

A REPORT ON NGO INFORMATION NEEDS ASSESSMENT



**Carried out in
the Pacific/Africa/Asia/Latin America**

Between September 1989 - June 1990

LIBRARY
INTERNATIONAL
ON COMMUNITY WATER SUPPLY



Environment Liaison Centre International

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A REPORT

ON NGO INFORMATION

NEEDS ASSESMENT CARRIED OUT IN

THE PACIFIC/AFRICA/ASIA/LATIN

AMERICA

BETWEEN SEPTEMBER 1989 - JUNE 1990

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1.0 Acknowledgements

The Environment Liaison Centre International (ELCI) wishes to express its thanks for the funding provided by the International Development Research Centre (IDRC) which made the NGO Information Needs Assessment Survey possible.

Thanks must also go to those people who kindly attended and participated in the one day workshop held in Nairobi and those of you that gave me additional input after the workshop. This meeting saw the formulation of the questionnaire which was used to collect this valuable data.

And, of course, without all those organisations who gave their valuable time to provide this information this project would never have succeeded. For those organisations I visited, please accept my appreciation for your assistance and attention you awarded me.

Finally, I wish to extend my special thanks to David Balson of IDRC who has been a source of inspiration throughout the whole exercise.

Dianah Macharia

2.0 Introduction

The Environment Liaison Centre International (ELCI) is a non-governmental organisation serving a global network of environment and development NGOs. It has over 500 members in 100 countries and maintains contact with around 8,000 organisations and community groups worldwide. ELCI works to strengthen global efforts to protect the world's ecosystems and promote the sustainable uses of its resources through voicing common concerns, sharing information, promoting networking and playing an advocacy role to influence policy makers.

From this base and as a part of our efforts to promote the sharing of skills and information throughout the NGO community the Centre initiated a survey of NGO information needs in 1989.

2000 questionnaires were sent out to NGOs in the Pacific, Africa, Asia and Latin America. 1200 questionnaires were sent in English, 400 in Spanish and 400 in French.

The primary purpose of this survey was to collect information to help alleviate existing information constraints within the NGO community. At the same time this information will assist ELCI to improve its own services.

About 550 (over 25%) responses were received and analysed. There was a follow up visit to a few selected NGOs in an attempt to document more detailed constraints and to directly assess the situation of the information services within the NGO community.

This report documents the survey findings and provides recommendations to improve the information capabilities of the NGO community.

3.0 Survey objectives

- 3.1 To establish NGOs' information needs.
- 3.2 To establish the library/information capacities to meet the information needs within NGOs.
- 3.3 To identify the areas that need strengthening within the information service provided by NGOs.
- 3.4 To explore the possibility of networking/coordination to facilitate information sharing.
- 3.5 To establish the types and levels of manpower required to take charge of NGO information services.

4.0 Methodology

A one-day workshop was held in Nairobi in which 18 NGO representatives in Kenya participated and additional NGOs were also provided with opportunities to air their views through other forums. The purpose of the workshop was to get ideas on the various aspects of information handling and dissemination that the survey was to address itself to. These discussions provided a list of topics that were considered essential for a survey of this nature.

Subsequently, a questionnaire was drawn up covering various aspects of information acquisition, organisation, use and staffing. Other issues covered included the nature of organisations, audiences, communication, availability of information centres, types of materials and problems encountered. In total 13 items were addressed.

A sample of 2000 organisations/institutions was taken representing all the continents (though most were in the developing countries). Questionnaires were posted by December 1989. It was, however, not possible to establish how many of those were actually received. Two reminders were posted.

The information manager paid a follow-up visit to a few institutions within Eastern and Southern Africa and the Indian Ocean Islands. The purpose of the visit was to verify the information already provided in the questionnaires returned and make on the spot observations.

5.0 Summary of findings

5.1 Background Information

The respondents were characterised by different responsibilities at national (34 percent), regional and international (35 percent) levels. With regard to functions; a significant number undertook umbrella (18 percent) and grassroot/indigenous (11 percent) responsibilities as primary roles. From the responses, many organisations combined a number of roles (eg. umbrella and international or national and indigenous) operating at different levels assuming different responsibility at each level.

When asked for their main sector focus the majority indicated more than one. Most gave a minimum of four areas, the predominant being agriculture (14 percent), forestry (11 percent), conservation (10 percent), water (9 percent), health (8 percent) and energy (8.5 percent). Women's issues and toxic hazardous wastes were cited as areas growing in importance (12.5 percent). Little attention seems to be being paid to refugee problems (2 percent), human settlement and general population issues (4 percent each).

NGOs appear to be focussing on rural communities (84 percent) as their main target groups. Within the rural groups policy-makers (12 percent), youth, women, handicapped and refugees were central in NGO activities. There were other smaller target groups but these were insignificant.

The main methods used seminars (18.2 percent), production and distribution of publications (15.5 percent), community and field projects (15.2 percent), advisory (13.6 percent) and public education (13.4 percent).

For communications, the single most utilized mode was the telephone (20 percent), though air and surface mail combined were also heavily used (33 percent). Telephone, air and surface mail account for more than half of the modes of communication utilized. At the local level, village and community meetings were perceived as the most effective methods utilized for communication. These meetings were often conducted in the local languages.

Generally, the respondents would prefer to use the fastest and safest modes of communication like telefax. But this is not the most utilized as most of the organisations do not have this facility. As it is, convenience of use affects the mode preferred, and because of this, when telex is compared to air and surface mail, the latter modes are preferred to the others.

Nearly half of the respondent organizations operate in English (45 percent) and a quarter (26 percent) use French and Spanish. Hindi (8 percent) and Kiswahili (7 percent) were significantly used. Portuguese, German and Arabic (7 percent) were also used by a small number.

5.2 Information/library/documentation centres

About 405 of the respondents had a documentation, library or information centre. Most of those centres have persons in charge of information service/activities either on a part-time or full-time basis.

Most of the organisations that do not have information services appreciate the role information can play in their activities. The main reason for them having not set up such

services was a lack of funds. Other reasons included lack of reading materials, staff and space. These three problems were obviously related to the first one.

Nearly all respondents (98.1 percent) expressed the need to develop their information services to support their institutional activities (see table 1.8).

5.3 Users

The target users of the documentation/information and libraries included:

Staff employed in NGOs, members, public students and researchers. This means that the services were also extended to non-employees of the NGOs largely free of charge (table 2.1).

In assessing the geographic proximity of the current information services it was found that many respondents work within a 10 kilometre radius of the parent NGO (50 percent). A third of the users work within half a kilometre radius. For the others the information services were located over 5 kilometres away. In some cases the information services were located well over 50 kilometres away (23.3 percent). In fact 30.3 percent work outside the 20 kilometre radius. It is significant to note that most of the respondents were employees of the NGOs and should have information services close enough to where they work (see table 2.3).

5.4 Printed materials

Printed materials were the most preferred form of information. These included books, journals and reports. Generally the sizes of the book collections were small (68 percent of centres having below 1000 copies) considering the wide range of subjects and users covered. The majority (55 percent) of the information services had less than 500 copies of books. Only 23 percent had over 2000 books.

Many libraries/information centres did not have journals but 88 percent of those that had journals had over 500 volumes. A good number of the respondents (143) reported that they had between ten and 500 unpublished reports.

Article clippings from newspapers and magazines were kept in various centres. These were reported to have been heavily used. A few centres had over 2000 clippings (19.3 percent) most of the others had less than 500 cuttings.

Conference papers form a major source of information resources in libraries. NGOs participate widely in conferences and seminars and collect lots of papers from various conferences. But they are not kept in an easily retrievable form. This was because there was no systematic way in which they were organised (see section under organisation below and tables 2.3 a-q).

