



**INFORMATION SCIENCE FOUNDATION  
FOR EASTERN AFRICA**  
P.O. Box 32060 Kampala  
*"Information and Knowledge for Development"*  
**THE ISFEA's MAGAZINE**

**THE ISFEA MONTHLY FOUNDATION FELLOWSHIP AT BATIVA HOTEL, FRIDAY October 27<sup>th</sup> 2006, 6:00pm-8:00pm. "Knowledge Management Best Practices at GTZ – Uganda", by Mr. Richard Sennoga.**

**Friday, November 10<sup>th</sup>, 2006**

**Vol. 2 No. 2**

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**Activity Agenda**

- . The Opening prayer
- . Opening Remarks
- . Any Apologies
- . Introductions
- . Speakers
- . Q&A Session
- . Vote of thanks
- . Announcements and Professional information
- . The Closing prayer
- . After Swalloship

**END**



"They are valued"



"Busy with KM"



"Benefited"

**The Four Pillars of a successful ISFEA:-**

- 1.. Recruit and Retain committed, quality membership.
- 2.. Implement successful service project
- 3.. Develop Strong Leadership at Chapter levels
- 4.. Support ISFEA Financial activities.

**Announcements and Professional Information**

- You are all invited to the First **ISFEA Annual Foundation Dinner** that will take place on **Friday 08<sup>th</sup> December at Hotel Equatorial, Tropical Hall at 6:00pm**. Cards are on sale at a **Fundraising fee of 25,000/=**. Come with extra 5000/= if you want to join the dinner dance till morning. Contact Chris 0772-450989, Ann 0712-843946, Richard 0712-817264, Michael 0772-572137. This professional activity will substitute the Fellowship for the month of December 2006.
- Makerere University Library got the opportunity to organise the IFLA 2007 Pre- conference in Durban. There is need to put in a lot of effort to participate as much as we can.
- The Deadline for submission of abstracts for the IFLA 2007 in Durban is 14<sup>th</sup> January 2007.
- Next ISFEA Foundation Fellowship will take place on Friday **24<sup>th</sup> November 2006, Bativa Hotel gardens, at 6:00pm prompt**. Please keep time to save time.
- Membership forms to join ISFEA Kampala Chapter are available. Please call Ann 0712843946, Juliet 0772522331 and Richard 0712817264.

**Apologies**

- ...Apologies from Mr. Charles Batambuze (NABOTU) who is unable to be with us today as he is leaving for Jamaica.
- .. Apologies from Mr. Benjamin Ahimbisibwe, Ms. Olive Kihika, Ms. Olivia Nakanwagi and Ms. Agnes Namaganda as they are caught up in their busy

## THE VIEW FROM ONE ISFEA SPOT

Dear Fellow Professionals again,

In the October issue of the ISFEAs' Magazine, I mentioned much about issues including; how to become a member in ISFEA, attracting new members and recruiting them, membership retention and membership loss., and how ISFEA offers opportunities for friendship, fellowship and meaningful services; connections within the LIS community and a chance to meet like-minded friends in the profession, the kind of friends who will be close decades from now. We realized that a successful Kampala Chapter needs certain features and thought of them as a "to-do" list of 8 for boosting membership. I presented the first 4 to the Chapter President and LIS community and the rest of the features are here below in this November issue.

1. **Assess.** Listen to each other, and find out what members want.
2. **Emphasize.** Accentuate the social aspects of ISFEA. They are the glue that binds us.
3. **Market.** Don't sell the Chapter as a product – market it. Find out what people want and do your best to give it to them.
4. **Induct.** Bring new members into the Chapter with dignity and Class.
5. **Involve.** Make members' friends part of ISFEA. Don't let it be another commitment that takes members from their friends.
6. **Mentor.** Make sure that a seasoned ISFEA member helps new members to get started and stays involved for at least a year. Newcomers can get lost easily.
7. **Educate.** Provide ISFEA Information continuously but give a little at a time. There is a lot to learn about ISFEA and it can be overwhelming.
8. **Enthuse.** Show enthusiasm openly! ISFEA should be fun.

ISFEA will flourish and provide prestige to the Information Science Profession.

**Kasuse Michael, Executive Director - ISFEA**

## EDITORS' SPACE

Dear Readers,

By getting to know what is in this space right now, shows me you are alert and interested in this magazine. Warm thanks. Why don't you be bored now as you read my comments on whether LIS and KM differ in a way?

