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#### Source Weekly online

If you have e-mail access we invite you to subscribe to our electronic news service, Source Weekly. You will also receive features from Source Bulletin in a special bi-monthly edition of Source Weekly. Source Bulletin is produced on paper for those in the developing world without e-mail access. To subscribe see colophon on page 8.

*Some items have been shortened or omitted from this edition of Source Bulletin.*

*Fuller versions can be found on-line at <http://www.irc.nl/source>*

*The contents of Source Bulletin do not necessarily reflect official IRC policy.*

## 'Sustainable Water Supply and Sanitation: Strengthening Capacity for Local Governance'

The Symposium 'Sustainable Water Supply and Sanitation: Strengthening Capacity for Local Governance' is organised by IRC and UNESCO-IHE in Delft, the Netherlands, September 26 – 28, 2006.

The background paper for this Symposium has been written by Jan Teun Visscher, Erma Uytewaal, Joep Verhagen, Carmen da Silva Wells and Marieke Adank.

The overall conclusion emerging from the background paper is that capacity development of local governance ("the intermediate level") is crucial for achieving the MDGs and for sustained performance of water supply and sanitation systems in the developing world.

Capacity development (CD) efforts need to be stepped up as shown from a review of sixteen African countries where all recommend improvement in CD (WSP, 2006). It is essential to recognise that CD is much more than training and exchange visits, which is the form it often takes in most projects. CD has three dimensions:

- Development of the enabling environment;
- Organisational development;
- Human resource development;

CD interventions need to be comprehensive to address all three dimensions. There is a need to explore how CD interventions at intermediate level can be embedded in the national level and how they relate to service providers and community level organisations.

CD is not a panacea for reaching the MDGs; it is a vital part of the necessary efforts. Many other issues also need to be taken care of, including better financing approaches, greater transparency in the use of funds, better monitoring of achievements, better technology selection, clearer user involvement and clearer user contributions.

Whereas some progress has been made with CD at intermediate level a lot remains to be done. Stakeholders must make a stronger effort to share inputs and support activities.

## Madiha's life made easy – it's all on the record for EMPOWERS

Life in Kassab village in Egypt is changing as traditional methods of collecting and storing water are replaced by a cleaner and easier supply to taps at home. The first pilot project of EMPOWERS supports families to connect water pipes to their homes, through loans to spread the cost of connection. EMPOWERS is a partnership of fifteen organisations allied together to improve the long-term access to water by communities in Egypt, Jordan, the West Bank and Gaza.

Madiha and her family used to drink water from the "zeer", the water container well known all over rural

Egypt. It is mainly for storing water for drinking and cooking but is neither practical nor safe. The quality of water is not always good because Madiha either gets it from neighbours with a water connection or from the canal.

Madiha's family was one of the families that benefited from the loans given by EMPOWERS for making in-house water connections. Her life and those of her children have become much easier. She has tap water and she doesn't have to worry every morning where and how to get water. She uses the tap water to drink, cook, clean and for bathing her children, faster and with a better water quality.



*Traditional "zeer"*



*New tap*



*Madiha is standing by her children, happy with her new and easier life*

Although Madiha has to pay back the loan to the village Community Development Association (CDA), she and her husband are happy that they could pay a little amount every month instead of paying it all at once. This also gave them the opportunity to buy a modern stove where they can cook their food and bake their bread.

The family still has water problems, for example in getting rid of the wastewater. They dump the water in front of their house which creates an unhealthy environment. The village lacks an appropriate system for sanitation and solid waste management.

### ***Process documentation and learning***

The pictures are an excellent example of the process documentation and learning and sharing work of the EMPOWERS alliance. Each country partner has one full time information communication specialist who produces snapshots, newsletters, story books and web sites. The regional information and communication officer helps the development process by sharing information and key lessons.

The job description of an EMPOWERS Country Information and Communication officer may be of interest to other national and regional resource centres.