5.5 Non-printed materials

Different forms of non-printed materials were kept in the documentation/information centres. These include slides (136 facilities) video cassettes (138 facilities), films (154 facilities), photographs (117 facilities), cassette tapes (89 facilities), microfiche/microfilm (24 facilities), transparencies (32 facilities), and filmstrip (3 facilities). Most libraries/documentation centres had three different types - namely slides, video cassette and cassette tapes.

No emphasis was laid on the method of storage of these materials yet we know that the lifespan of these resources is dependent on the way they are stored.

5.6 Subjects covered in library/documentation centres' stock

A very wide range of subjects were covered albeit inadequately. These include environmental (19 percent), agriculture (17 percent), health (15 percent), forestry (10 percent), education (9 percent), women (8 percent) and energy (8 percent). The materials were acquired in accordance with the objectives of the host organizations. Other subjects which were hardly catered for at all. There seemed to be no deliberate policy to acquire the materials. Most of them were through donations (Table 2.5).

5.7 Organisation of Information materials

Though there are useful sources of information in various centres, their organisation and retrieval has been largely ignored. In many cases books were stored in cartons or box files (35 percent) and others were heaped on the floor or kept on shelves in no organised order (32 percent). The concept of organisation was loosely used among the 33 percent reported organised on shelves.

Out of the total respondents (550) only 110 had catalogued the books, 75 the journals, 27 the posters, 44 the reports and 41 the article clippings. The number of materials catalogued was small.

Most of the materials were kept in a disorganised manner. This inevitably affects usage and so the materials already available in the various NGOs are not effectively utilized.

5.8 Preference and availability of material and equipments by types

In assessing types of materials preferred for use, cassettes were rated highest followed by books, slides and journals.

It was reported that cameras (17.6 percent), computers (16.5 percent) and video cassettes (14 percent), were available in significant numbers. However, most libraries/ documentation centres do not have photocopiers for library/documentation use, while many reported that they had access to them for a fee or otherwise. Slide projectors were not readily available in libraries.

Among all the respondents (550), 130 institutions used telex, 147 fax and 28 electronic mail facilities. A lot of NGOs were ready to share modern technology including equipments like computers, video cassettes, film/slide projectors, telex, fax, etc. In this regard several NGOs would benefit from modern information technology if this technology is used for communicating information.

Respondents were also asked to indicate the materials and equipment that they are lacking but are in high demand in libraries and documentation centres such as computers, video cassettes, books, slides cassette tapes and films. Some organizations reported having slides but could not use them for lack of slide projectors. For those with computers the issue of compatibility had not been addressed.

5.9 Resources available to share

Photocopying facilities, recording studio and microfilming facilities, halls and rooms were placed high in the list of available resources to share. Seminars/workshops, reports, research findings and other publications were also shared. As already indicated resource sharing is being practised. These resources included conference facilities (19 percent), photocopying (18 percent), publications (11 percent), and books (36 percent).

Not only was the sharing being done among the NGOs (57 percent) but also with governmental and quasigovernmental organisations (8 percent), the general public, grassroot groups and universities.

5.10 Library staff qualifications and training

Most of the staff running libraries are nationals (over 90 percent). About 50 percent of them are doing this work on a part-time and 40 percent on a full-time basis. They are largely lacking in professional training. Those with formal professional training hold very low qualifications. About 54 percent had no university degree in any discipline. The majority of the 46 percent holding degree qualifications had studied other topics rather than library/information science.

Asked to indicate the areas they felt lacking in their jobs the respondents indicated areas such as:

- * the use of computers for networking in libraries
- * the use of computers for libraries
- * the setting up of small libraries
- * library project proposal writing
- * budgeting
- * methods of information dissemination and reference work
- * cataloguing and classification

6.0 Discussion

The main purpose of this survey was to establish the information needs of non-governmental organisations involved in environmental issues. Right from the beginning, we were aware that the concept of "need" has been used differently, in different studies. The survey team made three main decisions:

- 6.1 That demand was subsumed within need;
- 6.2 That institutional task analysis was the most practical approach in soliciting the information required;
- 6.3 That following decision 6.2, the information needs established would be largely institutional other than individual. The rationale in this study was that information input is basic in decision-making. Information that readily provides an up to date situation on an issue assists in making the right decision. If organizations were to be provided with this information it would help avoid the duplication of efforts. Institutional efforts would be directed to problems areas that have not been tackled.

NGOs are already carrying out a lot of work and generating a lot of practically and theoretically useful information. Most of this information is poorly stored, unharnessed and generally uncoordinated. Yet information is a basic resource in all organizations. It is a resource input that must be harnessed for development. This can only be done if effective information services are organized to select, acquire, organise and disseminate relevant information to meet the needs of all users.

However, effective information services can only be developed if we understand the information needs of users. This survey has been carried out in this regard.

The organizations in the sample were representative of the various types and levels of NGOs that exist within the environment movement. They ranged from international organizations to community grassroots groups. The views expressed are therefore representative of all the NGOs in all the continents, although the majority were from the economic South.

In all cases NGOs want to have access to relevant/useful information. But very few NGOs were carrying out research activities. Many of them are involved with information related activities, for instance organizing seminars, conferences and workshops, producing/distributing publications, community services, public education, monitoring, evaluation and training. For these activities to be carried out effectively information from books, non-book media reports and journals must be made easily accessible. This means that information generated from various organisations must be organised so its utilization can be ensured. Currently many NGO efforts are duplicated at the same time that organizations are talking of inadequate funding.

Channels of information transfer need to be improved among the NGOs. This should allow them to tap information held among themselves as well as much information from external sources. Once this information is tapped it should be disseminated to member organizations and rural communities - the two main target audiences as reported in this survey.

To be able to disseminate information to the various target groups it will be necessary to repackage the information and at times translate it in the various languages identified by respondents. Most of the information should be in printed form as this proved to be the preferred medium. Non-printed sources of information like video and slide facilities were considered very useful particularly in conducting seminars, conferences, publications and education activities. The way they summarise information in pictorial form can also be useful in community projects. The fast communication possibilities through fax, telex and E-mail are appreciated although the equipment is hard to acquire.

On the use of information resources it became clear that the following factors play an important role:

- * The users' subject knowledge.
- * The ability of users to recognize the value of information.

The commonly held view that users tend to seek information at a minimum cost of time and effort tended to apply - the principle of least effort applied to the problems of obtaining information as well as that of using an information source once it is uncovered.

In most cases an information seeker is ill-served if the mechanisms for locating information are too difficult. Obviously within organisations information is pursued by individuals whose sophistication both in subject and searching techniques varies widely.

To improve the existing services, three major steps were considered necessary:

- * Identification of needs.
- * Identification of sources.
- * Ensuring access to the information sources required to satisfy the needs.

Ease of use should be a primary factor in planning accessibility of sources through various information systems. Users would like to use information systems that will require little physical and mental efforts from them. Suitable information must be made readily available within the shortest time possible.

Yet to access the information/literature available through libraries/documentation centres involves both physical and intellectual work. The tools for intellectual access are:

- * Knowledge and experience of information workers.
- * Traditional printed sources (eg. indexes and abstracts).
- * The use of computers.

For the information workers, there is a need for continuous education involving reference tools, interpersonal relations/communication and the application of technologies. For fast, complex and retrospective searches organisations and professions are better served by the use of automation.

To ensure effective physical access, cooperative networks should be cultivated. The success of such networks will be dependent on the use of standards.

