UTILIZATION OF LAW LIBRARIES BY LEGAL PROFESSIONALS IN

RWANDA

BY

MUGISHA Richard

A Thesis submitted in partial fulfillment of the requirements for the degree of Master of Science in Information Sciences (Library and Information Studies), Department of Library, Records Management and Information Studies, School of Information Sciences

MOI UNIVERSITY
ELDORET

2015

DECLARATION

DECLARATION BY THE CANDIDATE:

This thesis is my original work and has not been presented for a degree award in any other university. No part of the thesis may be reproduced without the permission of the author and/or Moi University.

NAME OF CANDIDATE:

MUGISHA Richard   ……………………   …………..................
IS/MSC/13/12   Signature   Date

DECLARATION BY THE SUPERVISORS:

This thesis has been submitted for examination with our approval as university supervisors.

NAME OF SUPERVISORS:

Mr. Duncan Amoth
Department of Library, Records Mgt. & Inf. Studies
Moi University
ELDORET   **Signature----------------------**   **Date--------------------**

Ms. Emily Ng'eno
Department of Library, Records Mgt. & Inf. Studies
Moi University
ELDORET   **Signature----------------------**   **Date--------------------**

ABSTRACT

Though Law Libraries in Rwanda were established to meet the information needs of legal professionals, it has been observed that they remain underutilized. Nonetheless, no study has been undertaken to establish the reasons behind that underutilization. The aim of this study was to investigate the utilization of law libraries by legal professionals and recommends ways of enhancing their utilization. The specific objectives were to: determine the range of information resources and services provided by law libraries, examine the extent to which Legal professionals utilize law libraries, determine the extent to which the library resources and services meet the needs of legal professionals, examine the information policies governing law libraries, analyse the use of ICTs in law libraries, examine the factors that inhibit library use by legal professionals and propose strategies for promoting the usage of law libraries. The study was guided by Gorman and Crawford five Laws of Librarianship. This study adopted a mixed research approach and a survey research design. The study population comprised users and Libraries staff. A sample of 63 users and 4 staff was drawn from a population of 335 users and 7 staff. The 63 Library users were identified through stratified sampling method whereby each Law Library formed a stratum and the respondents from each Library were randomly selected. Data were collected by the use of questionnaires for users and interviews for staff. The study established that Law libraries did not have adequate resources necessary for legal professionals' day to day activities and that law libraries were not utilized on a regular basis. It was also observed that the utilization of law libraries was impeded by inadequacy of resources, irrelevance of some available resources, inefficient library use policies, inadequate integration of ICTs in information processing and dissemination and ineffective information services. The study concluded that law libraries were not maximally utilized. The study recommends regular user studies, update of law libraries in terms of quality and quantity of resources, full integration of ICTs in information processing and dissemination, employing qualified staff, well-articulated information access and use policies, establishment of a Law Libraries consortium, provision of adequate fund, improving existing libraries services.

ACKNOWLEDGMENT

DEDICATION

This thesis is dedicated to the people who mean the most to me: My wife NIYONSABA Gemmima and my sons MUGISHA IRUMVA Ryan and MUGISHA INEZA Bryan for their love, encouragement, understanding and outstanding patience during my long absence from home; My parents who planted the seed of my education and installed in me its values and My brothers and my sisters for their endless assistance to Gemmima, Ryan and Bryan when I was far from them.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ACRONYMS

CAS   Current Awareness Services

CD-ROM Compact Dick Ready-Only Memory

COMESA Common Market for Eastern and Southern Africa

EAC   East Africa Community

ELMS   Electronic Learning Management System

ICT   Information and Communication Technology

ICTR   International Criminal Tribunal for Rwanda

IFLA   International Federation of Library Associations and Institutions

ILMS   Integrated Library Management System

ILPD   Institute of Legal Practice and Development

INASP   International Network for the Availability of Scientific Publications

JANET   Joint Academic Network

LS   Library Staff

MINIJUST Ministry of Justice

n=   Sample size

NPPA   National Public Prosecution Authority

OPAC   Online Public Access Catalog

PERI   Program for the Enhancement of Research Information

SC   Supreme Court

SDI   Selective Dissemination of Information

CHAPTER ONE

INTRODUCTION AND BACKGROUND INFORMATION

1.1.   Introduction

Libraries have for centuries played critically important roles by providing access to information to support decisions making in all sectors and disciplines within their host institutions.

Although information may be obtained in different ways such as internet, libraries, workshops and colleagues; libraries are perceived to be not only important but also cost-effective mechanisms for delivery of essential information and literature (Wolpert, 1998). Kavulya (2003) argues that libraries add value by organizing information for effective use, providing guidance on the range of information that exists and by providing mechanisms to access the required materials from other sources.

Libraries are categorized according to their missions and kinds of information resources provided. Thus Law libraries are special libraries established to assist legal practitioners, law students and anyone else who finds it necessary to correctly determine the state of the law. Law libraries are generally attached to legal institutions and are established to provide access to legal information. They play a crucial role in dissemination of legal knowledge and facilitate decision making for legal professionals. The legal profession is a vocation that is based on expertise in the law and in its applications. However it is difficult to generalize about the structure of legal profession because there are different

legal systems and the terminology varies greatly. In spite of that, in a mixed civil and common legal system, adopted by Rwanda, the legal profession includes Judges, Lawyers, Attorneys and Prosecutors.

As Law is a rapidly advancing discipline, the use of the law library by legal professionals is a very important way for updating their knowledge and competence. A well administered Law library directs its activities towards the fulfillment of legal professionals' responsibilities. One of such activities is the acquisition and organization of information resources. The Law library exists in a professional context and its role is subsumed in developing a highly visible collection that is well organized and serves as support for legal issues by legal professions. Considering the role a library plays in such profession, its collections have to be good in terms of quantity and quality for legal professions to appreciate its essence and use especially in conducting legal judgments and assisting those engaged in legal issues. Law libraries resources include both book and non book materials.

