Final evaluation report

Digital Connections Children Corners Project (Kio Kit sites)

In partnership with Tanzania Library Services Board

August 2018
Executive summary

The Digital Connections Children’s Corners project aimed to enhance children’s library services in selected libraries in Tanzania and Zanzibar. A total of nine Tanzania Library Services Board (TLSB) libraries and two Zanzibar Library Service (ZLS) libraries took part. Of these, five TLBS and two ZLS libraries created new Children’s Corners - child-friendly library spaces. The remaining five TLSB libraries which already had Children’s Corners implemented a digital component, introducing Kio Kit tablets to use alongside printed books.

This report presents the findings and recommendations for the final evaluation of the Kio Kit sites undertaken in August 2018. There is a separate report accompanying this which evaluates the Children’s Corners sites.

This evaluation was undertaken by James Njuguna Kimani, Book Aid International African Representative and Jackline Mshana, Tanzania Library Services Board’s Programme Manager between 20th and 25th August 2018. The overall goal of this evaluation was to assess the extent to which the project has brought changes to the beneficiaries in regional libraries. The main aim was to examine the extent to which the project has achieved its objectives and to document key lessons.

There is evidence of change brought about by the project in the lives of children using libraries, learners in school, librarians, parents and teachers. Findings from the evaluation show key changes to the user experience including an increase in the number of children using the library service, increased confidence among librarians in providing children’s library services, librarians are more friendly to the children, children feel more comfortable being in the library and increased community awareness of the library services for children. Further, the libraries have become more active, the libraries and librarians are more valued by the community and parents are taking trouble to bring their children to the library.

There were a few challenges experienced in the project including delayed clearance of the Kio Kits at customs, malfunctioning of the Kio Kits, poor record keeping by librarians and lack of transport for outreach.

Lessons learned from the project include that Kio Kits are popular with children, they are relevant technology to give information to children and very useful and fun to work with. Hence, this should be considered an essential part of creating a vibrant children’s section. Further, the Kio Kit has been useful not only to the 6-12 year olds but to secondary school students too. The librarians should find a way of sharing the Kio Kit with other groups whenever the children are not using it. The delayed clearance of the Kio Kits delayed project implementation. Care needs to be taken if similar an intervention is carried out in Tanzania so that activities are organised well, for instance the timing of Kio Kit training should take place after the Kio Kits have been cleared and TLSB are in possession of the kits. Also, some breakdown of the Kio Kit tablets has been experienced. A reasonable agreement on after sale support needs to be sought with BRCK (who creates the Kio Kits).
1.0 Introduction

The Digital Connections Children Corners project in Tanzania and Zanzibar ran from 2017 to 2018. The project is a collaboration between Book Aid International, Tanzania Library Service Board (TLSB) and Zanzibar Library Service (ZLS). The project targeted nine TLSB libraries and two ZLS libraries. Five out of the nine TLSB libraries implemented the digital component receiving Kio Kit tablets while the remaining four TLSB libraries and two ZLS libraries received new Children’s Corners. This evaluation focuses on the Kio Kit tablets sites.

The project aimed to improve access to high quality reading and learning support materials in English and in local languages for children aged six to 12 years, in print and in digital format in selected libraries in Tanzania and Zanzibar. The project also aimed to develop the skills of librarians to establish better library services for children.

The project addressed four key objectives:

- Provide five Kio Kitis, each containing 40 Tablets in a secure and sturdy box, preloaded with educational content for primary school children in five TLSB libraries with established Children Corners
- Provide training for 10 librarians (two from each library) to use Kio Kit tablets in their work with children
- Set up four Children Corners in Tanzania and two Children Corners in Zanzibar.
- Provide approximately 22,500 UK published new children books (2,500 books each for new Children’s Corners and 500 ‘top up’ books each for existing Children’s Corners in Tanzania
- Provide a total of approximately 5,000 UK published donated new children’s books in Zanzibar
- Provide locally purchased books especially in Kiswahili
- Train at least 12 librarians (two from each new children corner in Tanzania and four staff in Zanzibar).

This evaluation was conducted between 20th and 25th August 2018 by James Kimani, Book Aid International’s Africa Representative in conjunction with Jackline Mshana, TLSB Project Manager. This evaluation focuses on the five Kio Kit tablet sites in Tanzania (Bukoba, Tanga, Dar es Salaam Central, Kibaha and Mtwarra libraries). It does not cover the four new Children’s Corners set up in Tanzania mainland and two Children’s Corners in Zanzibar, as these were evaluated in June 2018. Please see the separate evaluation of the Children’s Corners attached.

