



## BTB #130: A World of Information

### INTRO:

Shortly after I attended the Special Libraries Association conference in Washington, DC, last June, I learned of a [review](#) of the “Beyond the Book” series in a bulletin published online by the SLA Petroleum & Energy Resources Division. The reviewer was Dennie Heye of Shell in the Netherlands, who is the international relations chair for SLA’s division of Petroleum and Energy Resources. In 2007 he won the Quantum2 InfoStar award and he was elected SLA Europe Information Professional in 2008 as a recognition for his professional leadership and initiative in the information management profession).

I contacted him to thank him and to solicit his input for future programs – and he had a great proposal!

For the program Dennie inspired, I spoke recently by phone with him and Stephen Kizza, an Assistant Librarian for the **Ministry of Energy and Mineral Resources** (MEMD) Resource Center in Kampala, Uganda, who has been a member of the **Special Libraries Association** since 2007, and belongs to the **Petroleum and Energy Resources Division** courtesy of the PERD Board members. Dennie and others in SLA have helped supply Stephen with online resources to all sorts of information and databases, and they also are raising money to bring him to New Orleans for the upcoming 2010 SLA conference. I am hoping this “Beyond the Book” podcast today helps that effort and invite you to contact me with any questions you may have!

What you will hear now, in fact, illustrates the challenges facing researchers, librarians and others in the developing world – as it turned out, the phone line to Kampala was rather dodgy!

Q: Do we have Dennie Heye?

DENNIE: I’m here.

Q: Well, Dennie Heye, let me introduce you to somebody that you’ve written to many times in the past, but never actually spoken to before, so far as I understand at least. I’ve got Steven Keeza (sp?) on the line from Kampala.

DENNIE: Hi, Steven.



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STEVEN: Yeah.

DENNIE: It's good to hear you.

Q: Well, gentlemen, am I right? This is the first time you've ever spoken on the telephone?

DENNIE: True.

Q: Steven?

STEVEN: Yeah. True. Yeah. I'm speaking to – I'm hearing his voice for the first time.

Q: Oh, well, but you've been correspondents, colleagues, friends really for quite a little while now.

STEVEN: Yeah, sure. We've been corresponding using email.

DENNIE: Yes.

Q: Well, that's just one example I think of the way that the digital revolution is changing the way we share information and share our cultures and our experiences and I want to welcome both of you to Beyond the Book. We'll bring the audience into what we're doing here. Hello, everyone. This is Chris Kenneally. I am your host for Beyond the Book, brought to you by the non-profit Copyright Clearance Center and today, not only are we going beyond the book, but we are going beyond our borders. We have brought on to the telephone line here in a conference call, two gentlemen who share a profession and like us, share a single planet and I think that's a wonderful story and we're going to go into it. On the line with us from Kampala, Uganda, which is on the shores of Lake Victoria and the capital city of that central African country, we have Steven Keeza. Steven, welcome to Beyond the Book.

STEVEN: Welcome. Thank you.

Q: Well, it's delightful to have you. Now you are working in the resource center for the Ministry of Energy and Mineral Development there in Kampala. Is that correct?

STEVEN: Yeah, true.



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Q: All right. And then also on the phone, we have Dennie Heye. Dennie Heye comes to us from The Hague in the Netherlands. He is Knowledge and Information Manager at Shell International. Dennie, welcome to Beyond the Book.

DENNIE: Glad to be here.

Q: Well, it's very exciting, I have to tell you, for everybody to be on the phone with me. In particular, for a special reason. For the first time here at Beyond the Book, I didn't have to come up with the idea for the program. In fact, Dennie, this was your idea and perhaps we can tell people about that. You've been a listener to Beyond the Book for some time, wrote about it for SLA. Tell us what SLA is and how you came to find Beyond the Book.

DENNIE: OK, so SLA is the Special Libraries Association, a global organization for information for professionals, predominantly members in the U.S., but growing more internationally and I work for the Division of Petroleum and Energy Resources where I am the International Relationships chair and I've been listening to podcasts I think since I got my first iPod and I was looking for informational programs to help me during my daily commute and you start looking of course in the obvious magazines. I think at one point someone sent me a link to say well, this is something about your professional and the publishing industry, which is also close to me, and that's how I discovered Beyond the Book and I listen to it regularly.