It is necessary to emphasize that the improvement of mechanisms for the delivery of information service will depend on:

- Continuing assessment of the need for information and services within organisations.
- Performance evaluation of information and services in light of discovered needs.
- The willingness and ability to incorporate newly discovered needs in the development of a better service.
- Commitment to the provision of service.

English, French, Spanish, and Hindi were the main languages that the materials were produced in and disseminated. There were many other local languages. It is therefore necessary for the various NGOs to know in which local language they might have to translate the materials.

The library/documentation centres should store materials in print and non-print forms in various languages. But whatever forms of materials are decided on, they must be effectively organised for use. Currently many NGOs have got rooms they refer to as libraries but many of these libraries are not systematically organised. Disorganized information resources hinders utilization. Information which is not properly organized is lost information. You can not count on it as you may not even know that it is there.

The main problem facing these organizations is lack of qualified manpower. Although the respondents indicated that they had persons charged with the information area as their responsibility most of these are untrained - provision of training in this area is crucial. If information services are to be developed, qualified manpower is the main input needed. These people need to be trained in various aspects or in the whole field of documentation/librarianship. This could be done through short courses or a formal course. The former is preferable because NGOs cannot afford to release staff for long periods.

The lack of qualified manpower has affected the nature of stock and services developed in the documentation centres. The users seem to be getting a very low deal. The services are undeveloped yet the core stock could be available in the organisation. Library/documentation rooms are set aside yet they are not well used.

All the respondents in the study sample complained of lack of funding. It was through sacrifices here and there that it had been possible to continue running these centres.

It should be appreciated that information is expensive. If NGOs expect to utilize information, access must be paid for. Just as much effort as is put into other projects is required to fund-raise for information projects. This should not be any more difficult when it is clear that information is the main input in decision-making as well as in the various activities carried out by NGOs.

The findings in this study showed that NGOs are ready to share lots of facilities, including equipment. Hence information transfer facilities can be shared, particularly among the NGOs that are in close proximity.

7.0 Conclusions

- 7.1 Rural communities are the main target audience of NGOs in both North and South.
- 7.2 Information transfer among the NGOs is unplanned for. A lot of exchange of publications takes place either on a personal or institutional basis but is unsystematic. There is no way to ensure that it is taking place and that important documents are getting to the right people. Many NGOs did not know what had been done elsewhere neither did they know how to get such information.
- 7.3 Communication among NGOs is a major problem. There is a limited number of modern information technology facilities. However, a lot of NGOs are interested in using these if they are available. This survey shows that most groups are ready and willing to share facilities where necessary.
- 7.4 The library/documentation centres have a wide variety of information sources, mainly publications. Most of them are unorganized and difficult to retrieve.
- 7.5 Publications and other sources of information which have relevant information are not readily available.
- 7.6 Professional colleagues working in the same organisation or elsewhere were considered as useful sources of information.
- 7.7 There is a serious lack of skilled manpower in library/documentation centres. This should be given immediate attention as a matter of priority.
- 7.8 All the information services face funding problems.
- 7.9 The majority of the respondents require information on a wide variety of subjects including agriculture, forestry, conservation, water, health, energy, women and toxic waste.
- 7.10 A variety of users exists including NGO employees, NGO members, teachers, the general public, employees of government and parastatal organisations and students.
- 7.11 A wide range of facilities are already being shared; for example photocopiers, seminar/conference facilities, offices, projectors and computers.
- 7.12 All NGOs are in great need of constant access to information for decision making.
- 7.13 All NGOs are involved in information-related activities such as training and education, monitoring and evaluation, dissemination of information and conference/seminars.

8.0 Recommendations

- 8.1 It is absolutely necessary to develop a manual on how to set and run small library/documentation centres where there are no skilled librarians/documentalists. This tool will strengthen NGOs' capacities in the vital area of information management. The professional principles in such a manual should be applicable to any type of organisation with a collection of non-organized information materials. The manual should utilise clear illustrations and descriptions of processes and systems in concise formats, easily understood and applied by staff with little or no previous experience. This is an activity that ELCI should consider as a priority.
- 8.2 Networking to facilitate information sharing should be encouraged and where possible implemented as a follow-up, particularly with the use of modern information technology. Automation will greatly help the effective sharing of resources and facilitate networking.
- ELCI is well placed to help out in linking up NGOs electronically. This could well be taken up as a project. There is ample evidence from this survey that NGOs are interested in communicating electronically. ELCI is already taking the lead in promoting the development of an electronic node in Nairobi which could easily be linked with nodes throughout Africa and indeed worldwide. ELCI should develop its capacity in electronic communication so as to effectively strengthen other NGOs.
- 8.3 The Centre should also play the role of an information broker on environmental resources using its Nairobi base and other focal points in various regions who possess wealthy collections of material.
- 8.4 ELCI should run a series of workshops and seminars in different regions to meet the great need for manpower training in basic skills. Such workshops will also enable NGOs to share knowledge and experiences. This will help many avoid major pitfalls and take advantage of successful developments.
- 8.5 ELCI should develop an information newsletter to be used as a forum for sharing ideas and and experiences.
- 8.6 Repackaging of information for various target audiences should be started. This would comprise reproduction of tables of contents of selected periodicals. Such a project would establish a monthly bulletin in an inexpensive format which could be sent to selected groups of NGOs. NGOs could then select articles of interest which would be photocopied and delivered. This service will allow organizations to keep up-to-date with articles published in diverse serials which they cannot obtain or afford. With the use of information technology it should be possible to repackage information in various formats.
- 8.7 There is a need to set up community environmental resource centres on a pilot basis to support environment and development groups operating in the rural areas. Local communities would participate in establishing and running these.
- 8.8 Translation services should be systematically planned for various regions.
- 8.9 ELCI should develop training modules and train users on survey methods for carrying out community analysis activities.

9.0 Analysis tables

Below is a tabulation of the data collected in this survey. The data is presented in the form of tables to support the preceding textual analysis. The major topics in the survey form the title of the tables. Specific aspects within the major topics are listed and the frequencies are indicated.

TABLE 1.1: TYPES OF ORGANISATION

	Frequency	Percentage
Umbrella	97	18
Regional	100	19
International	90	16
National	183	34
Grassroot/Indigenous	77	11
Others(Specify)	6	2
TOTAL	553	100

TABLE 1.2: SECTOR FOCUS

	Frequency	Percentage
Agriculture	243	14
Health	186	8
Refugees	48	2
Forestry	230	11
Human Settlements	113	4
Literacy	94	3
Urban Ecology	150	6
Resources Conservation	223	10
Water	210	9
Population	118	4
Wildlife	158	7
Women	164	7.5
Other (Specify)	66	1
Toxic/Hazardous wastes	121	5
Energy	193	8.5
TOTAL	2317	100

TABLE 1.3: METHODS USED TO CARRY OUT ACTIVITIES

	Frequency	Percentage
Advisory Services	219	13.6
Public Education	215	13.4
Computer Electronic Mail	21	1.3
Seminars	292	18.2
Community Field Projects	244	15.2
Institutional Building	87	5.4
In House References	97	6.0
Publications	250	15.5
Advocacy	130	8.1
Others (specify)	15	0.9
Research Reports	33	2.0
TOTAL	1603	99.6

TABLE 1.4: TARGET GROUPS/BENEFICIARIES

	Frequency	Percentage
Rural	288	23
Handicapped	56	8
Government	155	11
Urban	206	15
Refugees	38	3
Policy-makers	164	12
Youth	169	13
Women	185	14
Others	36	1
TOTAL	1239	100

TABLE 1.5: LANGUAGES PREFERRED

	Frequency	Percentage
English	333	45
French	106	14
Spanish	79	12
Moussi	1	0.2
Portuguese	23	3
Hindi	33	8
German	7	2.75
Arabic	4	1.25
Pokot	8	2.50
Others (specify)	32	5
Kiswahili	35	7
TOTAL	661	100.7

TABLE 1.6: COMMUNICATION MODES PRESENTLY UTILIZED

	Frequency	Percentage
Telephone	330	21.5
Telex	130	8.4
Airmail	281	18.3
Surface Mail	275	17.9
Electronic mail	28	1.8
Fax	147	9.5
Collect in Person	154	10
Village/Community Meetings	178	11.6
Radio	4	0.2
Others (specify)	4	0.2
TOTAL	1534	99.6

TABLE 1.7: COMMUNICATION MODES PREFERRED

	Frequency	Percentage
Telephone	74	21
Telex	47	12
Airmail	60	17
Surface Mail	52	15
Electronic Mail	29	7
Fax	63	18
Community/Village Meetings	38	10
TOTAL	363	100

TABLE 1.8(a): DO YOU HAVE A PERSON RESPONSIBLE FOR INFORMATION?

