

What you will find in this issue:

|                                                                                                                                                                                                        |     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>Cost analysis and the effective management of records throughout their life cycle</b><br><i>Patrick Ngulube</i>                                                                                     | 3   |
| <b>Good governance, service delivery and records: the African tragedy</b><br><i>Lekoko Kenosi</i>                                                                                                      | 19  |
| <b>Provenance, identification, restitution and management of the liberation struggle heritage in the ESARBICA region</b><br><i>Francis Garaba</i>                                                      | 26  |
| <b>Utilisation of ICTs by SMEs in records and information management in Uganda: a baseline study</b><br><i>Constant Okello-Obura</i>                                                                   | 43  |
| <b>Existing records and archival programmes to the job market</b><br><i>Festus Khayundi</i>                                                                                                            | 62  |
| <b>Marketing and public programming in records and archives at the Tanzania Records and Archives Management Department</b><br><i>Gwakisa A. Kamatula</i>                                               | 74  |
| <b>Policies and strategies that govern the management of audio-visual materials in Eastern and Southern Africa Regional Branch of the International Council on Archives</b><br><i>Ruth M. Abankwah</i> | 90  |
| <b>Performance audit in the Botswana public service and arising records management issues</b><br><i>Olephile Mosweu</i>                                                                                | 107 |
| <b>Archival legislation and the management of public sector records in Zambia: a critical review</b><br><i>Chrispin Hamooya, Felesia Mulauzi and Benson Njobvu</i>                                     | 116 |
| <b>Digitizing the oral history collection at Botswana National Archives and Records Services: problems and prospects</b><br><i>Tshepho Mosweu</i>                                                      | 124 |
| <b>The Mandela Portal – past, present and future</b><br><i>Shadrack Katuu, Verne Harris and Sello Hatang</i>                                                                                           | 131 |
| <b>Research value of 19<sup>th</sup> and 20<sup>th</sup> centuries unpublished diaries of missionaries and others in the Unisa Hesse Collection of German Africana</b><br><i>Marié Coetzee</i>         | 143 |