Q: Well, it's great to have you as part of our audience and we've mentioned at the top that this phone call is possible, this relationship is all possible because of the digital revolution and I have to tell you, it changed the way I thought about the audience for Beyond the Book when I heard from you because I've really I think perhaps carelessly thought of the audience as being people in the United States or possibly North America, but it's a reminder that when we put a podcast out, it's a global, potentially a global audience that can listen to us and so once I learned that you were part of the audience and I said to you something which I hope others will join you in doing, I said Dennie, if you have an idea for a program, something you think would be of interest to your colleagues at SLA, at the Special Libraries Association, or just generally to people who listen to Beyond the Book, who want to get information about this very dynamic world of publishing and knowledge information.

And you very promptly suggested speaking with Steven because what you both have been doing over a period of time is sharing professional tips, if you will, and also some real facts and databases and access to information that Steven, in his position, might not immediately have access to and I suppose Steven, it's important to say a few basic things about Uganda. I was reading online that it's a country of



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32 million people, rich in resources, although it has had its own political problems over the years. According to Wikipedia, half of the population lives below the poverty line, just to give people – the international poverty line, meaning that they earn less than a \$1.25 a day. So it gives us all here in the United States some notion of the scope of the challenge you face, but put it in your own words. What's it like, as a librarian, working there in that government ministry in Kampala? I understand you have a new resource center, relatively new, but tell people how many computers and what kind of materials you have there.

STEVEN: OK, thank you. Here at the resource center, I started it in 2005. We just did – actually we didn't have any room that was working as a – functioning as a resource center, so I was recruited some nine months and there was no resource center to manage until around September. I worked – I was recruited in April, then around September the following year, that's when I actually contacted the (inaudible) which is a German company, which has some projects it is running with the Ministry of Energy and then they managed to give us some money to buy the shelves. We bought four shelves and they provided a computer and the printer. So that's how we started and they also gave us two shelves full of books that they have been collecting, which are concerning energy and the – energy and (inaudible) energy. So that is how we started.

Q: Well, you know, for those of us in the United States, where there's a computer in every office, at least one, to think of a whole resource center for a ministry there that has just two computers, right? You've got one for anyone who comes in to use the library, to use the resource center, and then you've got one for yourself. That though, nevertheless, is your launch pad onto the global information system that I believe Dennie and you have been working to open up to you and to your customers. Tell me about the kinds of things you've been doing and how perhaps open access journals and other new kinds of publishing models have been making all of this possible. Steven, tell me a bit first and then Dennie, we'll ask you to join in.

STEVEN: OK. Actually, after setting it up and then getting those two computers, then it took some time before I could be joined to the internet into the building. Then after getting joined, that's when I was able to start getting the internet and I'll tell you, it started with the – being in a place where I couldn't get – how the information is being managed in other resource centers and –

Q: Steven? Steven? Have we lost Steven? Hello, Steven? Dennie, are you still there?

DENNIE: I'm there.



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Q: All right. We'll get this yet. Hang on. Here we go. Yes, hello. This is Chris Kenneally calling from Copyright Clearance Center in the United States. Can I have extension 125, please?

F: One moment.

Q: Thank you. Hello, Steven?

STEVEN: Yes, Chris.

Q: Steven. There you are again.

Q: All right. Well, you were describing the kinds of resources before we lost the line there. Steven, you were describing the kinds of resources, the kinds of materials that you have in the library or the resource center I should say. So tell us some more.

STEVEN: Yeah, OK. I was saying we have two computers and we can access some online channels that are free access. We can access – we have online access to research in environment and we can access (inaudible) files of (inaudible) then we can also have full access to ScienceDirect. Chris?

Q: Yeah. So that's a pretty good start, but of course it doesn't cover everything. And tell us briefly who the researchers are who come to the resource center. You've got people working at the ministry, I believe, but you've also got the general public that you work with.

STEVEN: Yeah. We have the staff of the ministry and we also have the public who are interested in the energy resources matters and we also have university students who come and do their internship at the ministry.

Q: I see, and as I mentioned at the top, I understand that Uganda has the potential to be a producer of energy supplies, that there are significant untapped sources of both oil and natural gas in Uganda, is that correct?

STEVEN: Yeah, correct.