**Services provided:** Each Country Information and Communication Officer supports EMPOWERS colleagues to document and share information about what is being done, in particular by:

- Conducting interviews, taking photographs, making video sequences
- Developing newsletters, newspaper articles, a web site, flyers, briefing notes, short video films and other information outputs
- Editing and abstracting project documents into articles for newsletters and the web site
- Feeding country information products into the regional information programme
- Setting up and maintaining country web pages
- Contributing to the country information plan
- Filing project documents and outputs
- Supporting the team in administrative logistical tasks.
- Assisting in the organisation of workshops and conferences

- Helping with translation of documents and outputs from Arabic into English and vice versa.

**Skills required:** These tasks require a variety of skills including:

- Good journalistic writing skills
- Creativity in turning technical documents into information for a wider audience
- Know-how to work with journalists, photographers, graphic designers, video producers etc.
- Organisational capacities
- Experience in the NGO sector
- English and Arabic language skills
- Computer skills in e.g. Microsoft Office.

A wealth of materials resulting from their work is available in English and Arabic from the EMPOWERS site at <http://www.empowers.info/>.

The EMPOWERS (2003-2007) project in Egypt, Jordan, and Palestine is mainly funded through the European Union's Regional MEDA Water Programme for Local Water Management.

The EMPOWERS team will present one of the papers at IRC's Capacity Strengthening symposium in September 2006.

#### **Partners in EMPOWERS**

CARE International  
 IRC International Water and Sanitation Centre , The Netherlands  
 Inter-Islamic Network on Water Resources Development and Management (INWRDAM), Jordan  
 Ministry of Agriculture, Jordan  
 The National Water Research Center (NWRC), Egypt  
 Palestinian Hydrology Group (PHG), Palestine  
 The Queen Zein Al Sharaf Institute for Development (ZENID), Jordan  
 Development Research and Technological Planning Center (DRTPC) / Cairo University, Egypt  
 Union of Agricultural Work Committees (UAWC), Palestine

*For more information: May Abu-Elseoud, CARE, P.O. Box 2019, Cairo, Egypt, e-mail: melsoda@egypt.care.org.*

## Documentaries record EMPOWERS progress on film

The EMPOWERS teams are preparing for producing documentary films highlighting the project's activities in the three countries. The aim of each country film is to introduce the approach, ideas, experiences and joint learning by EMPOWERS to solve local water problem and not to campaign for the project.

The films will be directed by young film makers who were selected through competition and will be broadcast by local television networks. The films will be shot when scripts have been completed.

*Said ...in the communities:*

*"The EMPOWERS project has changed the course of our lives in Masharqa"*

*Mona Lotfy...  
member of a women's group*

The film is co-funded by EMPOWERS, IRC and Zero-M project.

IRC will compile key issues and images from all three films, into a film that can be used for advocacy. The UK-based Television Trust for the Environment TVE will support the broadcasting of the film. TVE is an independent, non-profit organisation, which promotes global awareness of the environment, development, human rights and health issues through broadcast television and other audio-visual media.

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## Building Capacity for Better Municipal Wastewater Management: a UNESCO – UNEP Partnership

Discharging untreated wastewater has a severe impact on the environment, on the well being of those living near polluted water, and on fisheries, tourism and other important industries. Although this impact is known and acknowledged, in many parts of the world sewage is still discharged directly into water bodies without any form of treatment.

The Train-Sea-Coast GPA aims to improve this by providing training to ensure that wastewater management receives the attention it deserves.

Since 2003, the course has been delivered 17 times to more than 400 professionals from 34 countries, primarily in Africa, Latin America, Asia and the Pacific. Its focus is on improving the capacity of managers to address wastewater issues.

### *Low capacity an obstacle to change*

Low capacity to identify feasible projects has been singled out as an obstacle to achieving the internationally agreed targets on sanitation in many countries. In response, a training curriculum for municipal wastewater managers was developed, consisting of three main building blocks:

1. **Objective-Oriented Planning (OOP).** Participants are acquainted with the steps required to achieve objective-oriented planning, such as stakeholder analysis, problem analysis, objectives analysis and options analysis.
2. **Innovative Approaches to Wastewater Management.** Traditional approaches to wastewater management cannot adequately address the problem in municipal areas in many low and middle-income countries. A new strategic approach to wastewater management is introduced, highlighting the minimisation of wastewater production, reuse of wastewater, and treatment by natural methods, such as constructed wetlands, whenever wastewater cannot be re-used.
3. **Presentation skills.** Good presentation skills are essential for managers to communicate new approaches effectively to their own managers and to donors.