The evaluation included interviews and focus group discussions with key staff and children from five TLSB libraries. A total of 14 library staff were interviewed. Appropriate tools were developed to capture information on key project objectives.
2.0 Key findings

The section below outlines key findings from implementation of the project in the five Kio Kit tablets’ sites.

Outcome one: Increased use of the library by local children in their own time and during school time

To up books

Top up books were received by all five libraries between March and April 2017. The table below indicates the books received by every branch.

Table 1: Top up books

<table>
<thead>
<tr>
<th>TLSB library</th>
<th>UK donated Top up books</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Mtwara</td>
<td>540</td>
</tr>
<tr>
<td>2 Kibaha</td>
<td>551</td>
</tr>
<tr>
<td>3 Dar es Salaam Central</td>
<td>600</td>
</tr>
<tr>
<td>4 Kibaha</td>
<td>468</td>
</tr>
<tr>
<td>5 Tanga Regional library</td>
<td>526</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,685</strong></td>
</tr>
</tbody>
</table>

Librarians said that the books were of good quality, had durable binding, good paper with appropriate font size. They said that the quantity received was reasonable and that they continue receiving more UK books from Books Aid International. The donated books were very useful in learning and improving English language, especially for upper primary school children. Most of the children in lower primary school levels find it hard to use English books as they have low understanding of the language. However, children’s librarians guide them by using simple books with few words and lots of pictures and illustrations.

“The books are good. However, language is the challenge. Those with simple language are good. More advanced ones are a bit difficult for primary schools. However, they are useful for secondary schools and adults.” – Joyce Shaba – Kibaha Library Children’s Librarian.

“Most pupils struggle with English language. However, they like the pictures. Pupils are mostly taught in Kiswahili language in primary schools.” – Ismail Wemba, Mtwara Library Children’s Librarian.

They however made requests for Book Aid International to consider buying them local books as well.

“We kindly request Book Aid to support us in purchasing locally published materials as we are running out of them.” Martin Chambo, Tanga Regional Librarian.

Suitability of the UK books

The books are suitable as children are using them to learn the English language which they also use in schools. In Tanzania there are two types of schools - English medium and Kiswahili medium schools. Pupils attending English medium schools make great use of the books but they are also helping pupils in Kiswahili medium schools to learn the English language. Some teachers have also made use of the books.
In Dar es Salaam City, there are almost 20 schools which are English medium schools around the main library while there are more in other parts of Dar es Salaam. There are similar kinds of schools in other parts of the country.

Further, the books are read by secondary school students who better understand the English language. In Dar es Salaam, there are minimal challenges in using English books.

Books well positioned on shelves

The books were well positioned on the shelves and being regularly used. Some library branches like Tanga and Kibaha took two months to process them and place them on the shelves. In Tanga, they made use of Librarianship students on attachment to help them process the books.

“Few staff in the branch makes the books processing delay a bit. However most books are processed at Dar Central library making our work easier. There is no typist and librarians have to do so when they can afford time. Kibaha Library typist retired in 2017.” - Tausi Hamadi, Kibaha Regional Librarian.

Promotion of use of the books

The libraries promote the books by displaying them for some time (between one week and one month) before shelving them. In Tanga they also take the new books to schools during outreach to show them. In Kagera they inform pupils and teachers during school outreach activities.

Increase in number of books being borrowed

Children are borrowing books from the libraries. It is evident that there is an increase in the number of books being borrowed from the library due to the access to digital resources through the Kio Kits. The table below indicates books that have been borrowed from the branches between January 2017 and July 2018.
Table 2: Books borrowed from the libraries in 2017 and in 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Mtwara Regional Library</th>
<th>Kibaha Library</th>
<th>National Central Library - Dar es Salaam</th>
<th>Kagera Regional Library</th>
<th>Tanga Regional Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>-</td>
<td>6</td>
<td>18</td>
<td>98</td>
<td>61</td>
</tr>
<tr>
<td>February</td>
<td>-</td>
<td>7</td>
<td>12</td>
<td>57</td>
<td>54</td>
</tr>
<tr>
<td>March</td>
<td>-</td>
<td>0</td>
<td>20</td>
<td>64</td>
<td>61</td>
</tr>
<tr>
<td>April</td>
<td>-</td>
<td>1</td>
<td>17</td>
<td>60</td>
<td>97</td>
</tr>
<tr>
<td>May</td>
<td>-</td>
<td>16</td>
<td>32</td>
<td>181</td>
<td>90</td>
</tr>
<tr>
<td>June</td>
<td>-</td>
<td>3</td>
<td>6</td>
<td>51</td>
<td>254</td>
</tr>
<tr>
<td>July</td>
<td>-</td>
<td>8</td>
<td>15</td>
<td>59</td>
<td>92</td>
</tr>
<tr>
<td>Total</td>
<td>41</td>
<td>120</td>
<td>570</td>
<td>709</td>
<td>850</td>
</tr>
</tbody>
</table>

In Tanga, they conduct a stock take in June of each year (one took place in June 2017 and again in June 2018). In Kagera, they did a stock take in July 2017 meaning that data on books borrowed in July 2017 is not available. Data was not available for Mtwara for all of 2017.