	Frequency	Percentage
Yes	271	72
No	105	28
TOTAL	376	100

TABLE 1.8(b): DO YOU HAVE A DOCUMENTATION/LIBRARY/INFORMATION CENTRE?

	Frequency	Percentage
Yes	229	61.5
No	143	38.4
TOTAL	372	99.9

TABLE 1.10(a): IF NO DOCUMENTATION CENTRE WHY?

	Frequency	Percentage
Lack of Space	66	18
Lack of Materials	76	21
No real need for one	13	4
Lack of staff	75	20
Lack of funds	138	36
Lack of basic skills in information Management and Library care	2	1
TOTAL	370	100

TABLE 1.10(b): DO YOU NEED ONE?

	Frequency	Percentage
Yes	52	98.1
No	1	1.9
TOTAL	53	100

TABLE 2.1: WHO USES THE INFORMATION YOU RECEIVE

	Frequency	Percentage
No one	1	1
Staff	35	58
Members	23	10
Volunteer Officers	17	7
Public	15	6
Students	10	5
Researchers	7	4
Groups/Organisations	7	4
Farmers	6	3
Visitors	3	1.5
TOTAL	224	99.5

TABLE 2.2: HOW DO YOU STORE INFORMATION MATERIALS

	Frequency	Percentage
Cartons	31	11
Boxfiles	73	24
Heaped on shelves	54	18
In no organised orders	23	8
On the Floor	17	6
Organised on Shelves	92	33
TOTAL	290	100

TABLE 2.3: NEAREST INFORMATION CENTRE

	Frequency	Percentage
A few blocks away	39	23.2
10 - 20 km	19	11.1
1/2 km	21	12.3
5 - 10 km	41	23.5
20 - 40 km	12	7
Over 50 km	40	23.3
TOTAL	172	100.4

TABLE 2.3: INFORMATION RESOURCES

	Frequency	Percentage
Books		
1 - 500	141	55
501 - 1000	33	13
1001 - 1500	9	4
1501 - 2000	11	5
More than 2000	62	23
TOTAL	256	100

TABLE 2.3(b): INFORMATION RESOURCES

	Frequency	Percentage
Scholarly Journals		
1 - 500	168	88
501 - 1000	7	4
1001 - 1500	5	2
1501 - 2000	3	1
More than 2000	8	5
TOTAL	191	100

TABLE 2.3(c): INFORMATION RESOURCES

	Frequency	Percentage
Posters		
1 - 500	96	94
501 - 1000	1	1
1001 - 1500	0	0
1501 - 2000	2	2
More than 2000	6	3
TOTAL	105	100

TABLE 2.3(d): INFORMATION RESOURCES

	Frequency	Percentage
Unpublished Reports		
1 - 500	120	8.9
501 - 1000	10	5
1001 - 1500	2	3
1501 - 2000	1	1
More than 2000	10	6.9
TOTAL	143	99.8

TABLE 2.3 (e): INFORMATION RESOURCES

	Frequency	Percentage
Article Clippings		
1 - 500	85	60
501 - 1000	16	11.5
1001 - 1500	6	4.2
1501 - 2000	7	5
More than 2000	27	19.3
TOTAL	141	100

TABLE 2.3(f): INFORMATION RESOURCES

	Frequency	Percentage
Magazines		
1 - 500	2	28.5
501 - 1000	1	14.2
1001 - 1500	1	14.2
1501 - 2000	2	28.5
More than 2000	1	14.2
TOTAL	7	99.6

TABLE 2.3 (g): INFORMATION RESOURCES

	Frequency	Percentage
Manuals		
1 - 500	2	40
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	2	40
More than 2000	1	20
TOTAL	5	100

TABLE 2.3(h): INFORMATION RESOURCES

	Frequency	Percentage
Conference/Lecture papers		
1 - 500	3	50
501 - 1000	1	16.7
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	2	33.3
TOTAL	6	100

TABLE 2.3(i) INFORMATION RESOURCES

	Frequency	Percentage
Slides		
1 - 500	97	72
501 - 1000	13	9.5
1001 - 1500	8	5.6
1501 - 2000	6	4.3
More than 2000	12	8.4
TOTAL	138	100

TABLE 2.3(j): INFORMATION RESOURCES

	Frequency	Percentage
Video Cassettes		
1 - 500	136	99.1
501 - 1000	2	0.9
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	138	100

TABLE 2.3(k): INFORMATION RESOURCES

	Frequency	Percentage
<i>Tapes cassettes</i>		
1 - 500	86	96
500 - 1000	2	2.6
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	1	1.4
TOTAL	89	100

TABLE 2.3(l): INFORMATION RESOURCES

	Frequency	Percentage
<i>Films</i>		
1 - 500	54	100
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	54	100

TABLE 2.3(m): INFORMATION RESOURCES

	Frequency	Percentage
<i>Photographs</i>		
1 - 500	91	79
501 - 1000	18	11
1001 - 1500	1	1
1501 - 2000	3	2
More than 2000	13	7
TOTAL	117	100

TABLE 2.3(n): INFORMATION RESOURCES

	Frequency	Percentage
<i>Microfiche/Microfilm</i>		
1 - 500	16	69.5
501 - 1000	3	13
1001 - 1500	0	0
1501 - 2000	2	8.6
More than 2000	2	8.6
TOTAL	23	99.7

TABLE 2.3(p): INFORMATION RESOURCES

	Frequency	Percentage
Transparencies		
1 - 500	27	83
501 - 1000	3	9
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	2	8
TOTAL	32	100

TABLE 2.3(q): INFORMATION RESOURCES

	Frequency	Percentage
Film Strips		
1 - 500	3	100
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	3	100

TABLE 2.4(a): NUMBERS CATALOGUED

	Frequency	Percentage
Books		
1 - 500	50	43
501 - 1000	17	16
1001 - 1500	4	4
1501 - 2000	5	5
More than 2000	34	32
TOTAL	110	100

TABLE 2.4(b): NUMBERS CATALOGUED

	Frequency	Percentage
Scholarly Journals		
1 - 500	61	81
501 - 1000	5	6.7
1001 - 1500	4	5.5
1501 - 2000	1	1.3
More than 2000	4	5.5
TOTAL	75	100

TABLE 2.4(c): NUMBERS CATALOGUED

	Frequency	Percentage
Posters		
1 - 500	24	90
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	1	3
More than 2000	2	7
TOTAL	27	100