### *Open access course*

Train-Sea-Coast GPA is a partnership of the UNESCO-IHE Institute for Water Education and the UNEP Global Programme for Action for the Protection of the Marine Environment from Land-based Activities (GPA) in the context of the UN Division for Ocean Affairs and the Law of the Sea (DOALOS) Train-Sea-Coast Programme.

All course materials are freely available to other trainers and training institutes. Training institutes that can guarantee a high standard of course delivery are permitted to use the materials and receive assistance in preparing and executing the course. By having local training institutes provide the course (with assistance where required), Train-Sea-Coast GPA hopes to reach as many people as possible. Notably, almost 50% of all the instructors and one third of all participants have been women. In order to lower the barriers to participating in the course, it has been fully documented in six languages.

### *Achievements so far*

Post-training evaluation with some of the 400 professionals who have completed the course, indicates improvements in the identification, formulation and implementation of projects to collect and treat municipal wastewater. These successes have led the UNDP/GEF and the EU ACP Water Facility to fund an additional 60 courses targeting an additional 1,200 experts over the next three years.

As well as benefiting from the training itself, professionals gain a valuable opportunity to meet and discuss wastewater problems with colleagues. For 20 participants recently attending the course in Port Moresby, Papua New Guinea, for example, this was their first opportunity to discuss wastewater problems with other professionals and to build a network. This was immediately valuable to them, since some participants returned to find they were dealing with an emerging wastewater problem, which they solved using tools from the training.



Increasingly over recent years, local trainers have delivered these courses with limited involvement by UNESCO-IHE and UNEP-GPA staff. However, locally instructed courses are more likely in countries with an annual GDP of more than US\$ 3,000 per inhabitant. It is easier to build capacity where some capacity already exists.

### Future Challenges

There is a need to adapt the course content to local conditions in order to maximise the impact. A second challenge is in follow-up training to achieve the objectives of the course. The course lasts only one week and requires a follow-up strategy to aid and assist trained participants to develop new and innovative approaches in their localities.

A third challenge, lies in the spread of participation. The course should ideally be provided at more decentralised levels, allowing easier access for municipal wastewater managers from smaller municipalities. This will require increasing the number of local trainers and training institutes that can provide the course, in conjunction with a



Course participants at Sanitation Park, Tamavua, Fiji

Photo: South Pacific Applied Geoscience Commission (SOPAC)

system of quality assurance. Local ownership is the key to sustainability.

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## Resource Centres make a difference with tangible information products and services for the sector

Over the past five years, IRC and partner organisations from more than 18 countries have shown the value of Resource Centres (RCs) by offering information products and services that have proved essential in the WASH sector. These services and products have become part of the knowledge background for the sector – helping it to function with more intelligence and information.

Among the many examples, we can include:

- The Resource Centre in Uttaranchal, India, released a directory (Blue Pages) of sector organisations, listing their objectives, activities and contact details.
- The CREPA network in West Africa provided successful training courses on financing and cost recovery, responding to overwhelming demand;
- The Water Information Network in South Africa developed a web site that is now jointly managed by the five lead RC organisations;
- CFPAS, a training centre in Mozambique, produces a newsletter that highlights WASH sector news in Portuguese for the PALOP countries (Angola, Cape Verde, Guinea Bissau, Mozambique and São Tomé and Príncipe);
- The RC network in Tanzania set up an SMS-based question and answer service so people could get help with water issues via their mobile phones;
- NETWAS in Kenya raised School Sanitation on the national agenda through an advocacy campaign using videos, fact sheets and other tools;
- CINARA in Colombia developed an information and communication unit that has set up a successful intranet and institutionalised the sharing of experiences within the organisation;

- WESNET in Pakistan has organised advocacy meetings and training courses bringing all sector stakeholders together.