It is clear that in each of the libraries, more books were borrowed in 2018 than in 2017. Further, there is a big disparity in books borrowed with Mtwara having the least of books borrowed in between Jan and July 2018 at 41 while Tanga library which had 1,632.

One challenge noted was that libraries only lend books to registered members. Mtwara Library charges a membership fee of Tshs 5,000 for children which many are unable to afford. However, all children are allowed access to the library and are free to read there. Mtwara Library confirmed that many books are read within the library but they do not count the books used in the library.

**Increase in number of books being read in the library**

The librarians in all the five branches confirmed that there had been an increase in children’s visits to the library which had also led to an increase in the number of books being read in the libraries. The table below indicates the number of books read in the libraries between January 2017 and July 2018.
Table 3: Books read in the libraries in 2017 and 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Mtwara Regional Library</th>
<th>Kibaha Library</th>
<th>National Central Library - Dar es Salaam</th>
<th>Kagera Regional Library</th>
<th>Tanga Regional Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>-</td>
<td>-</td>
<td>38</td>
<td>365</td>
<td>174</td>
</tr>
<tr>
<td>February</td>
<td>-</td>
<td>-</td>
<td>27</td>
<td>189</td>
<td>59</td>
</tr>
<tr>
<td>March</td>
<td>-</td>
<td>-</td>
<td>94</td>
<td>152</td>
<td>97</td>
</tr>
<tr>
<td>April</td>
<td>-</td>
<td>-</td>
<td>65</td>
<td>310</td>
<td>305</td>
</tr>
<tr>
<td>May</td>
<td>-</td>
<td>-</td>
<td>72</td>
<td>258</td>
<td>192</td>
</tr>
<tr>
<td>June</td>
<td>-</td>
<td>-</td>
<td>22</td>
<td>302</td>
<td>401</td>
</tr>
<tr>
<td>July</td>
<td>-</td>
<td>-</td>
<td>13</td>
<td>118</td>
<td>124</td>
</tr>
<tr>
<td>Total</td>
<td>-</td>
<td>-</td>
<td>331</td>
<td>1,694</td>
<td>1,352</td>
</tr>
</tbody>
</table>

There is an observable increase in the number of books read in 2017 and those read in 2018. The greatest leap in the numbers of books used in the library was in Kibaha and Kagera rising from 331 and 1341 books in 2017 to 1694 and 2850 in 2018, respectively. Most of the librarians indicated that they arrange the Kio Kit usage in such a way that children must read printed books before they are allowed to use the Kio Kits. In Mtwara, the library was under renovation between January and April 2017 and no services were provided. However, even after that, the librarians did not keep records of the books read in the library in the latter part of 2017 and in 2018. However, they noted that more books were read in 2018 than in 2017.

**The difference between the books borrowed and those read in the library**

All of the libraries only allow registered members to borrow books to take home. However, all children are welcome to use the libraries and use books within the library. Most children do not register as members and therefore cannot borrow books.

**Children’s library usage**

*Library Membership and usage.* Overall, there is an increase in child membership of the libraries since the Kio Kits were introduced as indicated in the table below. However, Kibaha library did not register any members as they prefer teachers to choose books on behalf of their learners.
Table 4: Children’s membership registration in 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Mtwara Regional Library</th>
<th>Kibaha Regional Library</th>
<th>National Central Library - Dar es Salaam</th>
<th>Kagera Regional Library</th>
<th>Tanga Regional Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>4</td>
<td>-</td>
<td>64</td>
<td>2</td>
<td>52</td>
</tr>
<tr>
<td>February</td>
<td>6</td>
<td>-</td>
<td>85</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td>March</td>
<td>2</td>
<td>-</td>
<td>54</td>
<td>11</td>
<td>29</td>
</tr>
<tr>
<td>April</td>
<td>0</td>
<td>-</td>
<td>85</td>
<td>10</td>
<td>72</td>
</tr>
<tr>
<td>May</td>
<td>2</td>
<td>-</td>
<td>61</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>June</td>
<td>10</td>
<td>-</td>
<td>117</td>
<td>10</td>
<td>39</td>
</tr>
<tr>
<td>July</td>
<td>4</td>
<td>-</td>
<td>123</td>
<td>37</td>
<td>29</td>
</tr>
</tbody>
</table>

*Library visits by children per month* Children’s visits to the library have fluctuated over the months. The National Central Library in Dar es Salaam registered the highest number of visits; 80,083 over seven months. While Kibaha Regional Library registered the lowest with 2,352 visits over the same period. The location of the National Central library in the capital city makes it accessible to more people. The high population and information seeking behaviour of those who live in cities could be another reason for the high number of visits. The other libraries are situated in rural areas with smaller populations.