TABLE 2.4(d): NUMBERS CATALOGUED

	Frequency	Percentage
Unpublished Reports		
1 - 500	38	86
501 - 1000	2	4.5
1001 - 1500	0	0
1501 - 2000	1	2.2
More than 2000	3	6.8
TOTAL	44	99.5

TABLE 2.4(e): NUMBERS CATALOGUED

	Frequency	Percentage
Articles Clippings		
1 - 500	24	60
501 - 1000	8	19
1001 - 1500	0	0
1501 - 2000	1	2
More than 2000	8	19
TOTAL	41	100

TABLE 2.4(f): NUMBERS CATALOGUED

	Frequency	Percentage
Slides		
1 - 500	18	64
501 - 1000	5	18
1001 - 1500	1	4
1501 - 2000	1	4
More than 2000	3	10
TOTAL	28	100

TABLE 2.4(g): NUMBERS CATALOGUED

	Frequency	Percentage
Video Cassettes		
1 - 500	24	92
501 - 1000	2	8
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	26	100

TABLE 2.4(h): NUMBERS CATALOGUED

	Frequency	Percentage
Tapes Cassettes		
1 - 500	19	95
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	1	5
TOTAL	20	100

TABLE 2.4(i): NUMBERS CATALOGUED

	Frequency	Percentage
Films		
1 - 500	14	100
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	14	100

TABLE 2.4(j): NUMBERS CATALOGUED

	Frequency	Percentage
1 - 500	21	72
501 - 1000	6	22
1001 - 1500	1	3
1501 - 2000	0	0
More than 2000	1	3
TOTAL	24	100

TABLE 2.4(k): NUMBERS CATALOGUED

	Frequency	Percentage
Microfiche/Microfilm		
1 - 500	5	84
501 - 1000	0	0
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	1	16
TOTAL	6	100

TABLE 2.4(l): NUMBERS CATALOGUED

	Frequency	Percentage
Transparencies		
1 - 500	5	84
501 - 1000	1	16
1001 - 1500	0	0
1501 - 2000	0	0
More than 2000	0	0
TOTAL	6	100

TABLE 2.5: SUBJECT COVERAGE BY NGO RESPONDENTS

	Frequency	Percentage
Subject Covered		
Environmental Issues	65	19
Agriculture	57	17
Forestry	37	10
Education	35	9
Health	50	15
Energy	33	8
Women/Development	33	8
Water Supply/Development	25	5
Conservation	28	5
Wildlife	21	4
TOTAL	284	100

TABLE 2.6: FACILITIES AVAILABLE

	Frequency	Percentage
Microfiche readers	26	3.3
Film Projectors	87	10.9
Cameras	141	17.6
Overhead projectors	94	11.8
Cassette players/recorders	137	17.1
Computers and modems	180	22.5
Video cassettes	112	14
Slide Projectors	16	2
Photocopier	7	0.9
TOTAL	800	100.1

**TABLE 2.7: MATERIALS LACKING BUT REQUIRED IN LIBRARIES/
DOCUMENTATION CENTRE**

	Frequency	Percentage
Books	51	13
Scholarly Journals	38	8
Video Cassettes	125	29
Slides	48	12
Posters	34	5
Computer	45	10
Tape Cassettes	42	9
Overhead projectors	27	4
Film	38	8
Transparencies	25	2
TOTAL	473	100

TABLE 2.8(a): FACILITIES AVAILABLE FOR SHARING

	Frequency	Percentage
Hall/Room	10	6.3
Microfilming facilities	13	8.2
Recording Studio facilities	19	12
Photocopying facilities	98	62
Meetings	5	3.1
Seminars/Workshops	6	3.7
Research findings	4	2.5
Publications	3	1.8
TOTAL	158	99.6

TABLE 2.8(b): FACILITIES ALREADY BEING SHARED

	Frequency	Percentage
Photocopying	22	15.9
Training Equipment	10	7.2
Information	19	13.7
Conference facilities	24	17.3
Computers	8	5.7
Library facilities/books/ publications	35	25.3
Projectors	11	7.9
Video Cassettes	9	6.5
TOTAL	138	99.5

TABLE 2.8(c): ORGANISATIONS PARTICIPATING IN SHARING OF FACILITIES

	Frequency	Percentage
Other NGOs	43	51.1
University	5	5.9
Grassroot groups	4	4.7
Govt Organisations	7	8.3
Students	5	5.9
Greenpeace Campaign	4	4.7
Schools	4	4.7
Members/non-members	6	7.1
Environmental Service groups	3	3.5
Public	3	3.5
TOTAL	84	99.4

TABLE 2.9(a): STAFF TRAINING AND QUALIFICATIONS

	Frequency	Percentage
<i>Non-formal training</i>		
<u>National</u>		
Fulltime	148	45
Part time	161	48
<u>International</u>		
Fulltime	12	3
Part time	13	4
TOTAL	334	100

TABLE 2.9(b): STAFF TRAINING AND QUALIFICATIONS

	Frequency	Percentage
National		
Full certificate	83	18
Part time certificate	83	18
Full time Diploma	62	13
Part time Diploma	26	6
Full time Degree	109	27
Part time Degree	25	5
Full time Postgraduate	52	9
Part time Postgraduate	19	4
TOTAL	459	100

TABLE 2.9(c): STAFF TRAINING AND QUALIFICATIONS

	Frequency	Percentage
International		
Full time certificate	4	6.6
Part time certificate	1	1.6
Full time Diploma	10	16.6
Part time Diploma	4	6.6
Full time Degree	10	16.6
Part time Degree	5	8.3
Full time Postgraduate	24	40
Part time Postgraduate	2	3.3
TOTAL	60	99.6

TABLE 3: AREAS WHERE FURTHER TRAINING IS REQUIRED

	Frequency	Percentage
Cataloguing/Classification	128	10.6
Reference services	74	6.1
Methods of Information/Dissemination	125	10.4
Use of computer database in a library/information centre	146	12.1
Report writing	103	8.5
Use of computer for communication networking	128	10.6
Indexing/abstracting	92	7.6
Documentation/Library lending system	82	6.8
Setting up of a small library/information centre	105	8.7
Project proposal writing in library/information work	112	9.3
Budgetary, planning and administration	105	8.7
TOTAL	1200	99.4

TABLE 4: PROBLEMS FACED IN CARRYING OUT INFORMATION ACTIVITIES

	Frequency	Percentage
Lack of personnel	129	27.1
Limited/lack of fund (resources)	136	28.5
Lack of space/office	40	8.4
Lack of facilities	40	8.4
Lack of material/equipment (information contained materials)	53	11.1
No training facilities	19	3.9
Poor/lack of efficient telecommunication	14	2.9
Poor communication facilities/transport	20	4.2
Lack of pertinent information technology tools	13	2.7
Lack of contact with external organisations	12	2.5
TOTAL	476	99.6

APPENDIX I

A visit to selected NGOs in Ethiopia, Botswana, Mauritius and Tanzania

(2-26 April 1990)

1.0 Objectives

- 1.1 To directly observe the state of information services within the NGO community.
- 1.2 To verify the information/data provided through the questionnaires.

2.0 Methodology

- 2.1 In 1989 ELCI launched a survey to determine NGO information requirements among its constituents. Two thousand questionnaires were sent out (printed in English, Spanish and French) to NGOs in Africa, Pacific, Asia and the Caribbean. Only limited information can be provided through questionnaires and if concerned organisations are promised potential assistance in any form it is always possible that the material they provide will be accordingly biased. ELCI, therefore, visited sample NGOs to collect as detailed information as possible and to verify the information provided through the questionnaire.