These examples suggest the ways that Resource Centres will develop their activities as they become more experienced and self-confident. The 2002-2006 DGIS-funded Resource Centre Development (RCD) programme ends this year, but the resource centre concept continues. The RCD story started with a simple idea: unlearned lessons have a high cost. It was clear that the sector would learn more quickly and perform better if there were organisations that could provide independent products and services focused on meeting information needs. The concept of Resource Centres was born and IRC rolled out the RCD programme in 2002, with funds from the Netherlands Ministry of Foreign Affairs (DGIS).

The overarching objective of the programme was to better serve and develop the WASH sector. From the start, the Resource Centre mission was to strengthen their own and other stakeholder capacities, including supporting:

- individual RC staff to perform their tasks better;
- organisational capacity to provide products and services such as effective web sites, training courses etc.;
- an RC network to provide a wider skill set and a sound institutional set-up.

Finally and most importantly, the Resource Centre mission was to:

- improve the capacity of sector stakeholders through joint action research, training courses, advisory work, technical publications, question & answer services etc.

## ***Lessons for further development***

Success did not come easily. Resource Centres had first to upgrade their own capacities, in order to function effectively. RC staff had to understand the concept of RC(D) and promote it; building a committed network representing all types of stakeholders, from public and private sectors and civil society. To become credible they had to deliver products and services that met real needs and to find sustainable sources of income. They had to learn to constantly reassess the sector, its needs, and its actors, and to gain recognition and an official mandate from other stakeholders. RC staff had to become demand responsive and flexible, sharing knowledge with people at the right moment.

Out of the RCD experiences, patterns have emerged, which should inform future initiatives to take this process forward:

- Resource centres or networks need to deliver tangible products and services that make a difference in the WASH sector.
- Strengthening the capacity of an organisation or network towards becoming an RC is not a 'project' but a long term institutional mission that requires a commitment to and skills in knowledge management, individual, organisational and institutional development, and dedicated resources in time and money.

- The complex functions of a Resource Centre can only be fully achieved in a committed network. Advocacy, team-building and facilitation skills are essential.
- The RC (network) has to shift its attitude to one of sharing, trusting and empowering each other. In this way, an effective RC takes the long and difficult road that leads to a learning organisation.
- Joint action learning projects, participatory assessments and evaluations, and interactive training courses are among the most effective ways to strengthen capacities with and within Resource Centres.
- In spite of lip service encouraging RCs, donors do not readily allocate funds for their development. RC staff have to develop fund-raising skills and find ways of combining resources together to achieve sufficient funding for long term sustainability.

Despite the end of the RCD programme, the Resource Centre functions are increasingly needed. IRC and partners are looking into scaling up this concept. Applying the lessons of the RCD programme will directly contribute to improved and more sustainable capacities in the sector.

We will share lessons from partners and stories from the field in forthcoming issues of Source Bulletin.

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## **RCD partners share lessons from five years joint learning**

"I have learned more in a week about my own organisation and the sector than I have in a month at the office." This was the judgment of one participant following a Learning and Sharing workshop organised in Uganda for Resource Centre Development (RCD) partners in Anglophone Africa. A second workshop was organised in Delhi for partners in South Asia.

Sharing lessons on how to set up an SMS service for local communities, developing 'Blue Pages' detailing local WASH sector organisations, and ensuring efficient learning and sharing within their own organisations and networks had the keen interest of all 14 participating organisations.

### ***Great interest in SMS Q & A services***

We reported in Source Bulletin 44 on the SMS service set up in Tanzania to provide quick answers in the sector. This evoked keen interest from some African partners who see this approach as an answer to the low internet coverage in the continent. Pitio Ndyeshumba from the Water and Sanitation Network in Tanzania (WATSANET) was in high demand during the last day of the Uganda workshop when participants had time to consult each other on action plans. TREND went to the extent of inviting him to come and advise them on how to set up the SMS service for Ghana.

Similarly, RCs in Uttaranchal (India) and Nepal were extensively consulted on how to develop Blue Pages for the WASH sector.