Table 5: Number of children’s visits by month in 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Mtwara Regional Library</th>
<th>Kibaha Regional Library</th>
<th>National Central Library - Dar es Salaam</th>
<th>Kagera Regional Library</th>
<th>Tanga Regional Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>65</td>
<td>192</td>
<td>9,941</td>
<td>724</td>
<td>533</td>
</tr>
<tr>
<td>February</td>
<td>700</td>
<td>294</td>
<td>11,411</td>
<td>817</td>
<td>649</td>
</tr>
<tr>
<td>March</td>
<td>610</td>
<td>385</td>
<td>12,163</td>
<td>823</td>
<td>478</td>
</tr>
<tr>
<td>April</td>
<td>367</td>
<td>383</td>
<td>10,548</td>
<td>846</td>
<td>661</td>
</tr>
<tr>
<td>May</td>
<td>498</td>
<td>321</td>
<td>12,125</td>
<td>918</td>
<td>554</td>
</tr>
<tr>
<td>June</td>
<td>166</td>
<td>461</td>
<td>13,333</td>
<td>1,014</td>
<td>590</td>
</tr>
<tr>
<td>July</td>
<td>184</td>
<td>316</td>
<td>10,562</td>
<td>1,096</td>
<td>440</td>
</tr>
<tr>
<td>Total</td>
<td>2,590</td>
<td>2,352</td>
<td>80,083</td>
<td>6,238</td>
<td>3,905</td>
</tr>
</tbody>
</table>
Increase in number of children coming to the library either with parents/carers or independently

The libraries reported an increase in children coming to the libraries as well as parents bringing their children to the libraries especially over the weekend. This increase was attributed to the attractive environment for children, the presence of books, educational games and toys, as well as the Kio Kits.

“We experienced increase of children coming to the library on their own. However, the smaller ones are brought by their parents on Saturdays.”— Hidaya Goga, Tanga Library Assistant.

“There is a great increase of children coming to the library. Sometime, librarian have had to move them outside to seat on mats as the children area gets filled.” – Joyce Shaba, Kibaha Children's Librarian.

The National Central Library in Dar es Salaam has been using Kio Kits during children’s events in the city e.g. Moto Day Out (children’s day out) taking it as an opportunity to market the Kio Kits and library services to children and parents. This has led to parents bringing their children to the library more often.

Outcome two: Increased use of digital devices and increased reading by children

Kio Kits

The Kio Kit distribution was delayed by several months. The Kits were distributed to the libraries between January and March 2018. Unfortunately, the Kio Kit for Tanga library experienced a technical fault upon arrival and had to be repaired by BRCK staff from Kenya.

Kio Kit content suitability and quality

The libraries noted that the Kio Kit tablets’ contents in the ‘Learn’, ‘Play’ and ‘Grow’ sections was very useful for both children and adults. For example, in Tanga Library the content was especially useful for upper primary students learning English and maths. Games have also been useful for lower primary school students. The National Central Library has reported the same, with many pupils in primary school also using the maths contents as it has games. Children enjoy playing Ubongo Kids and other games. They also like the Spelling Games by Mr Nussbaum, Swahili Wardrobe and Maths Work Out. The content of the Kit is suitable for learners of all ages, starting from the very young and progressing in reading difficulty from easy to more difficult levels.

Views on the physical hardware (Supa BRCK, box, charging system, tablets)

The librarians noted that the Kio Kit is well designed and the physical appearance is very attractive. The box that keeps the tablets safe is compact and can carry many items. Though heavy, it is easy to move due to the wheels. The well-arranged storage compartment makes it easy to see if any tablets are yet to be returned at the end of a session. The tablets are charged using wireless while they are stored inside the BRCK box, requiring only one plug and one socket. The BRCK box is also compact making it easy to store. However, the box is heavy and difficult to move on rough surfaces during outreach programmes.
Challenges included the tablets sometimes taking a long time to load. Two of the tablets in Kibaha would not work at all. In Mtwara one line of the tablet docking stations did not charge the tablets and it was therefore not possible to charge all tablets at the same time. In Tanga, the Kio Kit failed to boot and could not be used for weeks until it was repaired by personnel from BRCK in Kenya.