Ademola (1994) has emphasized that the legal profession is a highly book reading profession. The importance of information to a lawyer is repeated by Bello (1994) who argues that books are the tools of trade of the legal profession. Thus, of all the professions, law has the largest collection of books because a well-stocked reference law library is important to a lawyer, as well as to the judge in administration of justice. A lawyer will always make a poor submission if he does not refer to legal authorities, and a

judgment will not be as rich without referring to previously decided cases as authorities. Makri (2008) observes that Law is a highly knowledge-intensive domain and obtaining accurate and up-to-date legal information can mean the difference between winning or losing cases.

The importance of the law library is further underscored by the need for legal professionals to be abreast with current trend in their areas of professionalism. However as generally observed in all kinds of libraries, there have been issues related to libraries effectiveness and effective utilization of their resources. For this reason, carrying out a study on the extent of utilization of law libraries could help in dealing with some barriers that hinder their effective utilization and therefore helping them achieving their mission effectively.

1.2.   Background Information

Recognizing the importance of Libraries in their development, some Justice Sector institutions in Rwanda have established within their organization structures Libraries whose missions are to provide legal information resources and services.

This study is centered on Libraries in Justice Sector institutions in Rwanda. These include the following institutions:

- Institute of Legal Practice and Development Law Library

- National Public Prosecution Authority Law Library

- Ministry of Justice Law Library

- Supreme Court Law Library

1.2.1. The Institute of Legal Practice and Development Law Library

The Institute of Legal Practice and Development Law Library is associated to the Rwanda Institute of Legal Practice and Development (ILPD); a public institution specialized in the delivery of Legal Practice Courses. The mission of the School is to provide legal professionals and law graduates with applied skills in legal practice, thereby also improving access to the legal profession.

ILPD Law Library has the mandate of providing legal information and services that contribute effectively to the mission of supporting legal research, training and learning of the Institute. The collection of library holdings at ILPD consists of just over 10 000 books and a number of serial publications, mainly some videos, audiotapes, and CD–ROMs. Multiple copies of law texts are purchased and duplicated to cater for needs all students and academic staff. ILPD Law Library is served by 4 staff including three librarians and one Director.

1.2.2. National Public Prosecution Authority Law Library

The National Public Prosecution Law Library is under Rwanda National Public Prosecution Authority (NPPA). According to the NPPA website (http://www.nppa.gov.rw) the mission of the National Public Prosecution Authority is to

participate with the Security of People and their property by pursuing the authors of breaches and criminals to bring them to justice with equity of treatment according to the provisions of the Constitution and International Law ratified by Rwanda. Prosecutors have a duty to identify relevant case laws, legislations and doctrines applying to the cases presented against offenders to the courts on behalf of the state.

Therefore the mission of NPPA Law Library is to provide relevant legal information resources to the prosecutors and other staff affected in different departments. NPPA Law Library has approximately 600 legal and law-related books, including a full set of the Official Gazette going back to 1962 and further. This library is managed by one member of staff.

1.2.3. Supreme Court Law Library

The Supreme Court Law Library is under supervision of the Rwandan Supreme Court. The Supreme Court is the highest jurisdiction in Rwanda. It coordinates and oversees the activities of the lower courts and tribunals, while ensuring judicial independence (www.judiciary.gov.rw). A judge's role is to make a decision between parties in a legal dispute, based on the facts of the case and the law that applies to the facts.

Therefore, the role of Supreme Court Library is to provide comprehensive legal reference and research facilities to Judiciary and its staff working in various departments. The Library houses about 5 000 law textbooks and collect copies of text laws as published regularly by the office of the Prime Minister. This library has one member of staff.

1.2.4. Ministry of Justice Law Library

This Library is a unit within the structure of the Rwanda Ministry of Justice whose mission is to promote and facilitate the rule of law, put in place a legal framework for good governance and ensuring effective delivery of legal services to the public as well as promoting reconciliation among Rwandans (www.minijust.gov.rw)

MINIJUST Law Library houses around 4 000 law books and legal texts published in the Official Gazette of the Republic of Rwanda. These resources are used by internal staff but the Library is also open to the public such as researchers, students, workers, etc. This Library has one member of staff. The mission of the above described law libraries, is to support their parents' organizations by ensuring provision and dissemination of relevant information resources and services.

It is against this backdrop that the essence of assessing the utilization of law libraries in Rwanda is paramount. Viable information systems and services are of utmost importance to the law libraries users. It is necessary to anticipate the assessment of their utilization and prepare to improve them in advance.

1.3. Statement of the Problem

From ages, libraries have been indispensable agents of knowledge and information gathering organization, storage, retrieval and dissemination. In today's information age, the mission of libraries is to provide access to information to support the objectives of their parent institutions or interests of the users they serve. Accordingly the importance of

library to any society today, institution and organization can never be neglected. The role of Rwanda law libraries in order to meet the needs of the legal professionals cannot be overemphasized. Legal professionals in Rwanda should largely depend upon law libraries for acquisition of information and knowledge. The idea is that legal professionals would use them to access and utilize information to develop adequate professional competences. The information need for legal professionals is often very urgent to determine their performance and to support their daily activities.

Though legal professionals are expected to maximally utilize law libraries as their main source of information, observations and informal discussions with a number of users and librarians reveal that they remain underutilized. Their collections are not as intensively used as expected. This is also evident from libraries statistics and registers records. Besides some of the information resources available in law libraries have not been utilized at all. It is not known why there is such low usage of these resources for the profession whose members are obliged to utilize information regularly. This lack of understanding is causing concern to library managers.