Q: But right now though, not a lot of development to bring that to market, as it were.

STEVEN: Right now, it is still in the exploration stage.



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Q: So I imagine that you have possibly some international visitors who are working for some of the oil companies or natural gas companies, whatever, who may be coming to you as well. Is that true? Is that true?

STEVEN: Hello?

Q: Yes. Is that true? I mean do you have international visitors at the resource center?

STEVEN: Yeah, sure. Some of them are interested in getting to know the level of the development of the – OK, the (inaudible) exploration is and also those ones who are concerned with the environment.

Q: Exactly. Now Dennie Heye from Shell there in The Hague, what are the kinds of things that you've been able to provide to Steven that he doesn't immediately have access to? He was describing for us the kinds of things he can get on a kind of basic internet, but as we have seen from just losing the phone call right now, we can imagine that it must be a dial up service, it's probably not always accessible, and is probably very limited in what it can reach, but yet you, through the resources there at SLA, can give Steven more resources and I hope we haven't lost Steven again, have we? Hello? Hello? Dennie?

DENNIE: I'm still here.

Q: Steven?

DENNIE: Oh.

Q: I tell you what, Dennie, why don't you answer that question?

DENNIE: OK. Well, I first have to say that it's just not me, it's the other members of the division and I particularly have to mention my good friend and colleague from BP (sp?) Joy Shpadesko (sp?) – the both of us, when we heard about Steven's situation, when he just joined, we said well, he needs access to things for users, but also for his professional development. So for his professional development, we sponsored his membership, so he gets free access to a lot of the professional information that (inaudible) provides to him, such as online courses, guideline documents, abstracts of business books. So that helps him build his skills and reach that new level that he really wants to go for. For (inaudible) he basically has very little, like he told us.

He has two computers and some shelves with books, so through our network of other colleagues in the industry and in the publishing industry, we were able, for example, to get him access to ScienceDirect. That accidentally happened because I



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know my (inaudible) rep and he said well, if it's a developing nation, we have this program and then you get like this little snowball. You find one link and you can get access for Steve because he's in a developing nation, then someone else finds out about that Epsco (sp?) has a file about environmental journals. You can give him that. So over the time, you keep your eyes open and the word gets around and I communicate with Steven. We've been able to get him a pretty decent, although basic, virtual collection that I think is very helpful for his audience.

Q: And you've been able to do that entirely by the internet. So this is not materials that are actually physical materials.

DENNIE: No.

Q: They're digital materials. They're all virtual.

DENNIE: Yeah, and I think that's the funny thing, that we in the Western world, in the libraries, we have gone through this phase of – I don't know, many, many years of building huge paper collections and then over the years, slowly migrating to a virtual collection whereas Steven actually, he has two shelves of books, but he immediately started the virtual collection. So in some parts, he may be ahead of us because he has a (inaudible) paper collection to manage and that he needs to get rid of in the end, which is something we have to work with him on.

Q: That's an interesting thought. He's kind of bypassed the paper part of this whole thing.

DENNIE: Yeah.

Q: Fascinating thought. Well, Dennie Heye in the Netherlands there at Shell, we really appreciate and can't thank you enough for making us aware of this effort that you and the SLA members, your colleagues in the Special Libraries Association, have been making on behalf of not only Steven, I believe, but I'm sure many others like him around the developing world. I understand you are trying to raise some money to be able to bring Steven to the 2010 SLA conference. Tell us about that and feel free to tell us how, if there's a listener or so on the Beyond the Book audience who want to help out, how they can do so.

DENNIE: So we asked Steven what would be something that he really wants for his professional development. As I said, we've been able to give him access to some online books for his development. He gets the SLA journal. He has access via email to a lot of his colleagues around the world and he really wanted to boost his skills there, so he just started in the evening, working for his library degree, which besides his work in the ministry, he spends I think four nights a week and even time



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in the weekend, to go to a real certificate to be a certified librarian and he said, well, I really would like to go to a conference in the West where there's a lot of presentations and workshops to expand my skills.