With a limited budget it was impossible to visit each region due to high travel costs. Accordingly, between 2-26 April 1990 selected NGOs in Ethiopia, Botswana, Mauritius and Tanzania were visited.

Available flight schedules played a big role in determining the length of stay in each of the four countries. Due to the tight schedule and budget only town-based NGOs with ongoing projects in the rural areas were visited. These were considered to be a representative sample of the organisations being surveyed.

The criteria used in selecting countries to visit included the number of organizations that had responded to the questionnaires by March 1990. Those who had the least and/or highest responses were picked at random. ELCI membership present in the area was also considered. This opportunity was also used to find out ELCI's impact in different countries and what our members' or potential members' needs were. The following responses had been received at the time of the visit:

Ethiopia 6 (2 of these were ELCI registered members)

Botswana 2 (no registered members)

Mauritius 7 (3 out of 7 were ELCI registered members)

Tanzania 8 (2 out of 8 were ELCI registered members)

3.0 Findings and comments

- 3.1 It was apparent that information requirements are perceived differently by different organizations. Some that had indicated they had libraries in the questionnaires were found to have small rooms containing only a few piles of publications. There were also groups that had earlier claimed that their information resources were heavily used by staff but on visiting them it was clear that such collections were hardly used by anybody. These were unorganized and hence it was difficult to retrieve the information and to determine their subject content.
- 3.2 Another group had indicated they had organized information materials on shelves - in reality publications were shelved in unorganized neat piles which still made it difficult to retrieve contained information.
- 3.3 All the institutions visited without established information centres appreciated the need for well organized documentation centres, and they sought assistance from ELCI to help achieve this.
- 3.4 There is a need to enlighten many NGOs on how they can improve their information services for their respective target groups. Through workshops this group would discover what services were lacking and what is required to equip their staff with relevant and up to date information.
- 3.5 A number of NGOs were quite conservative, holding onto research findings or booklets that were out of date, and this to a certain degree affected the results of their project activities. They did not know what had been done elsewhere, neither did they know how to get such information. Decision-making information was hence very limited.
- 3.6 Through training workshops, dissemination of current research findings and new publications lists, most of these groups could get access to information generated elsewhere to aid decision-making. In their view this would improve their output.
- 3.7 Several NGOs expressed a desire to set up library/information centres as they appreciated the role that information materials played in terms of enlightening staff and hence benefiting target groups. Major constraints in setting up such facilities included funding, lack of skilled staff, office space, information materials, and knowledge of how these could be obtained with limited resources.
- 3.5 About 2 percent of the organizations visited did not see the need to set up library/information centres because they were able to use the required resources from nearby centres.
- 3.6 Most groups acknowledged that current information on several disciplines was contained in journals and research reports. They were however not in a position to subscribe to many of these due to lack of funds or knowledge of the publishers. Thus provision of free information resources would help most organizations who lacked budgets to acquire them. Various groups had collections of article clippings which were used heavily, others who did not acknowledged the usefulness of such information.

- 3.7 There was no significant difference on the topical areas and activities carried out by NGOs from the returned questionnaires.
- 3.8 Several NGOs had projects in the rural areas targetting mainly women and youth. About 70 percent of these recipients were illiterate. Community meetings were held mainly in local languages. From discussions it was clear that these target groups and their information needs required study to assess their information needs more accurately. This would help these groups ensure they were disseminating the right information to the right people at the right time and in the right format.
- 3.9 The majority of the NGOs used telephones, surface/air mail, messengers and combinations of these for communication. Asked what their preferred methods would be most cited telex and fax, but these were largely unaffordable. A small number of groups with computers expressed an interest in using electronic mail but had no idea of how and where to get appropriate modems and training. Their main interest was to communicate with fellow NGOs in the same town or region. This meant that they required major investment in equipment and training. About one percent were already using E-mail. There were also a few groups who were interested in desk top publishing but had no staff or equipment to do it.
- 3.10 Various NGOs felt they would benefit a great deal if the following training sessions were offered as this would enable them to improve their information activities/ services among their target groups:
- * Training in project proposal and report writing as well as the monitoring and evaluation of projects.
 - * Setting up of library/information centres.
 - * Methods of information dissemination and networking.
 - * Use of computer for networking in libraries (library automation).
 - * Cataloguing/indexing and classification.
 - * Training of trainers in communication.

4.0 Constraints

From the analysis of the questionnaire, the majority of respondents indicated lack of funds and personnel as the main constraints without elaborating. However, after discussions with all the NGOs visited, a different trend of constraints emerged. Following is a breakdown of the discussed constraints.

- 4.1 There is a lack of communication skills among the leaders responsible for disseminating information/techniques to their target groups. Communication breakdowns can result in resentment among target groups affecting the planned activities.
- 4.2 There is a lack of exhibitions carrying emphasis on environmental issues.

- 4.3 Staff to carry out administrative tasks are not readily available.**
- 4.4 There is a lack of training in project proposal writing, project identification, monitoring and evaluation techniques. This is important as it affects the outputs and funding of most organizations. Donors require well-written and clear project proposals. Some groups managed to get consultants to write project proposals but once funded it became difficult to monitor and write final project reports for donors. Other groups had fascinating ideas but were unable to put them on paper, and they lacked funding to hire consultants. The majority of the groups visited cited this as a real handicap.**
- 4.5 The lack of information networking among most NGOs makes it difficult for project staff to obtain needed information held outside their own organisations. Information exchange and searches amongst most NGOs was non-existent.**
- 4.6 Lack of sensitizing/motivating methods to the target groups that could make them interested in reading available resources.**
- 4.7 There is a shortage of teaching materials that could easily disseminate intended information. Most of the available materials lacked proper presentation format (i.e. cartoons, illustrations, etc.)**
- 4.8 There was a tendency to generalize target groups and their information needs, whereas in reality there were big differences among subgroups within a major group (e.g. non-schooling youth, urban and rural youth). More study of the target groups is required to disseminate the right information to the right people.**
- 4.9 Cultural backgrounds was also noted to be a major constraint among the target groups because some were not ready to accept new or different methods of carrying out activities. Hence there was lack of use of appropriate methodologies (e.g. animators and pictograms, etc.) that could provoke these target groups to think out their needs and solutions. This would bring about the right changes but from within.**
- 4.10 Most organizations were not in a position to hire staff. Instead they relied on volunteers. However there was lack of motivation among the volunteers and target groups, especially once immediate problems were met.**
- 4.11 Such organisations also had financial and personnel constraints in documenting success stories within one target group which could be used as examples to others.**
- 4.12 The frequency of output of the tools for communication produced by individual organizations was a problem. Newsletters that supposedly linked groups were produced once or twice a year which made it difficult for recipients to relate to timely issues.**
- 4.13 Most of the information materials used by these groups were donated. Many of these were irrelevant in subject scope and some were in foreign languages that could not be read by information users.**
- 4.14 Several organizations lacked the finances to acquire relevant information materials and had no access to publishers' catalogues (which could help in selecting appropriate resources).**

- 4.15 **Transport problems into the rural areas create additional problems. In Ethiopia, for example, the ongoing war limited volunteers' interaction with the target groups in the war regions.**
- 4.16 **Telephone lines often break down (where they exist), thereby making communication difficult.**
- 4.17 **Some urban-based project staff were unable to visit ongoing projects in the rural areas due to limited financial resources. This affected the projects' success because the interaction between the project staff and target groups was limited.**
- 4.18 **In some cases there is a lack of coordination in outreach programs carried out by individual organizations.**
- 4.19 **A pressing need for reading rooms/library/documentation centres was noted among several NGOs. Some groups that had indicated they had libraries in the questionnaires were found to have small reading rooms with unorganized materials. Only about 20 percent of the organizations visited had some kind of classification schemes for their materials. Their collections of books and periodicals ranged from 50 - 1000.**

5.0 Conclusions

- 5.1 **Adequate information services are limited within the NGO community as the constraints demonstrate. This calls for immediate attention in meeting/solving some of the needs voiced by NGOs.**
- 5.2 **Communication (be it language(s) or various modes presently utilized) is a big stumbling block in NGOs information activities.**
- 5.3 **NGOs find it hard to obtain free information resources that are current, relevant and easy to understand.**
- 5.4 **Most NGOs would benefit a great deal from a series of workshops on different themes, particularly the ones related to information services.**
- 5.6 **A basic manual on information management with basic documentation principles would help in assisting the disadvantaged NGOs in establishing library/information centres.**

APPENDIX II

Dear friends,

BACKGROUND

The Environment Liaison Centre International was founded in 1974 to strengthen citizen groups and other non-governmental organisations (NGO) in their work for sustainable development. ELCI achieves this through networking, advocacy and strengthening NGO technical and managerial skills organisations in 67 countries, and a constituency of 8,000 NGO contacts.