It is also important to point out that with new developments in the domain of the information science especially the advent of Information and communication technologies and the explosion of information, Libraries and information centers are facing a time of unprecedented change and challenge. Recent technological developments are creating new forms of information, new sources of information and new ways of

providing information by passing traditional institutional like libraries. Unlike in the past, the library is one among many sources of information. Nowadays many of the services provided by the library are also available through other information sources such as internet. In the light of this reality, it is imperative to investigate if law libraries are still relevant to Legal Professionals.

To deal with the above issues, it is imperative that a depth analysis of the utilization of law libraries is investigated to ascertain the factors impacting on the utilization of information resources and propositions be made on what needs to be done to enhance their utilization. This is the main emphasis of this study.

1.4.   Aim of the Study

To investigate the utilization of law libraries by legal professionals and propose measures for enhancing their utilization.

1.5.   Objectives of the Study

The specific objectives of the study were to:

1. Determine the range of information resources and services provided by law libraries.
2. Examine the extent to which Legal professionals utilize library resources and services provided in Law Libraries.
3. Determine the extent to which the library services meet the needs of legal professionals.

4. Examine policies governing Law Libraries in Rwanda.

5. Analyze the use of ICTs in Law Libraries in Rwanda.

6. Examine the factors that inhibit library use by legal professionals.

7. Propose strategies for promoting the usage of law libraries.

1.6. Research Questions

This study was guided by the following research questions:

1. What kind of information resources and services are provided to legal professionals by law libraries?

2. To what extent do legal professionals utilize Law Library resources and services?

3. To what extent do library services meet the information needs of legal professionals?

4. Do Law Libraries have policies governing their access and utilization?

5. Are ICTs used in Law Libraries in Rwanda?

6. What challenges do the legal professionals face in relation to utilization of law libraries resources?

7. What measures can be taken to promote utilization of Law Libraries in Rwanda.

1.7. Significance of the Study

The study of the utilization of law libraries was considered significant in theoretical, practical and policy related significance aspects.

For practical significance, this study aimed to offer practical solutions to problems facing

Law Libraries in Rwanda. Understanding the usage of law library resources by legal professionals would help law librarians to improve and/or redesign information services and systems and plan for future information resources and services to meet the changing information needs of legal professionals. The findings could also be used by library managers to utilize scarce resources cost-effectively. This would help them to allocate financial, human and other relevant resources in information provision effectively. The study is also of great importance to libraries users as it gives them an opportunity to express their views on utilizing law libraries and challenges experienced.

For theoretical significance, to the best knowledge of the researcher, this study is a pioneer in the study of utilization of libraries in Rwanda. The study therefore opens a way for further researches. Moreover the study will contribute to the field of utilization of libraries resources conceptually and methodologically. Besides the study will contribute to the existing literature in the field of library and information science in Rwanda where little has been written.

Finally for policy related significance, findings from the study may be taken into consideration in the institutions' plan for improvement of the libraries resources and services. Government and institutions may use the recommendations to come up with policies and practices in order to boost the utilization of libraries.

1.8. Assumptions

The study was based on the following assumptions:

1. Legal professionals need to utilize law libraries resources and services to satisfy their information needs.

2. The availability and quality of resources and services have hindered the effective utilization of law libraries by legal professionals.

3. It is possible to improve utilization of law libraries resources and services by legal professionals if appropriate measures are taken and considered in the provision of information services.

1.9. Scope and Limitations

1.9.1. Scope

Library utilization is a broad subject that would be difficult to study in one study. This study was only focused on the libraries use from an information point of view, namely resources and services as generally offered in libraries to boost their utilization. The research confines itself to the legal professionals from four Justice Sector institutions namely Rwanda Supreme Court, National Public Procurement Authority, the Institute of Legal Practice and Development and the Ministry of Justice.

1.9.2. Limitations

Legal professionals were overworked. They just did have the little time to complete the questionnaires. The researcher had to send several reminders in order to get back the

questionnaires. Unfortunately four of them could not return them and did not provide any reason. Moreover, it was noticed that some users had difficulties to respond in English. Finally, there were few researches on libraries in Rwanda and much less on the Rwandan scene regarding this topic. The literature review had to do with foreign-based experiences where studies on library use have been done. Besides, lots of foreign experiences available were largely dealing with academic libraries. Therefore very few on law libraries were available.

1.10. Definitions of Key Concepts

The following terms are hereby defined in the context in which they were used in the study:

Attorney: a public officer entrusted with representing the Government, its organs or institutions whether before the courts or on Government's legal issues (Bar Association Law of 2013).

Information needs: It is a gap in knowledge that a person experiences that gives rise to an individual searching for an answer, Reitz (2007).

Information Policy: A governing principle, plan, or course of action concerning information resources and technology adopted by a company, organization, institution, or government (Reitz (2007).

Information resources: This refers to information bearing materials in various formats which are useful and available in the library (Lamptey, 2010).

Judge: A public officer entrusted to hear and decide cases in a court of law (Dictionary.com).

Law Library: A law library is an organized collection\information sources to meet the needs of the legal profession and legal information needs of the legal public (Amusa,&Iyoro, 2011).

Lawyer: a person in the legal profession charged with assisting and representing litigants before administrative entities, courts and other decision-making organs. He/she may also counsel, mediate litigants and draft private deeds (Bar Association Law of 2013).

Legal advisor: a public officer entrusted to support in developing legal and regulatory provisions (decrees and instructions) of his institution and to deliver legal opinions on cases, dossiers and contracts engaging his/her institution, argued on the texts of laws and regulations (www.wisegeek.com).