From school we got to know that information is a set of similar data organized to create meaning and classification of related information that is organized and stored for retrieval forms a database. Retrieval of this information on demand for use involves tasks for LIS professionals. When this professional goes ahead to design the information storage systems, get a better understanding of the information content stored and transform it with a purpose of carrying out an action by the user, then S/he will be practicing KM. This transformed action oriented information is looked at as Knowledge. If this professional can go ahead to monitor and evaluate the action made as a result of the information provided then will be carrying out best practices of KM. If it is a positive action then the information strategy should be enhanced and if it is a negative action then the strategy should be reviewed. Why don't you read ahead to see the difference and get back to me with your view? Does this make a deal? Remain Cheers.

### Editorial

Ann Apio – Editor in Chief [ann\\_apio@yahoo.com](mailto:ann_apio@yahoo.com)

Michael Kasuse – Managing Editor [lkasusem@yahoo.com](mailto:lkasusem@yahoo.com)

Hilda Nabankema – Fellowship Administrative Secretary  
[heeldahz@yahoo.co.uk](mailto:heeldahz@yahoo.co.uk)

## MAGAZINE PICTORIAL



"Trying to Understand"



"The Casual way"



"Enjoying"



"Contributing"

## Commercial Ads Corner

A... When you buy a card for First ISFEA Annual Foundation Dinner that will take place on Friday 08<sup>th</sup> December at Hotel Equatorial, Tropical Hall at 6:00pm, you automatically join a **raffle that will make you win many prizes**. Please buy cards and be part of the activity.

B...Want to order Library Supplies and Furnishing, please call 0772-572137.

C...You have 3years experience in consultancies of setting up a resource center, records unit, website designing and interactive database system, bulk scanning with OCR equipment, prepare your CV with narrative description of consultancy and call 0712-996466. It's urgent.

D... ISFEA T-shirts are on sale at a fundraising price of 20,000/=. Call Ann 0712843946 while stock lasts.

## SPEAKER PROFILE



**Mr. Richard Baker Sennoga**

The speaker at the Fellowship was Mr. Richard Ssenoga the **President – ISFEA Kampala Chapter**. He is a Ugandan born in 1976 at Entebbe, married to Bernadette with one son Isaac. Speaks Swahili, French, Luganda and English. Enjoys Fishing and Site-seeing, debating, reading and writing. He is proud of the BLIS – (MUK), Msc. Computer Science – University of Pune, India, the Diploma in United Nations and international Understanding, Institute of UN Studies Delhi, Diploma in Computer Science, Makerere Computational Centre.

Currently employed as Knowledge Management Project Officer, by German Technical Cooperation (GTZ)-Kampala. He is in charge of addressing information components in a multinational content by using softwares that are web enabled and administering Content Management Systems (ie information in documents, pdf, access, excel for reference) and putting in place a knowledge management plan for the project. In addition, he does the usual, like developing websites, maintaining project site, assisting in the Project Newsletter, trainings in information literacy and knowledge awareness etc.

Has also worked as the Information and Membership Services Officer at Uganda Institute of Bankers, and as a Data Processor at Uganda Electoral Commission.

Has got membership with ISFEA, United Nations Association, British Council Management Information Centre, I-Network Uganda, ULIA-1999, among others.

He Introduced the ISFEA Kampala Chapter Committee as Including; Ms. Sarah Kaddu as his Vice President, Ms. Rhoda Nalubega as Treasurer, Mr. Anthony Muntuoyera as Assistant Treasurer, Ms. Juliet Nansonga as Secretary, Ms. Faith Akiteng as Assistant Secretary, Ms. Harriet Apio as PR and Advocacy, and Mr. Ssebandeke as Projects and Events Secretary.

## Talk on “Deliberations on Knowledge Management Best Practices in a Dynamic Work Environment”

*By Mr. Richard Ssenoga*

He approached his talk from using talking points that he had distributed to members present. He mentioned simple definitions from magazines for KM including; the process through which organizations generate value from their intellectual capital and knowledge based systems; and also; Is the systematic process of identifying, capturing, and transferring information and knowledge, people can use to create, compete and improve. (reference sources are available during fellowships).

Before following his talking points, he explained the knowledge cycle as in Creating K (through analytical work, M&E, learning from the outside world, learning from our successes and failures); Sharing K (with policymakers, partners and outside world, with org. staff.); Applying K (through products and services). Benefits of KM in an org may include; cost saving, evidence-based policies, seamless services, more innovations, re-using existing K, higher productivity, locating expertise, sharing best practices, improved services and mostly avoiding duplication/re-invention. The sources of K in an org may include; Tacit K, internal (as in experimental and personal beliefs, perspective, values) are staff, partners and professional networks; Explicit K (from readable documents, records) are toolkits, guidelines, manuals, reports, websites, intranets, directories, databases etc.