NGOs are seen as actors in the process of sustainable development. At the same time a great deal of information is being generated the world over, resulting in an information explosion. This calls for the need to effectively organise and coordinate information for proper use. However, NGOs face many constraints such as information handling, storage, organization, and access to information, from both in-house and external sources. This occurs in most cases due to lack of funds to acquire information materials on new emerging issues or manpower to effectively organize and disseminate gathered information. ELCI's philosophy includes strengthening capacities of NGOs particularly those in the south, and the centre is well placed to perform this service. Over the last 14 years the library and documentation centre at ELCI has collected 2,500 books and 250 subject boxfiles on environment clippings and other related issues with over 20,000 article clippings. In addition it subscribes to 500 periodicals.

There is a strong feeling that ELCI can make better use of its potential for sharing skills and information with its constituency. In line with ELCI Three Year Programme, the Documentation Unit is planning to develop a number of new services such as:

- a) Publishing a basic information management manual aimed at organisations without established libraries information centres.
- b) Developing a current periodicals content service geared to improving NGO access to sources of information especially information from other NGOs;
- c) Hosting a workshop on information-handling and sharing in an automated world;
- d) Strengthening information networking among members via computer communications.

ELCI is convinced that NGOs can more effectively share information available among themselves. Indeed, they can help each other in information acquisition, handling and dissemination, but this needs to be coordinated.

PURPOSE

In order to establish valid strategies of combating the above mentioned information constraints among several NGOs; ELCI finds it useful to carry out an information needs assessment survey through this questionnaire.

At the end of the needs assessment survey, ELCI will have a clear picture of information needs and capacities both of NGOs which have library/documentation centres and of NGOs which don't. Your response to this questionnaire will enable ELCI to design a strategy for meeting at least some of the needs through full-fledged follow-up projects in line with objectives of the Three Year Programme articulated above. A final report will be sent to you and hopefully some of your needs will be addressed during the implementation. You will also have access to the Information database which will be set up using the collected data.

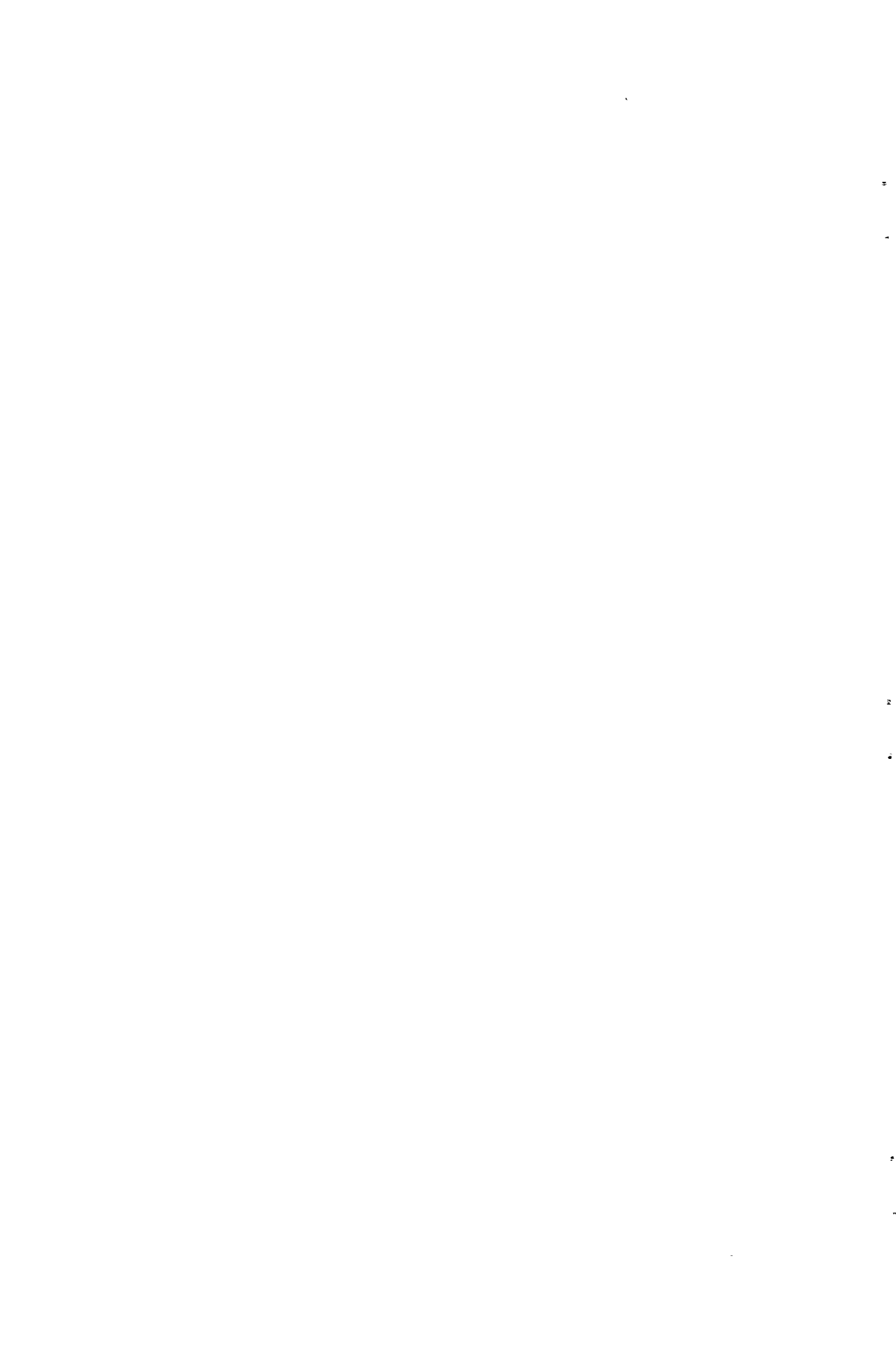
INSTRUCTIONS

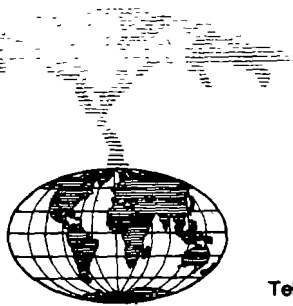
This questionnaire was drawn up following a consultation held in Nairobi during a one day workshop involving 18 NGO representatives and also through subsequent discussions with others not able to attend the workshop. In formulating this questionnaire we have tried to provide concise questions which simply require a tick enabling you to spend as little time as possible. However, a few questions are open ended to allow you to state constraints in length. Please feel free to use extra paper for the last question and others (if necessary) but please indicate the question being addressed in order to facilitate the analysis.