Legal drafter: A public officer entrusted to translate policy decisions into effective law that is fit for purpose (Haggard, 1996).

Legal professional: a professional person authorized to practice law; conducts lawsuits or gives legal advice (www.thefreedictionary.com).

Library utilization: This refers to taking advantage of the resources and services of the library in order to acquire information for discharging duties, enhancing knowledge, research, educational development and for leisure (Prasad, 2000).

Library/information services: Services offered by the library to enable the users meet their information needs.

Prosecutor: A government official who prosecutes criminal actions on behalf of the state.

1.11. Summary

This chapter, being the introduction to the study, presented the background information to the study which brought out the description of investigated law libraries as well as their roles.

The chapter also introduced the statement of the problem; stated the aim and objectives of the study, research questions to be answered, significance of the study, assumptions, scope and limitations of the study as well as definition of key terms in the context in which they were used in the study. As a result it sets the scene and the tone for this work.

CHAPTER TWO

LITERATURE REVIEW

2.1.   Introduction

This chapter presents the literature related to various aspects of this study such as theoretical framework, library services, information needs, information access and use policies and factors influencing the utilization of libraries. By this review, the researcher considered systematically some researches that have been conducted in this area of study. Since the problem indicated for this study had to be placed in its context, the literature review helped the researcher to understand the subject of library services and their utilization better; to conceptualize the research problem brought up in chapter one clearly and precisely; and to understand the relationship between that research problem and the body of knowledge in this area of information science.

The literature review also enabled the researcher to improve his methodology on the basis of approaches that have been used by other researchers in related studies. This helped him to select a methodology that was capable of providing valid findings from this study. Finally at the end of this study, the findings were placed in the context of what is known in the field of law libraries and their utilization. This helped the researcher to compare exactly his contribution with the existing body of knowledge in library services utilization.

2.2. Theoretical Framework

There are several theories related to the information provision and libraries utilization that have been developed by various scholars and librarianship theorists.

Such theories include but not limited to:

- Ranganathan's five Laws of Library Science

- Jim Thompson five laws

- Alireza Noruzi application of Ranganathan's Laws to the Web

- Crawford & Gorman

This study was guided by Crawford and Gorman five law because this theory has reinterpreted Ranganathan's laws in the context of today's library and its likely future.

2.2.1. Ranganathan's Five Law of Librarianship

More than 80 years ago, Ranganathan, the great Indian librarian published his five laws of library science. According to Gorman (1995), these brief statements remain as valid in substance if not in expression today as they were promulgated. These Laws try to explain the role of libraries in the provision of information to users. Following are the five laws (Ranganathan, 1931):

Books are for use: This is the first law, according to him, it is imperative to ensure library patrons use the materials libraries select and purchase for them. Libraries are not just about storing books, they are about people having access to books. For him the

preservation of information and knowledge is as important as access to information and knowledge.

The second law, **every reader his or her book**, means that library users have diverse interests and that there is a book out there to satisfy each of them. It means that libraries should identify information needs of their users before acquiring information resources.

The third law, **every book its reader**, this law refers to easy access to materials. Libraries can facilitate easy access and utilization by promoting their resources. This will help users to be aware of resources available in their areas of interests.

The fourth law is "**save the time of the reader''**, Libraries must have the objective of saving the time of the reader. Libraries can save the time of the reader by designing and developing methods and systems of organization and dissemination of information to provide the best service to their readers in the most efficient, accurate, and effective manner. For example catalogues, bibliographies, indexes and abstracts are retrieval tools adopted to save the time of readers.

The fifth law, "**the library is a growing organism**", means that libraries will continue to grow in the future.

It is clear that Ranganathan five laws of librarianship theory put a lot of emphasis on the utilization of books in library due to fact that they were established when the book was the main format of information source found in the libraries. Therefore the theory is not

suitable for this study since law libraries provide both printed and digital information resources.

2.2.2. Jim Tompson Five Laws

Based on Ranganathan's laws, Jim Thompson (1992) revised Ranganathan's laws to the following statements:

- Books are for profit.

- Every reader his bill.

- Every copy its bill.

- Take the cash of the reader.

- The library is a growing organism.

Although Thompson revision of Ranganathan's laws is recent, it is clear that the revised laws introduced the idea of fixing a cost for library services. Therefore this theory is not suitable to this study since law libraries in Rwanda are not profiting making bodies. Their utilization is free from charge.

2.2.3. Noruzi's Five Laws of the Web

Noruzi's Five Laws of the Web were inspired by the "Five Laws of Library Science" which were the seed of all of Ranganathan's practice.

These laws are (Noruzi, 2004):

1. Web resources are for use.

2. Every user his or her web resource.

3. Every web resource its user.

4. Save the time of the user.

5. The Web is a growing organism.

The Five Laws of the Web help to identify the Web as a powerful inspiration for technological, educational and social change. The user is rightly the center of attention in this process. So, it is only through understanding user needs and characteristics that webmasters and search engine designers can build tools to help users meet their information needs. Saving the user's time by providing convenient access mechanisms is a principal concern of the Web (Noruzi, 2004).

Although these laws are concentrated on the satisfaction of libraries users, this theory is not suitable to be applied in law libraries utilization since these libraries provide both printed and digital multimedia.

2.2.4. Gorman and Crawford five Laws of Librarianship

In 1995 Gorman and Crawford established their five new laws of librarianship which are a reinterpretation of Ranganathan's laws in the context of today's library and its likely future:

Libraries serve humanity: This law implies a desire to provide a quality service and to exceed the expectations of all users.

Respect all forms by which knowledge is communicated: This law advocates the use of various forms of carriers of knowledge and information.