### ***Sharing and learning is difficult***

Workshop participants agreed that sharing and learning is essential for the success of a Resource Centre (Network). Lessons learned need to be shared within the organisation or network so that the Resource Centre is able to develop up-to-date products and services that address real information needs.

Reality is often more difficult than theory. Participants identified several internal barriers to effective sharing and learning:

- knowledge is power and sharing knowledge can threaten a person's sense of security;
- sharing and learning need time and resources;
- there is no reward for learning and sharing;
- systems and channels that enhance learning and sharing are lacking.

### ***Overcoming challenges for Learning and Sharing***

How to overcome these barriers? This question was put to participants at both workshops. Interestingly, the answers were very similar:

- Organise events away from the office to discuss how to improve sharing and learning within the Resource Centre (Network).
- Hold regular staff meetings with a structured agenda to support sharing and learning within an organisation.

## News in brief

### South Africa: empower women by providing access to water

Water Affairs Minister Lindiwe Hendricks says women must have access to resources such as water so they can be empowered to fight poverty: "We must reaffirm our commitment not only to the delivery of water, sanitation and forestry services, but to ensuring that we mainstream gender to ensure that women can also benefit from the development opportunities that arise when we provide such services."

She was speaking at the Women in Water, Sanitation and Forestry Awards ceremony. Established five years ago, this initiative aims to honour and celebrate the hard work of women, and to highlight the participation of professional and community-based women, and the key role women play in poverty eradication, education and sustainable development.

*Web site: 2006 Women in Water, Sanitation and Forestry Awards Winners <http://www.dwaf.gov.za/Events/WWA/2006win.asp>*

*Source: Department of Water Affairs and Forestry, key note address by Mrs Lindiwe Hendricks (<http://www.info.gov.za/speeches/2006/06081413451002.htm>) at the Women in Water, Sanitation and Forestry Awards, 10 Aug 2006*

### Burkina Faso: multimedia sessions on water hygiene for remote villages

Sahel Solidarité, a local NGO, invented an innovative way to increase awareness on hygienic water use. After dark they organise multimedia sessions in remote villages in the region of Bokin, to inform the villagers on how to improve their water use.

About a hundred villagers had walked out to see the multimedia session. A drawback consisted in the low participation of women, due to seasonal agricultural activities. Sahel Solidarité will therefore repeat the session during a season when women are less occupied.

This project is part of the Information Centres Water Hygiene Project, supported by the International Institute for Communication and Development (IICD).

*Web site: Information Centres Water Hygiene <http://www.iicd.org/projects/articles/iicdprojects.2005-07-05.1690547770>*

- A lot of sharing and learning takes place through personal contacts next to the coffee machine, in the corridors, or during lunch. The management needs to recognise the importance of this informal and unstructured sharing and learning. As one participant said: "It is okay for me if my staff have lunch till three once in a while. So many things get discussed during that time."
- Formal personal communication should be encouraged through intranet, scheduled meetings, newsletters, notice boards, and so on.
- Structured systems should be in place to ensure that staff write well-structured travel reports, attend lunch meetings, hold debriefing sessions after projects, and so on.
- It is imperative that management enhances learning and sharing within an organisation: by allocating resources, facilitating the process, emphasising the need for team work, and so on.

The Learning and Sharing project is collating lessons learned within RCs during the last five years. More outcomes will be shared through the RCD community of practice (CoP) (<http://www.irc.nl/page/26212>). It is also possible to download a series of facilitator notes. People who want to contribute or participate in discussions on RCD, Sharing and Learning are invited to join the Google Group (for more details, see <http://www.irc.nl/page/26212>)



News from IRC International Water and Sanitation Centre

## New directions for RCD under IRC's new Business Plan

Of the important conclusions to come out of the past five years of resource centre development (RCD) and networking by IRC and RC partners, the main three are:

- There is widespread acknowledgement of the need for better use of available information and knowledge in the WASH sector.
- Most services and products of the RCs cannot be produced on the basis that they recover their costs.
- Funding for initiatives or projects directly aimed at improving Knowledge Management (KM) in the sector is difficult to access, mainly because the outputs do not directly in the short term improve access to sustainable WASH services.