**Kio Kit usage**

All the libraries made use of the Kio Kit and librarians were very excited to introduce the service to the children. The librarians who had taken part in the Kio Kit training oriented fellow staff, teachers and pupils from various schools in their region in how to use the tablets. The librarians noted that the content of the Kio Kit tablets was of good quality and was highly used. Under ‘Learn’ there is *Ubongo Kids, Tusome, Kitabu Primary*, all in Kiswahili and easy to understand for children in Tanzania. Interestingly, some of the books on the school syllabus were available on Kio Kit tablets but not available in their schools.

Children in ECD liked *Ubongo Kids* most. In ‘Grow’ there was *For Kids by Kids, Africa Story Books* and *eKitabu Kiswahili* readers. There were many stories for children and some in Kiswahili. Other content that has been used is *entrepreneurship, health issues, environment, drama and acting* suitable for older children. Some of the resources in the Kio Kit are created by children. These were very motivating for young readers. In ‘Play’ there was *Spelling Games by Mr Nussbaum, Maths Workout, Swahili Wardrobe* and other games such as chess. These too were very interesting for children.

*Ted Education* is also helping those in secondary school in Kibaha. Kibaha Library staff have even used business ideas under ‘Grow’ to start small businesses e.g. cell phone top up vouchers, sodas, snacks. Some young people have also made use of the business ideas. One young man, Samson, has started farming and selling vegetables to the staff of Kibaha Library using ideas learned from the Kio Kit tablets. At the same time, Samson is undertaking informal secondary education. The students of the College of Community Development in Kibaha also use the Kio Kit tablets to find information on health matters such as sanitation and food hygiene. Also in Tanga, teachers and upper primary school pupils use the content in ‘Grow’ for personal growth and development. Librarians have been teaching children how to search materials. Further, the librarians take the Kio Kits to four children’s homes which house orphans and other vulnerable children.

*“The Kio Kit is in use in the library everyday but Saturdays are special days as many pupils from about five schools turn up. On Saturdays some primary school teachers use the Kio tablets in teaching English language to their students in the library.” – Martin Chambo, Tanga Regional Librarian.*

Other libraries also indicated that many children turn up on Saturdays and during school holidays to make use of the Kio Kit. Unfortunately, this data was not captured.
Besides the schools, the National Central Library in Dar es Salaam visited four community centres including Learning Centre, Kijiji Cha Sara Centre and Ubuntu Learning Centre and Kichangani Centre. The numbers of users for these institutions were not established.

In addition to children, some adults are also making use of the Kio Kits including 24 people in Mtwara Library, 14 at Kibaha Library, 10 at Kagera Library and 22 at Tanga Library. Most of these were library staff although a few others including secondary college students and teachers made use of the Kio Kit.

The number of children and adults using the digital resources are shown in the table below.

Table 6 Kio Kit usage by children and adults in 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Mtwara Regional Library</th>
<th>Kibaha Library</th>
<th>Dar es Salaam Central Library</th>
<th>Kagera Regional Library</th>
<th>Tanga Regional Library</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Children</td>
<td>Adults</td>
<td>Children</td>
<td>Adults</td>
<td>Children</td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td>14</td>
<td></td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td>714</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>203</td>
<td>16</td>
<td></td>
<td>137</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>102</td>
<td>4</td>
<td></td>
<td>314</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>191</td>
<td>3</td>
<td></td>
<td>372</td>
<td></td>
</tr>
<tr>
<td>July</td>
<td>88</td>
<td>1</td>
<td></td>
<td>326</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>584</td>
<td>24</td>
<td>14</td>
<td>1,963</td>
<td>0</td>
</tr>
</tbody>
</table>

Keeping records of Kio Kit usage was a challenge. Only the National Central Library, Tanga Regional Library and Mtwara Regional Library kept statistics of usage by children between February and July 2018, each with 1,963, 354 and 584 users respectively. One key challenge was that because of the delay in Kio Kit delivery, many of the librarians had forgotten how to keep monitoring data by the time they received their Kio Kits.

Experience of training librarians and other adults

Librarians have been passing on their new Kio Kit skills to others, training teachers, parents and other library users in how to use the Kio Kit. In Tanga, librarians trained 15 staff and volunteers (3 male and 12 female). This is helpful as at some libraries, staff assist librarians with the outreach programme using the Kio Kit. In Mtwara, librarians have trained a further 11 teachers from six schools in addition to the 11 trained in April. Some teachers and parents have been so impressed by the Kio Kit that they are asking their schools to buy Kio Kits for pupils to use in school.