Use technology intelligently to enhance service: Here he argues that librarians must welcome and integrate new technologies. Technology must be adopted to improve services, and achieve cost-effectiveness, rather than adopted for its own sake.

Protect free access to knowledge: According to this law, it is the librarian's responsibility to ensure intellectual freedom as Gorman asserts, a "society without uncensored libraries is a society open to tyranny" (Crawford & Gorman, 1995).

Honor the past and create the future: Gorman advocates the need to balance nostalgia for a pre-digital past with the need to embrace new technologies, in a selective way based upon the extent to which they will enhance the library service. He points to a need to respect the accomplishments of predecessors in the field of information science, whilst celebrating new developments in the field of librarianship (Crawford & Gorman, 1995). Moreover modern libraries should be proactive and not reactive if they have to remain relevant.

Contrary to Ranganathan laws, Gorman and Crawford laws were established bearing in mind that libraries were embracing new technologies and that technology would continue in information provision and accession. Therefore the re-working of the classic five laws was an attempt to meet the challenges of fast paced social and cultural changes affecting library users and the rapid proliferation of technology in library operations.

The analysis of Ranganathan's original Five Laws of Library Science and any one of the many new interpretations of them shows that the central idea of Libraries is to serve their users information needs.

2.2.5. Application of Gorman and Crawford Theory to this Study

This theory is relevant to this study and therefore guided it. The key purpose of this theory was to provide a basis for discovering the ways libraries provide information and how libraries users' access and utilization library materials.

This theory assumes that libraries are established to serve their users. Law Libraries in Rwanda have also been established to satisfy the information needs of legal professionals.

Law Libraries also try to meet their users' needs by providing a variety of information resources in its collections. This also complies with the second law of this theory. Some Law Libraries have adopted the use of ICT mainly by automating partially their services and providing access to digital resources. Laws libraries have embraced technologies somehow as pointed out by law number three of this theory.

Law Libraries in Rwanda are free access areas with no restrictions based on the cost of usage by legal professionals. This responds to law number four which stipulates that libraries should ensure free access to knowledge.

Law Libraries in Rwanda are supposed to provide information in both printed materials and digital media. Printed materials include but not limited to legal textbooks, Jurisprudences, Journals, etc whereas digital materials include online databases (journals, legal databases, etc) just to keep pace with new technologies.

Legal professions will always need access and utilize valuable printed books such as doctrines, Government published Gazettes, etc. However they are also embracing the use of digital documents which oblige their libraries to continue acquiring both printed and digital documents.

In conclusion it is worth to reiterate that all Gorman and Crawford five Laws of library science can be applied in Law Libraries in Rwanda and because of this their relevance to this study is clear.

2.3. Library Resources and Services

Simui and Kanyengo quoted by Mapulanga (2011) defined library and information services as facilities provided by the library for the use of books and other information sources and the dissemination of such information. Such services include reference, current awareness, exchange, document delivery, interlibrary loans and other similar services. Libraries are now providing many services. However in this literature review, it was impossible to identify and explain all of them. The researcher reviewed services which seem to be critical for improvement of usage of libraries resources.

2.3.1. Provision of Information Materials

The primary service offered by Libraries is to provide information resources in their original form and format: Journals, books, monographs, reports, conference proceedings, printed, audiovisuals, etc. IFLA (2004) recommends that librarians, as information providers, should be concerned with the provision of information in the formats most suited to the differing needs of various types of user, each of which must be clearly differentiated. A library exists to serve its community and consequently the needs of all members of that community must be accommodated: the old and the young, the able and the disabled, the gifted and the backward members of the society.

Olanrewaju & et (2011) added that for a library, the provision of needed information at the right time and format to its users is central to its existence; since access to the right kinds of information is of critical importance to the general well-being of the individuals and indeed the nation.

2.3.2. Current Awareness Information Services (CAS)

CAS was defined by Hamilton quoted by Fourie (2003) as a service which provides the recipient with information on the latest developments within the subject areas in which he or she has a specific interest or need to know.

Current Awareness process is the opposite of the retrospective search. According to Stenstrom &Tegler (1988) the retrospective search begins with the need to locate information on a specific topic for a specific purpose. In this case libraries users usually visit the libraries to get materials needed from the library collections or databases.

However users also rely on current awareness tools to stay informed about new sources of information on a topic of their interests. Arif and Meadows (1994) reiterated that once users become aware of an information source, they tend to use it. The implication is that information sources which users are not aware of would be underutilized. Therefore, what is fundamental to library information provision is to create users' awareness. CAS can be a powerful tool that libraries can use to inform their users about new acquisitions in their organizations.

2.3.3. Users Studies

The information needed by a particular group of users and for a specific situation is not easy to determine and there is no library to cope up with all information needed. Therefore libraries must be aware of the kind of information being sought by their users and how it can be obtained. Consequently librarians must know that identifying information needs of their users is paramount. Akinwumi (1996) stated that for any library to be functional, the services provided should correspond as closely as possible to the needs of the users. Aina (2004) explained that through users' studies, libraries are well-placed to know those who use their services, what their information needs are, and

what services will likely meet the information needs. Also, this type of study enables libraries to evaluate their services. He further stated that the user is very critical to the services of a library, and must be constantly asked to assess the services and resources provided.

The user study incontestably helps the library to improve upon its services; indeed no matter how large the stock of a library is, if the services and resources provided are not utilized, the library will end up being a storehouse.

2.3.4. User Education and Literacy Services

According to Shahi quoted by Kumar & Phil (2009) user education is a process of activities involved in making the users of the library conscious about tremendous value of information in day to day life to develop interest among the users to seek information and when they requires.