It follows that sustainability is a key challenge to be addressed as a priority. To persuade the sector to buy in more strongly to the resource centre concept, initiatives will have to build a track record of proven impact.

IRC's new business plan has been based on some of these lessons and it brings a new direction for meeting these challenges. RC functions and Knowledge Management (KM) will be promoted and strengthened in the national sectors by measures to:

- integrate RC functions into ongoing and new programmes, rather than by developing separate programmes for improving KM in the sector;
- promoting existing national networks to include KM in their mandates, rather than starting new partnerships or networks;
- encourage member organisations of the network to make contributions by, e.g.:
  - including contributions to the initiative in their organisational plans
  - applying the principles of Learning Organisations to their own organisation;
  - including RC functions in their project proposals;



- give more emphasis on products and services that demonstrate the added value of initiatives to the sector.

For IRC this will mean:

- maintaining the function of a global learning and sharing platform for RCD (conceptual development, exchange between RCs, lessons learnt, advocacy),
- placing a greater emphasis on South-South interaction;
- building stronger linkages between RC functions, thematic work, action research, learning alliances and information and communication, in programmes where IRC is involved.

## Our readers put Source articles to good use

Newsletter articles from our family of Source newsletters in different formats, languages and content are proving very useful for readers in their work. More than half of the 116 survey respondents said the electronic Source provided examples that have helped them in their work. Nine out of ten readers of the Source Bulletin (there were 124 responses on this paper version) also gave examples of how they used the information in their work. These ranged from convincing teachers and pupils in primary schools to form sanitation clubs to using an article on multiple use systems to execute community-based projects with youth volunteers.

In total more than 240 users of IRC newsletters and publications responded to e-mail, web site and paper surveys in late 2005 and early 2006 giving us feedback on the use and suggestions for improvement of our products and services. Just over half were readers from Source Bulletin on paper. The French and Spanish results were similar to the English. Between them the various language versions of the newsletters have 14,000 registered readers, and web site visitors viewed more than 800,000 pages.

Electronically the number of page views in 2005 was:

Source Weekly	512,000
Boletín Noticias	185,000
Sources Nouvelles	109,000

### Use of electronic newsletter

Top scoring examples of the use of electronic source were:

- to find out about and obtain current publications;
- as source of information and reference in papers and research studies;
- as an aid to securing funding;
- to bring the information into training sessions.

Some of the respondents mentioned their top three information sources on water and sanitation and here Source/IRC clearly came out on top – both as the top

*“Strong women of sanitation committee fight to extend services”, (Source Bulletin no 41, August 2005).*

*“I used it in mobilization of women on the village-WASHE committees. I also use articles as reference material for my college research towards a diploma in project planning and management under the topic “effectiveness of village-WASHE committees in sustainable rural water management”. Source Bulletin has increased my experience in the implementation of the WASHE programme”.*

Reader from Zambia

source and with the most mentions in the top three. Other sources mentioned several times were the WSP site and newsletter, the World Health Organization web site, WEDC (and WEDC/WELL), WSSCC and Google (or sometimes “the internet” generally).

Interestingly, among this group of internet and e-mail users, preference for paper versions was mentioned 46 times.

## Publications

### *Water and Sanitation: Institutional Challenges in India*

Christine Sijbesma (IRC) and Meine Pieter van Dijk (UNESCO-IHE Institute for Water Education) are co-editors of a new commercial publication on institutional challenges in the water and sanitation sector in India. Kathy Shordt and Patrick Moriarty from IRC are amongst those who have written chapters.

Researchers and practitioners from India and the Netherlands met for a seminar on developments in the Indian drinking water and sanitation sector, organised by the Indo-Dutch Programme on Alternative Development (IDPAD). Manohar Books in New Delhi has now published this book which draws on the work of participants.

- Part I sets the context: the shift towards a decentralised demand-driven sector, the growing water crisis and the challenge for financial sustainability.
- The papers in Part II analyse the situation on the ground with cases of self-government, support from NGOs and a specially formed water and sanitation support organisation.
- Part III addresses the great challenge of scaling up the new approaches through pilot projects, capacity building and the new partnerships between the people and public and private sector organisations.
- The last part of the book draws conclusions on private sector participation in the urban sector, compares developments in water resources management in India with similar developments in Europe and outlines areas for further research.