Training other adults gave librarians an opportunity to learn more in the process of teaching them.
Experience of training children

Librarians found it easy to teach children how to use the Kio Kit as they were very inquisitive. The children got to grips with the Kio Kits very quickly and were even showing librarians what to do. Others got ahead of the librarians and were difficult to control, however librarians worked with teachers to maintain control of the pupils.

Some of the challenges encountered during the training include that the demand for training was high especially by learners compared to the available tablets. Training was also initially a challenge for librarians as many had forgotten a lot of what they had learned about the Kio Kits in their training since the Kio Kits didn’t arrive in their libraries until long after their training. The librarians therefore had to refresh themselves to remember some of the lessons.

Participation in e-reading activities

Children participated in e-reading activities in all the regional libraries including individual reading, read aloud activities, maths work out, spelling and playing games. Most of the children use the Kio Kit tablets to read. Some also revise using the Kio Kit as some of the curriculum texts are included such as Ubongo Kids, Tusome, Kitabu Primary. In addition, these are all in Kiswahili and easy to understand for children in Tanzania. In Kagera they particularly liked Ubongo Kids, Maths Workout and Spellings.

E-reading activities take place in the library as well as in schools as part of school outreach programmes. Children are quick to suggest what they would like to read. The librarians and teachers interviewed indicated that the Kio Kit offers children an opportunity to learn in a fun manner as well as play. Librarians are therefore offering a range of literacy and learning-based activities in their libraries suitable for children aged 6-12 years and beyond.

Outcome three: Librarians have an understanding of and are able to offer a digital service for children to enhance their learning and enjoyment in the library. They also understand how to care for and maintain digital devices.

Workshops delivered with 10 TLSB branch library staff

The Kio Kit training workshop was delivered between 12th – 14th June, 2017 at the TLSB National Central library in Dar es Salaam. 15 participants from the five libraries and the TLSB Planning Departments attended the training. The training included an introduction to the Kio Kit content, how the Kio Kit and the Kio Tablet works, how to use them and trouble shooting. The training also looked at library rules for the use of tablets and how to track the use of digital resources in libraries. Some of the key learnings from the training include:
“The key learning has been the use of Kio tablets and the head phones. We enjoy assisting children to reboot when they get stuck as well as assisting them to use the head phones.” – Hidaya Goga, Tanga Library Children’s Librarian.

“I learned about broadcasting that enables all users to view one page. Before, I thought that tablets were for games and maybe story reading only. However, I learned there are many uses of the tablet.” – Somo Haji Mnubi, Head of Children and School Service Division, National Central Library.

“My mind has expanded because Kio Kit was new to me. I was afraid first but after learning its content, I like it as I get knowledge on various issues. I have the skills on how to use it. I am also confident to address and train others in public. I have no worries while working.” – Jospina Angelo, Kagera Library Children’s Librarian.

After the training, the librarians were given workshop documentation and supporting materials on working with digital devices for children. The training participants were also given a Kio Kit manual and notes from Book Aid International that have simplified the way of using the Kio Kit in the library. Librarians noted that these were very useful.

“When we received the Kio kit (after many months after the training) we almost forgot how to explore the teacher portal, we then re-visited our training manual and became conversant.” – Hidaya Goga, Tanga Library Children’s Librarian.

“The Kio Kit manual gives us comfort that we can refer when we are in problems”. – Lilian Margeson Dalotta, Children’s Librarian and Head of Multimedia Section, National Central Library.

Effect of staff Kio Kit training on children’s services in libraries

Librarians reported that the introduction of the Kio Kit into their libraries resulted in an increased awareness of services offered in the library and especially the children’s section. Parents are now more willing for their children to go to the library on Saturdays and during the holidays. Librarians have also reported that children who didn’t like reading before were now showing interest. In addition, children who had previously never come to the library were now coming. They observed that there is great awareness about the library and its services.

“More children are coming on weekdays during term time as well as at the weekend and over the holidays. The Kio Kit has given us courage to face the public. We feel proud to showcase our modern services and we are shining out there. For instance, during the ‘Moto Day Out’, we used to beg the organiser in order to participate in event. We no longer do so as we are now we are being invited.” – Somo Haji Mnubi, Head of Children’s and School Service Division, National Central Library.
“There is an attraction of Kio Kit service by children and hence there are more children coming. Also, there is more interest by children to be members. Some have been paying on instalments.” – Faustine Kato, Acting Regional Librarian.

Libraries have regular programmes of activities for children

Libraries have developed a regular programme of activities that involve printed books, Kio Kit tablets and other games. These include drawing, beadwork, hot seating, Q&A activity, spelling games, story hours, debate, singing, reading, retell and riddles. These mostly happen on Saturdays and over the holidays. Librarians have observed that both the Kio Kit and top up books have been very useful in providing these services.