For Kumar & Phil (2009) education is a long life process, there is no end. As far as library activities are concerned, the users are illiterates. They need some sought of user education on how to use library resources and services because the collection of libraries are very complicated. Therefore the significance of library user education and guidance services is so crucial to libraries and their users. Effective library user education enables users to utilize library resources and facilities to the best possible level and this utilization justifies the large amount of money spent on the acquisition and organization of the resources and the general up keep of the library.

Tiefel (1995) views user education from the perspective of changes in technology and society which are having a considerable impact on libraries and their instruction programs. She further explains that these changes have created an urgency to teach users how to become more effective, efficient, and independent in their information searching. In response to this, the goals of library user education have expanded from teaching tools to teaching concepts and from library instruction to information literacy and lifelong learning. For Mishra & Mishra (2010) a general problem for a user is information search and retrieval in the internet world. Librarians should have the capacity of teaching their users how to search and retrieval information from the present digital environment characterized by a high information explosion.

Wooliscroft (1997) brought the issue of information literacy in user education. For him in addition to tell how to use the Library to users, information literacy is vitally tied to the strategic value and use of information. To sum up, library user education and guidance service is so important in the sense that it brings the awareness and guides users about library facilities, collections and services. This service is necessary as well as for used and new users.

2.3.5. Information Exchange Services

Information exchange was defined by (Odini, 1991) as the process by which the resources of a group or network of libraries are made available to the sum total of the persons entitled to use any one of those libraries.

Information resource sharing, in the form of interlibrary loan and document delivery, has become a core library service given that no library can afford to purchase, house, and preserve every information source that its patrons might need (Posner, 2007). According to Okeagu&Okeagu (2008) no matter how libraries are well funded, it is difficult to acquire all the materials needed by their clientele. In view of this fact, partnership and cooperation (local, national, international), have become inevitable for all libraries.

The need to share resources in order to cope with the increased flow of information is true in all countries especially in developing countries where resources are limited. However even in developed countries libraries have adopted this strategy. For example in United Kingdom, within the academic, the development of joint academic network (JANET), linking all higher education institutions, pioneered joint working and resource sharing. Online Public Access catalogue, consortium purchasing of electronic materials, inter-loans, and electronic emails are part of its use by academic community (Okeagu&Okeagu, 2008).

Resource sharing is undeniably a valuable service for library patrons because its purpose is to ensure that patrons of a given library have rapid, convenient access to information required for their activities. In addition as emphasized by Sridhar (1995) resource sharing stresses on equality and caring for under privileged and underserved users who often suffer from resource constraints.

Although interlibrary loan seems to be mainstay of resource sharing, some other services such as union catalogue development, cooperative cataloguing, cooperative reference; cooperative collection development and joint storage of material are all its components.

2.3.6. Marketing of Library Materials

Libraries have been traditionally seen as providers of information services to people in need. Until recently, it was not considered necessary to market such services. In fact it was assumed that anybody wishing to make use of their services will do so without any encouragement to do so. The reason is that since their development, they have been considered as the sole providers of information. In that context the libraries were interested in acquiring and organizing the library materials and wait for the users to come and use them. Now the practical reality is that libraries and other information services centers are operating in an era of increasing competitiveness, limited resources, the demand for increased accountability, and a technologically astute and demanding user population.

In this case for libraries to prosper in this environment, information professionals must define and articulate the value that they and their organization offer to users who have information needs and who have choices. One of the best solutions that can help them is the definition and usage of marketing strategy. According to Gupta (2006) marketing applied and practiced systematically, becomes the central focus and force of every successful organization, whether profit making or non-profit making. The organization's

success depends on its effectiveness in meeting identified customer wants and needs, both explicit and implicit.

For Cronin (1992) the manager of information services must be proactive rather than reactive to user information needs and demands. The basic idea of marketing is that responsiveness to client needs and demands is the key to success in the marketplace. Managers of libraries with vision are becoming aware that some of the complex issues such as securing sufficient funding, increasing customer usage, and developing the concept of the library as an essential service, are, in basic terms, marketing problems that can be addressed by using the same marketing strategies that have been so effective in the profit sector. There is a growing awareness that marketing is a valid management tool and, as such, has much to offer information management (Weingand, 1999).

2.4.   Determinants of Libraries Utilization

Studies on the determinants of library use have received widespread attention in the empirical literature. For instance Majid, Anwar and Eisenschitz, (2001) argues that a user's opinion on the importance or usefulness of the library is essential when studying the determinants of library usage. As such users with negative perceptions of the library are less likely to use it compared to those with positive attitudes.

Provision of a formal library literacy program is found to be an important factor to maximize utilization. In their study on the determinants of library use amongst university students, Teoh and Tan (2011) state that student-users are often from diverse backgrounds and possess varying skill levels and knowledge of the library functions. Thus, when students become more comfortable with the services offered at a library, this would likely lead to a higher willingness of eventual use.

Mwatela (2013) identified awareness and familiarity of library and information resources, including their organization and retrieval tools, library skills and information literacy as the main factors that influence utilization of libraries' resources.

Hull (1999) has highlighted a range of reasons for not using the library. Practical limitations, such as low basic skills, and psychological barriers, including feelings of inadequacy and previous negative library experiences, emerged as issues for some people. Although her research took place in a college library, some trends may be useful when attempting to understand special library use such as Law Libraries. Another study by Resource (2000) discusses barriers that prevent people from accessing public library services. These barriers include institutional barriers (for example, rules, policies, opening times, fines), personal and social barriers (levels of self esteem, low numeracy and literacy skills) and perceptions and awareness barriers (for example, people may feel the skills that can be developed at libraries are not relevant to their lives). Akinade (2000) observed that the expectations of people are high when sourcing and retrieving

information and when such information needs are not met, frustration usually set in and this may drive the users away from the library. Osinulu (1998) also confirmed in her study that low use of the library is due to lack of awareness on the part of users.

