

Chandos Information Professional Series

**CP**  
CHANDOS  
PUBLISHING

# Concepts and Advances in Information and Knowledge Management

Studies from developing  
and emerging economies

Edited by Kelvin Joseph Bwalya, Nathan Mwakoshi Mnjama  
and Peter Mazebe II Mothataesi Sebina

658.4038  
C744  
2014  
c.1

---

# Contents

<i>List of figures and tables</i>	<i>xI</i>
<i>Acknowledgements</i>	<i>xiii</i>
<i>Foreword</i>	<i>xv</i>
<i>About the editors and authors</i>	<i>xix</i>
<i>Introduction</i>	<i>xxvii</i>
<b>PART 1: THE RECORDS MANAGEMENT CONUNDRUM</b>	<b>1</b>
<b>1 Effective customer service: an enhancer of performance in archives and records management</b>	<b>3</b>
<i>Palalani Manewe-Sisa</i>	
Why quality customer service in archives and records management?	4
Customer service	5
Dimensions/determinants of service quality	6
Critical factors to customer service	7
ARMUs and factors impacting on customer service	8
Potential challenges to provision of quality customer service in ARMUs	15
Conclusion	18
<b>2 Accountability and records appraisal with particular reference to challenges experienced in Malawi</b>	<b>21</b>
<i>Alistair G. Tough and Yvonne Tough</i>	
Accountability	22
Cabinet government and parliamentary democracy	25
Ethics and responsibility	28

	Appraisal theories	29
	The shift to IT	34
	Risk management in the context of accountability and appraisal	37
	Central African and wider African experience	39
	The implications of functional analysis for practice	41
	The implications of risk management and vital records analysis for practice	44
	Conclusion	46
<b>3</b>	<b>The records management paradigm shift: problems and prospects in East and Southern Africa</b>	<b>49</b>
	<i>Nathan Mnjama</i>	
	History of modern records	50
	The role of ICTs in fostering the records management paradigm shift	53
	The records management paradigm shift and records management theoretical frameworks	56
	Challenges and opportunities brought about by the records management paradigm shift	57
	The records management paradigm shift and the place of the archivist/records manager	61
	The records management paradigm shift and records and archival legislation	64
	The records management paradigm shift and its impact in Africa and other developing countries	67
	The records management paradigm shift and audiovisual archives	68
	Conclusion	68
<b>4</b>	<b>Functional requirements for an electronic records management system for court records</b>	<b>73</b>
	<i>Nurussobah Hussin and Rusnah Johare</i>	
	Electronic court records management	75
	The need for functional requirements for the management of electronic court records	77

Methods to develop functional requirements	80
Case: Review of models demonstrating the necessity of functional requirements for the management of electronic records	83
Conclusion	89
<b>PART 2: THE EMERGING INFORMATION MANAGEMENT LANDSCAPE</b>	<b>91</b>
<b>5 Analysing the future of Zimbabwe's academic libraries: from their historical past to preparedness for current realities and requirements</b>	<b>93</b>
<i>Judith Mavodza</i>	
Current realities in academic libraries in general	94
Current realities in academic libraries in Zimbabwe	96
The education of academic librarians in Zimbabwe	97
Accreditation and international recognition of library schools in Zimbabwe	102
The role and impact of Zimbabwean librarian professional bodies	102
The future of academic libraries and implications for the Zimbabwe context	103
Implications for academic librarians in the developing world	105
Conclusion	107
Appendix 5.1: Universities and colleges in Zimbabwe	108
<b>6 Unleashing the conceptual value of information management for organizational competitiveness: semantic underpinnings</b>	<b>111</b>
<i>Kelvin Joseph Bwalya and Zulu F.C. Saul</i>	
The value of information and knowledge to an organization	113
Information and knowledge management models and frameworks	116
Conclusion	126
<b>7 Factors affecting the development of digital resources collection in universities: a case study of Kenya</b>	<b>129</b>
<i>Monica W. Rukwaro and Japhet Otiike</i>	
The IT environment in Kenyan universities	131
Implementation of the national ICT policy	133

	Bandwidth availability and costs	134
	Bandwidth management and optimization	135
	Performance measures to evaluate usage of digital resources	136
	ICT infrastructure and computers	136
	Institutional leadership	137
	Need for user education for faculty and students	138
	Power blackouts/outages	138
	Open access publishing	139
	Building capacity of library staff	139
	Cooperation of stakeholders	140
	Conclusion	140
<b>8</b>	<b>Re-engineering information literacy programmes of Nairobi-based public and private universities in Kenya</b>	<b>143</b>
	<i>George Mwangi Kingori, Andrew Chege and Henry N. Kemoni</i>	
	Information literacy initiatives in Kenya	145
	Theoretical framework	147
	Study population	148
	Summary of key findings	149
	Guidelines for information literacy interventions	154
	Promotion of information literacy programmes campus wide	162
	Learning environment	163
	Future research directions	163
	Conclusion	164
<b>9</b>	<b>Indigenous knowledge management in Botswana Using ICT applications</b>	<b>167</b>
	<i>Priti Jain</i>	
	Background	168
	Definition of concepts	169
	Benefits of indigenous knowledge and indigenous knowledge systems	171
	Role of ICTs in indigenous knowledge	172

Challenges of applying ICT to indigenous knowledge systems	173
Indigenous knowledge systems worldwide	175
Indigenous knowledge systems in Africa	176
Recent trends in ICT use in indigenous knowledge management	178
Indigenous knowledge systems in Botswana	180
Conclusion and recommendations	189
<b>10 Moving towards a ubiquitous service for information access: the information environment in Botswana</b>	<b>193</b>
<i>Olugbade Oladokun</i>	
Information needs/information (seeking) behaviour	197
Information sources and channels	200
Information technology	200
Libraries	204
Radio and television	206
Telecommunications	206
Information regulatory bodies	208
Newspapers	209
Conclusion	209
<b>11 Information management in small enterprises in Botswana</b>	<b>213</b>
<i>Batlang Comma Serema and Neo Patricia Mooko</i>	
Information management	215
General benefits for information management in small enterprises	216
Information management and information technology	219
Challenges faced by small businesses in Botswana	220
Using information ethically	223
Examples of business development providers in Botswana	223
Conclusion	225
<b>Conclusion</b>	<b>227</b>
<b>References</b>	<b>229</b>
<b>Index</b>	<b>259</b>