Please PRINT or TYPE and mail it to us at your earliest convenience.

Thank you very much for your cooperation.

Dianah Macharia
Librarian/Information Manager





NGO Information Needs Assessment

I. (a) **Name of organisation:** _____

Physical & Postal address: _____

Contact person & title:-

Postal address: _____

Telephone: _____ **Telex:** _____

Fax: _____ **Cable:** _____

Electronic mail addresses: _____

(b) If its a membership organisation, please indicate the number of member organisations: _____

(c) No. of staff in your organisation _____

II. **Type of organisation: (tick as appropriate)**

Umbrella	<input type="checkbox"/>	International	<input type="checkbox"/>	Grassroot/indigenous	<input type="checkbox"/>
Regional	<input type="checkbox"/>	National	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>

III. **Sector Focus: (tick as appropriate)**

Agriculture	<input type="checkbox"/>	Human Settlements	<input type="checkbox"/>	Water	<input type="checkbox"/>
Health	<input type="checkbox"/>	Energy	<input type="checkbox"/>	Population	<input type="checkbox"/>
Refugees	<input type="checkbox"/>	Literacy	<input type="checkbox"/>	Women	<input type="checkbox"/>
Forestry	<input type="checkbox"/>	Urban ecology	<input type="checkbox"/>	Wildlife	<input type="checkbox"/>
Toxic/hazardous wastes	<input type="checkbox"/>	Resources Conservation	<input type="checkbox"/>	Others (specify)	<input type="checkbox"/>

IV. (a) **Indicate those activities your NGO carries out in order of importance (1-6)**

Collection and dissemination of information	<input type="checkbox"/>	Networking	<input type="checkbox"/>	Training	<input type="checkbox"/>
Research	<input type="checkbox"/>	Monitoring and evaluation	<input type="checkbox"/>	Others (specify)	<input type="checkbox"/>

(b) **Method used to carry out your activity(s) (tick as appropriate)**

Advisory services	<input type="checkbox"/>	Seminars	<input type="checkbox"/>	In house references	<input type="checkbox"/>
Public Education	<input type="checkbox"/>	Community/field projects	<input type="checkbox"/>	Publications	<input type="checkbox"/>
Computer Electronic Mail	<input type="checkbox"/>	Institutional building	<input type="checkbox"/>	Advocacy	<input type="checkbox"/>
Others (specify)	<input type="checkbox"/>				

V. Target group/Beneficiaries (tick as appropriate)

- | | | | | | |
|-------------|--------------------------|---------------|--------------------------|------------------|--------------------------|
| Rural | <input type="checkbox"/> | Urban | <input type="checkbox"/> | Youth | <input type="checkbox"/> |
| Handicapped | <input type="checkbox"/> | Refugees | <input type="checkbox"/> | Women | <input type="checkbox"/> |
| Government | <input type="checkbox"/> | Policy makers | <input type="checkbox"/> | Others (specify) | <input type="checkbox"/> |

VI. Communication: Languages preferred (list in order of priority)

- | | | | | | |
|------------------------|--------------------------|---------------------------------|--------------------------|-----------|--------------------------|
| English | <input type="checkbox"/> | French | <input type="checkbox"/> | Spanish | <input type="checkbox"/> |
| Moussi | <input type="checkbox"/> | Portuguese | <input type="checkbox"/> | Kiswahili | <input type="checkbox"/> |
| Hindi | <input type="checkbox"/> | Others (specify) | <input type="checkbox"/> | | |
| Multilingual (specify) | <input type="checkbox"/> | Local but widely used (specify) | <input type="checkbox"/> | | |

VII. Communication modes utilized presently

- | | | | | | |
|----------------------------|--------------------------|------------------|--------------------------|---------|--------------------------|
| (a) Telephone | <input type="checkbox"/> | Telex | <input type="checkbox"/> | Airmail | <input type="checkbox"/> |
| Surface mail | <input type="checkbox"/> | Electronic mail | <input type="checkbox"/> | Fax | <input type="checkbox"/> |
| Collect in person | <input type="checkbox"/> | Others (specify) | <input type="checkbox"/> | | |
| Village/community meetings | <input type="checkbox"/> | | | | |

- (b) Communication modes preferred if constraints are removed. (list in order of priority using the modes in vii (a))

_____	_____
_____	_____
_____	_____

VIII. Do you have a person responsible for information activities?

- Yes No

Do you have a Documentation/Library/Information Centre?

- Yes No

If yes jump to question No. (IX)

If No answer question VIII (a) - (e)

(a) WHY ?

- | | | | | | |
|---------------|--------------------------|-------------------|--------------------------|----------------------|--------------------------|
| lack of space | <input type="checkbox"/> | lack of materials | <input type="checkbox"/> | no real need for one | <input type="checkbox"/> |
| lack of staff | <input type="checkbox"/> | lack of funds | <input type="checkbox"/> | others (specify) | <input type="checkbox"/> |

Could you like to have one? _____

(b) How do you get information and from who? (list 5 major sources)

(c) Who uses the information you receive:

- No one Staff Others (specify)

(d) How do you store your information materials?

- | | | | | | |
|-------------------|--------------------------|-----------------------|--------------------------|-----------------------|--------------------------|
| In cartons | <input type="checkbox"/> | In box files | <input type="checkbox"/> | On the floor in piles | <input type="checkbox"/> |
| Heaped on shelves | <input type="checkbox"/> | In no organised order | <input type="checkbox"/> | Organised on shelves | <input type="checkbox"/> |

(e) How close is the nearest information centre? (tick as appropriate)

- A few blocks away 1/2 kilometre 5-10 kilometres
 10-20 kilometres 20-40 kilometres Over 50 kilometres

IX. Information resources: Which of the following does your organisation have & in what numbers?

(a) Printed Media	Numbers (i.e 500)	Numbers effectively catalogued	Six major subjects covered
books	_____	_____	_____
scholarly journals	_____	_____	_____
posters	_____	_____	_____
unpublished reports	_____	_____	_____
article clippings	_____	_____	_____
others (specify)	_____	_____	_____

(b) **Non-printed Media:**

slides	_____	_____	_____
video cassettes	_____	_____	_____
tape cassettes	_____	_____	_____
films	_____	_____	_____
photographs	_____	_____	_____
microfiche & microfilm	_____	_____	_____
Transparencies	_____	_____	_____
Others (specify)	_____	_____	_____

(c) **Computer database(s) (specify):**

Software utilized	Formats	Standards
_____	_____	_____
_____	_____	_____
_____	_____	_____

(d) **Facilities available: (tick as appropriate)**

Conference facilities (specify)	<input type="checkbox"/>	overhead projectors	<input type="checkbox"/>
microfiche readers	<input type="checkbox"/>	Cassette players/recorders	<input type="checkbox"/>
film projectors	<input type="checkbox"/>	computers	<input type="checkbox"/>
computer modems	<input type="checkbox"/>	video cassettes	<input type="checkbox"/>
cameras	<input type="checkbox"/>	Others (specify)	<input type="checkbox"/>

X. Using the list shown in IX (a), (b) and (c) please indicate what your organization's library/information centre doesn't have but require to use. (list in order of priority)

_____	_____
_____	_____
_____	_____
_____	_____

XI. What resources can you share with other NGOs

(a) Conference facilities (please specify)	<input type="checkbox"/>	recording studio facilities	<input type="checkbox"/>
microfilming facilities	<input type="checkbox"/>	photocopying facilities	<input type="checkbox"/>