While at the drawing board and you want to use KM for success in your org, first know where the value is within your org and what makes you unique and worthwhile. How different is your org from sister org? The solution here is to recognize the role and importance of K. After knowing the importance of K, find out whether it changes how the org defines itself and justify how important K is to what you do. The solution is to make K part of the org mission. After this, find out where K lies within your org and see which K is valuable and see how you can husband, nurture, develop K within the org and the solution here is KM.

The talking points focused on KM in the general perspective and they included;

### **a) K-Management: An Integral Aspect of Individual Living**

The traditional view of knowledge management primarily focuses on information, whereas the knowledge ecology adds the context, synergy and trust necessary for translating such information into actionable knowledge.

### **b) K as a Factor of Production for Increased Returns**

In contrast to the traditional factors of production that were governed by diminishing returns, every additional unit of knowledge used effectively results in a marginal increase in performance.

### c) Does KM=IT?

Knowledge management is in danger of being perceived as so seamlessly entwined with technology that its true critical success factors will be lost in the pleasing hum of servers, software and pipes.

### d) Why Modern Organizations Cannot do without Managed K

The focus of knowledge management is on 'doing the right thing' instead of 'doing things right.' It provides a framework within which the organization views all its processes as knowledge processes and all business processes involve creation, dissemination, renewal, and application of knowledge toward organizational sustenance and survival.

Observation is that in those years one could hardly see jobs of information management unlike today where they are very many. Its information that gets things done these days.

### e) It is not the Tools, but what People do with K

The lack of correlation of information technology spending with financial results has led me to conclude that it is not computers that make the difference, but what people do with them. Elevating computerization to the level of a magic bullet of this civilization is a mistake that will find correction in due course. It leads to the diminishing of what matters the most in any enterprise: educated, committed, and imaginative individuals working for organizations that place greater emphasis on people than on technologies.

### f) Computer Use Has Done a Great Deal of Harm

Computers have done a great deal of harm by making managers even more inwardly focused. Executives are so enchanted by the internal data the computer generates and that's all it generates so far, by and large they have neither the mind nor the time for the outside. Yet results are only on the outside. I find more and more executives less and less well informed if only because they believe that the data on the computer printouts are ipso facto information.

### g) KM Best Practices in Operations

This may involve methods of utilizing knowledge and



Third from left: Mr. Richard Sennoga- Chapter President

includes issues of confidentiality.

### h) The Future of Knowledge Workers and Knowledge Management

The newly empowered knowledge worker will live in a world of immense choice that may often imply living with immense risks and immense returns. The feeling will be simultaneously exhilarating and unnerving: the joy of freedom to choose blended with the apprehension of making one's own choices and having to live with them.

#### What the Expert is Ignoring

By Mr. Yusuf Kiwala

The question of fellowship is critical to professional growth. Points of view at ISFEA 3<sup>rd</sup> Fellowship suggest that the much anticipated growth of Information Science Professionals (ISP) joining ISFEA will make intelligent recommendations. The last October 27<sup>th</sup> 2006 casual fora at BATIVA Hotel pointed out that ISFEA strategy to developing the profession must be placed in broader context responding the demands in employment market.

The theme was Knowledge Management (KM). The Chairman ISFEA Kampala Chapter, Mr. Richard Ssenoga, a K specialist at GTZ – Uganda who was the

**Theory and practice diverge sharply. Is KM a tool in itself or a vocation?**

speaker of that evening was elaborate of KM, inspiring a protracted chat spiced by practical experiences from various K Managers, representing various views on how KM is understood among professionals in Uganda.

To some members KM is a tool to derive solutions to organization's business needs. Others view KM as a discipline for professional development with option for specializing, the demand for KM ranges from size to formation of organizations. Skills in KM seem indispensable in the current dynamic environment of Information Science. The question of when should professionals embrace KM is past. Where? How? And to some extent What? were partly answered at the last for a.

Looking inspired by the talk, "we have kept pondering how you made it Mr. Speaker to a K specialist, why don't you



LIS Professionals Appreciating KM

**STOP PRESS** : Suzan N. Kayeh, now Mrs. Ssebuliba 0772-577938, vibrant LIS colleague lost her father on 30<sup>th</sup> October 2006. May His soul rest in eternal peace.

tell us about your carrier path?" one of the participants asked. Appearing confident, Mr. Ssenoga switched on to tell members about him self. This was admirable!

**That was not enough. ISFEA plans to transform the December monthly fellowship into a fundraising Dinner for the IFEA Foundation.**

### Concerns from presentations

- What is the difference between LIS and Knowledge management professionals?
- Are there any Institutions in the region that are known to produce qualified knowledge management Specialists?
- What is the way forward for the LIS professionals concerning KM?