Copies can be obtained from Manohar Books, 4753/23 Ansari Road, Daryaganj, New Delhi - 110 002, India, tel: +91 11 23289100, e-mail: manbooks@vsnl.com at a cost of 750 Rs (€ 12.50) plus shipping costs.

## Top scoring themes

Amongst electronic responses, the top scoring themes respondents wanted to be kept informed about by IRC were water and livelihoods, environmental sanitation, and school sanitation and hygiene. Transparency, gender and equity were the least popular themes.

There were similar results from readers of the paper version of Source Bulletin with two of the newer IRC themes, participatory management tools and water and livelihoods, scoring in the top five issues. Surprisingly perhaps, the hot and contentious topic of 'transparency' was the lowest scoring theme.

## Eight in ten subscribers copy Source Bulletin for others

Most of the 124 respondents spend more than 15 minutes reading the eight-page paper newsletters, while the remaining 30% spending a brisk 5-15 minutes on each issue. Nearly eight in ten subscribers photocopy articles for colleagues. One reader shares 500 copies in this way, another 100, 12 respondents copy the newsletter to 10-30 colleagues. This adds more than 900 readers (and probably more since not everyone responded on this question) to the regular readership of Source. Sometimes the readership is much higher. One respondent from India translated our World Water Day article for 2006 and shared it with 10,000 households.

All but one of the 124 respondents put the paper bulletins in their top three information sources. Of the 124 respondents, 85 (68%) say that Source Bulletin is their most important periodical on water and sanitation sector news, while

*"School sanitation in Bisozi Primary School Uganda" (Source Bulletin No 43 Feb 2006).*

*"Through a local NGO this example has been communicated to three primary schools here and there is awareness and action. I also came to know about impact of arsenic on children here. I became aware of the mode of participation in KM".*

Reader from Bangladesh

another 38 (31%) it is one of the top three. Respondents also mentioned 40 other periodicals of which Waterlines and the WEDC Bulletin scored highest.

The top three reasons mentioned for reading Source Bulletin are to keep informed about international developments, best practices (including field experience), and personal fields of interests.

## Top scoring stories

The top scoring stories mentioned and used in the feedback (with the number of mentions) were about:

School sanitation clubs in Uganda	14
Crippling fluorosis in an Indian village	12
Water and culture (WWD)	10
Innovative micro-financing	8
Wastewater and irrigation case studies	4
Women's committees in South Africa	4

## Publications

Looking at the wider list of IRC publications, almost all the 100 people who responded to a question on usefulness of IRC publications answered positively: 45 found them very

useful, while 52 simply found them useful. A total of 39 people said they never downloaded free publications from the IRC site – and it turned out that most of these were not aware that this was an option.

Respondents spontaneously mentioned 56 IRC publication titles. Titles on gender and the IRC best seller *Small Community Water Supplies* were mentioned most often. Three quarters of respondents got their information about IRC publications through Source newsletters, 32 saw the IRC publications catalogue, 17 were told about them by colleagues and 16 learned about them on the IRC web site.

## Barriers

The surveys asked about barriers that prevent respondents from obtaining paper versions of IRC publications. The main problems were "the price is too high" (43 respondents) and "difficulty in transferring money" (31 mentions).

Lack of access to the internet and slow connections were the main reasons that only one sixth of the respondents ever download publications from the IRC site.

Publications, training and the InterWater guide are the top three products and services that respondents want to be kept informed about.

## Respondents winning a book

Among the respondents 25 were randomly selected to receive an IRC book as token of our appreciation.

*"Learning alliances help countries to face reality and to scale up success" (Source Bulletin No 42, November 2005)*

*"I used your article to write a proposal for soliciting funds from donors for running a workshop on participatory and hygiene and sanitation transformation for community leaders."*

*"I used the article through training of communities to change behaviours on sanitation, water sources, and school children."*

Reader from Tanzania

## Colophon

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