“We teach children how to explore the contents of the Kio Kit. There after we give them the chance to choose any activity they want to do with the Kio Kit with the understanding that everyone will have to tell what she/he did. This has been the practice daily after school hours and Saturdays.” – Martin Chambo, Tanga Regional Librarian.

One key challenge encountered is that the tablets load slowly especially when all the tablets are turned on. This is overcome by re-booting the Kio Kit and Kio tablets. Sometimes the children go ahead of the instructor when using Kio Kit and don’t follow instructions. Also, often the libraries lack essential items such as beads and other items which can be used as rewards to motivate the learners. Many of the libraries experience overcrowding on Saturdays which overwhelms the librarians.

Local schools now have access to books and information to improve teaching and learning due to increased school outreach by libraries.

There have been close collaborations between the participating libraries and schools in their regions. This is partly due to intensified outreach with the Kio Kit by library staff. Schools and other educational institutions are registering for library membership in order to borrow books for their learners. Further, schools are visiting the libraries to use libraries’ computer labs for ICT lessons. Others are consulting libraries on how to plan, establish and operate school libraries.

The inclusion of Kio Kits in libraries’ school outreach programmes is introducing pupils who do not use their local library to the new technology. As part of these visits, librarians are teaching pupils and teachers how to navigate the content in the Kio Kit.

Librarians are also marketing the Kio Kit to teachers at local schools and proving opportunities for schools to access Kio Kits at the libraries. This has improved teaching and learning in schools. For example, the National Central Library in Dar es Salaam has hosted eight schools, each with 100-150 pupils who came to use the Kio Kit. The library has also visited 11 schools, seven special schools, five secondary schools and five local clubs as part of its outreach programme. In Kibaha, about 10 teachers have been using the Kio Kit to teach various subjects. Likewise, other regional libraries have been taking the Kio Kit to schools for children to use in school.
The National Central Library has been able to serve seven special institutions including Vuguruni Deaf School, Uhuru Wasiyeona, Salvation Army Matumain Primary School, Mahabusu ya Watoto (a borstal institution), Watoto Project, All Together in Dignity and Watoto Kwanza. Kibaha Library has also been able to serve four special schools locally including Kongowe Special School, Maili Moja Special School, Mkoani Special School and Buloma Foundation.

Challenges libraries faced while running their school outreach programmes included a lack of transport to schools, a large number of learners in schools and slow loading of the Kio Kit tablets.

Outcome four: Stronger networks of library staff working with children.

Knowledge sharing

Trained librarians have been sharing their experiences with each other and providing advice to each other when challenges crop up. A WhatsApp group has been set up which includes the trained librarians, the BRCK trainer, the Book Aid International Africa Representative and TLSB project staff. Librarians have been sharing their experiences within the forum and this has enabled them to motivate each other.

In each regional library, the trained librarians have shared with colleagues their new knowledge and skills of how to implement the Kio Kit project activities through talks, training sessions, workshops, newsletters and social media.

The social media includes ‘Malkias Group’ set up by TLSB and ‘ICT Champions Tanzania’ set up by Shem from BRCK.

The Kio kit has also been highly publicised in the regions through newspaper articles and videos documentaries:

- The National Central Library’s Kio Kit project featured on Online TV, City Radio and Upendo Radio.
- In Mrwara, articles have appeared twice in print media – Nipashe and Manacnhi. Also the librarian has been interviewed by Radio Safari.
- In Kihaba an article about the library’s Kio Kit appeared in the Mwananchi newspaper in February 2018.
- Kagera announced the Kio Kit on community radio stations including Radio Kaibante, Radio Kwizela and Vision Radio. An article also featured on Daily News.
- In Tanga, the Kio Kit was featured in the local newspaper Mwananchi of 23rd April, 2018 as well as Tanga TV in a live show which involved librarians and students.
“We have shared our knowledge and experience of children’s services and digital library services through churches, mosques, mobile phone, WhatsApp, Facebook and outreach services to schools.” – Martin Chambo, Tanga Regional Librarian.

3.0 Reported change in libraries

The librarians reported that there have been changes in their library service since they started implementing the Kio Kit library project. This includes:

- An increase in the number of children using the library service. In 2017, the National Central Library’s membership increased from 563 to 1988
- Librarians now have increased confidence in providing children’s library services, including undertaking outreach
- Librarians are more confident in undertaking their work and are friendly to the children. The children feel more comfortable in the library
- There is increased community awareness of the library services available for children
- The libraries have become more active
- The National Central Library has seen an increase in the number of partners supporting the library. Fiona Barretto, an author of English books for children has begun supporting the library
- The library and librarians are more valued by the community whom they serve.
- More parents are bringing their children to the library
- Library subscriptions have increased with more adults coming to the library. They are registering in order to borrow on behalf of their children
- English-medium school pupils who were struggling to find relevant books in the library, like those they have at school are now able to use the Kio Kit ‘Grow’ app to access the books they need.