### Response from guest speaker and other contributors.

As trends in life experiences come, slang comes along with them, vocabularies grow (for example in luganda words like "ontegera otya, pastor kamusigemu etc) and tasks at work are created. KM may be a new vocabulary. With this background, some employers may look at KM and LIS as the same.

With the new tasks created by organizations as a result of focusing of Image building, LIS becomes a subset of KM where KM adds on tasks of playing about with tools like content management systems, web enables softwares, components of PRO etc. that are action oriented. KM involves people processes and technology.

The way forward for the LIS professionals other than Academic Librarian is that they need to have a little IT for content management, probably design a system, and have a field of affiliation like procurement, finances, environment, agriculture, Health MIS.

In the region at the moment there is no institution that produces qualified KM specialists. We need to advocate for such components be included in the EASLIS programs. Alternatively, one can become a member of recognized bodies in KM such as KMPRO for procurement in USA, Certified Knowledge Manager in USA etc.



**Concerned: KM Vs LIS**

### ISFEA Needs Assessment Corner

A needs assessment form was designed to capture views on how ISFEA can meet members' expectations. This form is distributed to members every Foundation Fellowship with a different question.

### Question

What are the different ways ISFEA can collaborate with other Information Science Professional bodies like ULIA, CUUL, and NABOTU etc?

### Members' response

- Through discussion forums, organized meetings, seminars and conferences organized together.
- Present paper of concern together.
- Always invite at least a representative from these bodies (top management) to share with us professional experiences and give advice where needed. Always invite external discussants.
- Regular meetings and joint publications.
- Initiating monthly "Information and KM forums" where all the members of the above bodies become registered members. Borrow leaf from the British Council Management forum. It would greatly enhance networking.

### ISFEA Comment

. ISFEA has been inviting ULIA and NABOTU members to the fellowships. Surely it should invite a representative from the top executive to share with us professional experiences. ISFEA is yet to contact CUUL for ways of twinning.

. ISFEA is borrowing a few ideas from the British Council Management forum. We are yet to see how networking will be enhanced.



**Thank you: Determined to support ISFEA Activities**

### Vote of thanks by Mr. Charles Owachigui.

As a product of EASLIS, I want to thank the organizers of this Association (ISFEA). Particularly about the speaker, we studied together, lived together and he has achieved a lot. Mr. Sennoga is an ambitious person and his ambitions are what we have heard today. As an information worker, we need to be more knowledgeable as what he has told us a story about dinosaurs. With those few remarks, I thank you very much.

For problems at work, we can help in case you show interest. If anyone happens to have jobs at the place of work, this is the place where they should be communicated first. Thank you everyone.

### Views from our readers

Chris is the Chairman, organising team for the first ISFEA Annual Dinner that will take place on Friday 08<sup>th</sup> December 2006 at Hotel Equatorial, Tropical Hall Kampala, Uganda at 6:00pm.

Chris was seeking for members' views about the price per cards for the dinner and below is a response from Charles of Nairobi Kenya.

Chris,

A good job already, however isn't 25K on the very lower side? Your events should actually not only bring us together but a fundraising strategy for the foundation. At the end of the dinner the secretariat ought to have some money to oil it to the next level.

I will come for the dinner and my take is an equivalent of 2K Kenya Shillings which is 50K Uganda Shillings. I would imagine that will be reasonable to champion the objectives of the Foundation.

I am encouraged by the enthusiasm exhibited towards the leadership of the Foundation. I am realising a new dispensation and paradigm shift. Keep it up men.

Charles Nandain  
Nairobi, Kenya.  
Mobile, 0733-368-111  
E-mail: [cnandain@yahoo.com](mailto:cnandain@yahoo.com)

### FUN CORNER

#### "Facts from the Ugandan Mr. Bean from Kyenjojo."

##### Spelling lesson:

Mr. Bean's Son: Dad, what is the spelling of successful...is it one c or two c?

Mr. Bean: Make it three c to be sure!

##### Marriage:

Friend: How many women do you believe must a man marry?

Mr. Bean: 16

Friend: Why?

Mr. Bean: Because the priest says 4 richer, 4 poorer, 4 better, and 4 worse.

##### While at the drug store:

Mr. Bean: I'd like some vitamins for my grandson.

Clerk: Sir, vitamin A, B or C?

Mr. Bean: Any will do, my grandson doesn't know the alphabet yet!!

##### At an ATM Machine:

Friend: What are you looking at?

Mr. Bean: I know your PIN no., hee, hee.

Friend: What is my PIN no. if you saw it?

Mr. Bean: four asterisks (\*\*\*\*)!!