The above literature shows that there are always factors that influence the utilization of libraries. For libraries to facilitate the use of library resources, it is indispensable to pay attention to the information needs of their users but also to other factors influencing the library use. They should also heed the potential barriers to utilization of libraries.

2.5. Information Needs

The topic of information needs has largely become the focus of several studies. In fact there is no sector of human activity where information is not a very important component. Whether it is research and development, business and industry, the information has to be acquired, processed, stored, retrieved and disseminated for communication. For Prasad (2010) the effectiveness of performance in these all spheres of activity depends largely upon the availability of information at right time in right quantity. From this observation it can be deduced that there is always a need for information for each group of users depending upon their functions, responsibilities and duties. The user group can be lawyers, students, researchers, lecturers, the general public, etc. Information needs vary distinctly among these categories of users.

However information needs of users must be of the central concern to providers of information services because people with such needs will search for that information from many sources such as libraries and internet. In the case of libraries, Ocholla and Ojiambo (1993) state that regardless of their types, libraries and information centers perform the following common roles: determining the information needs of their actual and potential users, selecting information sources to meet these needs, acquiring information sources, organizing, preserving and disseminating information sources and promoting the use of information. Hence information needs of users have to be assessed for effective provision of information resources and services meeting their needs.

2.6.   Policies Governing Use of Libraries

Any organization requires a policy in order to have success and achieve its goals. In a library, the provision of information resources and services should be guided by access and use policies aimed at facilitating information access and use and protecting information. For example as stated by Orick (2000), cited by Horava (2005) establishing well-defined access policies will help to clarify who has access to the Internet, under what conditions, for what purposes, and with what restrictions. Policies should consider how to integrate the new technologies and how its use reflects the objectives and values of the library.

This study would therefore examine what was provided to users in terms of conditions of access and use for law libraries resources and the impact of policies on the access and utilization of law libraries resources and services.

2.7. Use of Law Libraries by Legal Professionals

The role of law libraries is to provide information services to their users who are mainly legal practitioners. Law libraries are required to support the information needs of their users so that they can achieve the mission and goals of their parents' institutions. Therefore the nature of information provided by law libraries should be defined by the needs of specialized users and the information they need to carry out their tasks.

Emphasizing on the importance of libraries to the legal professionals Otike (n.d.) affirms that a law library is the heart of legal professions. He underlines that while other professions can afford to do without reference to any information source, legal professionals cannot do so even for a single day. Any decision they make, argument they present or remark they make must be supported by legal authority. The legal authority must either be produced or quoted as it appears in the legal document. If a door to a law library is closed, the entire legal profession is paralyzed (Otike, n.d.).

However although law libraries are considered as the most heavily consulted information source for legal information, Tuhumwine& Okello noted that libraries do not fulfill their role in meeting the information needs of lawyers. They recommended that concerted efforts should be made by all legal information providers to ensure that there is adequate

legal information.

Hamilton (2010) reported that Rwanda is experiencing a merger of civil and common law legal systems. The common law system tends to be case-centered and hence judge-centered, allowing scope for a discretionary, pragmatic approach to the particular problems that appear before the courts. The development of law is thus closely linked to precedent and the establishment of a case law that informs future cases. This means that when judges, prosecutors and lawyers are dealing with a case they will check to see if a similar situation has come before a court previously. They can check precedents from other jurisdictions. On the other hand, under the civil law tradition, a judge is supposed to be able to glean from the law the proper decision through logical deduction. The courts in the civil law system have as their main task deciding particular cases by applying and interpreting legal norms, contained in codes and statutes. The reliance is less on precedent and more on codified law and doctrinal writings.

Taken to the context of Law libraries utilization, the implication is that as the shift from civil law to mixed common and civil law occurs, libraries need to quickly move in and fill the gaps on both sides. The codified laws of Rwanda must be readily accessible, and with them the texts, commentaries and doctrine that facilitate their understanding and interpretation. At the same time, court decisions must also become readily available so that a veritable and useful case law is developed in Rwanda. All these services and resources have to be provided by Law Libraries.

The utilization of the above described law libraries is crucial for the justification of their existence and survival. They should ensure that the maximum use is made of their resources and services.

2.8.   Summary

This chapter has discussed the theoretical framework (Gorman and Crawford theory of librarianship) upon which the study is based. This theory is one of the theories which interpreted Ranganathan Five Laws of Library Science. This theory was chosen because it is a framework within which libraries can survive and progress and consequently ensure proper utilization of their resources.

However it is important to note that there was not much literature on law libraries but rather on academic libraries in general. Alternatively, information services which are deemed to facilitate access and utilization of library resources were largely covered in this chapter.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1.   Introduction

This study examined the utilization of law libraries in Rwanda with a view to identify and recommending practical improvement measures.

This chapter discusses the methods and procedures the researcher used to answer his research questions and attain his research objectives. The researcher explains the choice of methods for data collection and analysis. He also specifies the selected population along with the sampling procedure used.

3.2.   Research Design

According to Kothar (2004), a research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. Accordingly, this section states the conceptual structure within which this study was conducted.

This study was conducted through a survey research method. The latter was deemed most suitable for this study because survey is useful when a researcher wants to collect data on phenomena that cannot be directly observed such as users' opinions on library resources and services. Moreover Busha and Harter (1980) as cited by Bida (2011) explained that survey research is characterized by the selection of random samples from large and small populations to obtain empirical knowledge of a contemporary nature. This knowledge

allows generalizations to be made about characteristics, opinions, beliefs, attitudes and so on, of the entire population been studied.

To investigate the utilization of law libraries by legal professionals in Rwanda, the researcher collected both qualitative and quantitative data. Those mixed data were preferred because it enabled him to discover varying facets of the problem under investigation by collecting diverse types of data in a single study.