“In Kibaha library the Kio Kit has helped us start a small project in the library – Kuza Uchumi Kupitia Library Group. We have opened a business idea to sell cell phone recharge vouchers. Individually, some staff have started some business ideas e.g. the library assistant now doing crafts.” – Tausi Hamadi, Kibaha Regional Librarian.

“The available facilities in the library have enabled provision of library services that are most relevant to the children.” – Martin Chambo, Tanga Regional Librarian.

The librarians reported that those experiencing the change include children using libraries, learners in school, librarians, parents and teachers. They noted that the change is significant and will remain so since the whole community will continue to enjoy the library services.
4.0 Key successes

Librarians reported key success from implementing the Kio Kit project including:

- In Mtwara and Tanga, the Kio Kits were so popular that some children were running away from school to go to the library to use the Kio Kit tablets. The library has worked with their schools to ensure this does not happen and only allows children to come to the library after school or on Saturdays and during holidays.
- In Tanga, teachers and upper primary school students use the content in Grow for personal growth and development.
- In Tanga, one of the library volunteers, Mr. Abdullatif Omar Famau (a teacher by profession) has learned a lot about the Kio Kit and he now teaches the children about it at the library. He also conducts outreach services with the Kio Kit and really enjoys working with children.
- In Kibaha library Ted Education also helps those in secondary school. Even staff have used ideas in Grow to start small businesses such as selling cell phone top up vouchers, sodas and snacks. Some young people have also used the business ideas. A young man, Samson, has started farming and selling vegetables to the staff of Kibaha Library using ideas learned from the Kio Kit. At the same time, Samson is undertaking informal secondary education. The students of College of Community Development in Kibaha use Kio Kit tablets to find information on health matters including sanitation and food hygiene.
- In Tanga librarians have noted that the Kio Kit has eliminated techno-phobia among librarians, students and teachers.
- In Kibaha, Teachers never used to use the library. Now they do.

5.0 Challenges

Delayed clearance of the Kio Kits: The Kio Kits stayed for several months with Tanzania Revenue Authority pending payment of custom duties. This delay affected the project timelines and costs as the final evaluation had to be done in two separate visits to give the libraries with Kio Kits time to implement the project. The librarians were also affected as their knowledge from the training started to diminish. These issues have affected the monitoring of key indicators as they were unable to collect adequate data.

Record keeping: Librarians in the regional libraries did not keep crucial data such as the number of books used in the library. Mtwara Library confirmed that many books are read within the library and but they have not counted the exact number.

Malfunctioning of the Kio Kit: Two of the tablets in Kibaha were not loading at all and required technical support to make them work. In Mtwara one line of the tablet docking stations was not charging the tablets and hence all tablets could not charge at the same time. The available option for technical support is through BRCK in Nairobi, Kenya.

Lack of transport for outreach: Though the Kio Kit is very useful for libraries’ school outreach programmes, it is very heavy and requires a vehicle to transport it to a school. Some of the librarians have been using their personal vehicles to take it schools. This is not sustainable. A plan needs to be put in place to ensure that transport is provided for librarians to reach out to schools, especially those that are far away.
6.0 Lessons learned

**Kio Kits are a popular with children:** The children found the Kio Kit tablets very useful and fun to work with. Tablets should be considered an essential part of a children’s section project. The Kio Kits are also motivating the librarians in their work and increasing local communities’ respect for librarians as they are now seen to be using relevant technology to bring information to people.

**E-resources are also useful for secondary school students and adults:** The Kio Kit has been useful not only for the 6-12 year olds that the project was aimed at but also by an entire group of people beyond that age group. In Tanzania, those in secondary school also need basic resources in English and therefore some of the e-resources are useful for them, such as the ‘Grow’ app. Going forward, librarians should find a way of introducing other groups to the Kio Kit when children are not using it.

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**Timing of Kio Kit training:** One key challenge faced in this project was that many of the regional librarians forgot what they had learned in the training, including how to keep monitoring data, because of the delayed receipt of Kio Kits at each library.

**Assurance of ongoing technical support:** The frequency of breakdown of the Kio Kit tablets means that it is essential to have adequate after-sale support from BRCK (who make the Kio Kits). Although the kit is very useful in the libraries in Tanzania, ongoing use of the kits may face challenges as the technical team that can repair faults is based in Nairobi. A reasonable agreement on support needs to be agreed with BRCK.