when entering and leaving the premise to be sure that they do not walk inside with unwanted objects and machines that do not belong to the office.

## 4.2 APPENDICES

➢ **http://www.archives.go.ke/**
➢ **http://www.museums.or.ke/**