So together with other colleagues of the division, we set up a little proposal, what it would take to get Steven from Uganda to New Orleans for the SLA 2010 conference and so far, we have found one sponsor that is providing 60% of the budget and the division said well, just go ahead, we'll book the trip because we are sure that the luck will be with us and we'll find more sponsors to make sure that we can get Steven's trip funded because it will be a dream for him to go to the conference and also visit some international libraries and meet with international (inaudible) while he's over there. So if there are organizations or individuals out there that would like to contribute to his efforts, I would say that they best contact me and perhaps the best thing would be through email. So then they can send me an email at [Dennie@Heye.nl](mailto:Dennie@Heye.nl) and I'll spell that. So that's D-E-N-N-I-E at H-E-Y-E dot N-L.

Q: Well, Dennie, we will make sure that our audience knows about that and we'll remind them from time to time as we approach the SLA conference, which I believe happens about mid-year next year.

DENNIE: June. Yeah.

Q: That they can participate in all of this and again, for me and everyone here at Copyright Clearance Center, I want to send word of our appreciation for your interest in Beyond the Book and for the great work you are doing with SLA to help Steven in Uganda and if this dream comes true and everybody is able to get together in New Orleans, perhaps we can all have an interview there, but I believe this experience online this morning has reiterated the challenges that are faced. It's not simply that we can get things to people anywhere in the world because of the internet, but if we're sitting in our offices in the Netherlands or in the United States, we take for granted this access we have on so many different kinds of devices. Not only access, but reliable access 24 hours a day. And someone like Steven, as we have witnessed, has to put up with faulty lines and all the rest of it just to kind of get the basics in. So with all of that in mind, Dennie Heye in the Netherlands there, thank you so much for joining us today on Beyond the Book.

DENNIE: You're welcome and I think I would really like to close with Steven's words that he puts under every email that he sends and it's something I need to put on a little tile and put that on my wall. It always says, look back with the gratitude, upward with confidence, and forward with hope. And I think that pretty much illustrates the whole story.



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Q: It certainly does. Look backward with gratitude, upward with confidence, forward with hope. Well, we'll use that as our motto for today too and thank you again very much, Dennie Heye, Knowledge and Information Manager in The Hague for Shell International and on behalf of everyone at Copyright Clearance Center and Beyond the Book, this is Chris Kenneally wishing you a great day.

DENNIE: Thank you. Bye.

F: (speaks foreign language)

Q: Yes, hello. This is Chris Kenneally at Copyright Clearance Center in the United States again. We lost the line a second time.

F: Hold on.

Q: Well, we lost the line a second time, but we're going to try to get Steven back on the phone.

F: Hello?

Q: Hello, yes. I was trying to reach Steven Keeza at 125.

F: A moment.

Q: Steven?

STEVEN: Hello, Chris.

Q: All right, good. So we're back again, Steven. We've got you back on the phone as an illustration I think of the challenges that you must face there with connecting to the world. Phone lines, internet lines are not always reliable. Is that true?

STEVEN: Yeah, sure. That is part of the problem we are facing. Except that with the mobile phone, now it's the (inaudible). The land lines, they have breaks here and there.

Q: Right. Well, we've seen that today, so we don't need any proof of that.

STEVEN: Yeah.

Q: But tell us, Dennie was explaining that he and others in SLA are making an effort to bring you to New Orleans next year for the SLA annual conference. Why would you like to go all the way to New Orleans from Kampala? What would you hope to do when you were there at the conference?



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STEVEN: It was (inaudible) started around 2008. There was a conference which was in Seattle and one of the board members, I think it was Gilvato Movaris (sp?) tried to manage, to organize some fundraising but then was (inaudible). So last year, I couldn't. There was no chance. And then this year, I hope for I will be going. So what do I need – what do I hope to achieve? One is at least to get to know how things are done in the libraries of developed countries, like in the U.S. I think I'll get time to visit a few libraries in New Orleans and at the same time, at the conference, I think I'll get exposure and see what technologies are being put to use in resource centers and (inaudible) see where we are and the way of the developed world.

Q: Look backwards with gratitude, upward with confidence, and forward with hope. We rely upon all of those who've come before us, who've done all the research and done all of the work and we need to move the ball forward, as it were and you are trying to do that there in Kampala and we will be trying to join you in New Orleans this coming spring to see how far you've gotten. Steven Keeza, talking to us today from Kampala, Uganda at the Ministry of Energy and Mineral Development offices there. Steven, it's been a pleasure and an honor to speak with you here. Thank you very much for joining us on Beyond the Book.

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