Qualitative approach concerned with collecting and analyzing data on how users feel and what they think. The researcher used words and phrases to present anecdotal descriptions of how law libraries in Rwanda were used by legal professionals. Concretely the qualitative approach helped the researcher to collect qualitative data related to the users' views on the usage of law libraries. Qualitative data also concerned information related to opinions, procedures and practices as expressed by library staff.

On the other hand quantitative approach concerned with the collection and analysis of data on what users think from a statistical and numerical point of view. It helped the research to use numerical representations to quantify occurrences. The quantitative approach helped the researcher to collect data on tendency of libraries utilization, levels of satisfaction, etc.

3.3.   Target Population

The target population consisted of all legal professionals who use these libraries and library staff from the four institutions. At the Institute of Legal Practice and Development the libraries users' number was 110 users. In the Ministry of Justice the law library users were 50 Ministry legal professionals. At the Supreme Court the number of target population was estimated at 105 that constitute the library users. At the National Prosecution Authority, the library users' number was 70. Globally the library users target was estimated at 335. The said targeted population was associated to the libraries parents' organizations either as staff or practicing students.

These numbers were provided to the researcher by law libraries staff from the four respective law libraries under study. In addition to Library users who were the target population, this study also targeted 4 library staff who were considered as informats.

3.4.   Sampling Procedures

This study used a stratified random sampling procedure. This was because the sample was drawn from users of different 4 libraries. Each law library constituted a stratum from which a sample of users to be involved in the study was selected. It was therefore ensured that all libraries were represented, even proportionally, in the sample.

Besides in each stratum the sample was chosen randomly. This was because the researcher wanted to reduce the potential for human bias in the selection of users to be included in the sample as he was familiar with some of them.

The size of the sample in each stratum was taken in proportion to the size of the stratum.

Table 3.1 summarizes the target population and the sample size.

3.5.   Sample Size

According to Baum, 2002 and Patton, 1992 (as cited in Tuckett, 2004), there are no closely defined rules for sample size. Sampling in qualitative research usually relies on small numbers with the aim of studying in depth and detail. Kothar (2004) argues that the sample size should neither be excessively large, nor too small. In this study 20% was considered sufficient in obtaining representative data which brought the sample size at 67 out of 335 users targeted.

Table 3.1 Target Population and Sample Size

Categories	Target Population	Simple Size
ILPD Law Library	110	22
SC Law Library	105	21
NPPA Law Library	70	14
MINIJUST Law Library	50	10
Total	**335**	**67**

3.6. Data Collection Methods

There are assorted types of data collection methods. This study used questionnaires, interview schedules and literature review as tools for collecting data. The selection of these tools has been guided by the characteristics of the respondents and the time available.

3.6.1. Questionnaire

Self completion questionnaire was used to gather data from the library users. Questions were sectionalized to address the research questions. Questionnaire was made up of closed and open-ended questions as well as rating scale questions to allow respondents to communicate their views or strength of preferences. The researcher decided to use questionnaire because it was a good way of getting valuable data from the users. The legal professionals are normally busy with their normal daily responsibilities. Therefore questionnaire was delivered to them so that they can fill them when they have adequate time for well thought out answers.

The researcher was also sure that the respondents were a hundred per cent literates and were unlikely to have difficulties responding to the questions. In addition, the researcher hoped that the questionnaire would provide an opportunity for library users to express true opinions related to their experiences in libraries use anonymously which would improve the collection of objective data.

To make sure that the questionnaire helps to collect accurate data, the researcher had to ensure that they were properly set up, clearly worded and simple. He further made sure that respondents were aware that the research responses would be treated in strict confidence and would only be used for the purpose of this study.

3.6.2. Interviews

According to Kothari (2004) the interview method of collecting data involved presentation of oral-verbal stimuli and reply in terms of oral-verbal responses. Interviews were used to explore the views of all four Libraries staff so as to assess the utilization of law libraries. They were used to collect data on the resources owned and services provided by individual libraries and the challenges that law libraries face while providing information to users.

Interview method can be used through personal interviews or telephones interviews. However in this case, the researcher opted for using personal interview or face to face interview. Interviews were conducted on the librarian who is responsible for daily management of a library. When the law library was served by one person, he was automatically considered as the Respondent. This was done by earlier arrangement with them so that they could be available for the interviews. The researcher was considering this method as appropriate since the population of respondents was very small and available compared to library users.

Normally interviews are divided into structured, unstructured and semi-structured. A semi-structured interview with structured questions and open-ended questions was used to collect data for this study. The structured questions required definitive answers while open ended ones necessitated the respondents to set and clarify or explain their answers if required.

The researcher conducted interviews personally. This approach enabled him to investigate the issues in details and probably to collect more supplementary and additional data which may not be found through the schedules.

3.6.3. Documentary Sources

Documentary sources from books, Journals, Internet were consulted. The internet was used to trace the background, operations and even current status of the libraries under investigation while other publications and internet were for example related to literature on information needs and library services. They were also used to place the findings against what is already known about this subject.

3.7.   Data Collection Procedures

After a successful defense of the proposal and with the acknowledgement of his supervisors, the researcher received a letter from the Department of Library, Records Management and Information Studies/Moi University introducing him to the concerned organizations and requesting them to allow him conduct research in their organizations. Afterward, the authorizations were guaranteed. Furthermore, the heads of organizations

requested library staff to assist him collect the necessary data. Library staff mainly helped in distributing questions to the identified respondents. Libraries staff were interviewed as per appointments booked in advance. The actual data collection was preceded by a small pre-test initiated to test the data collection instruments.

3.8.   Validity and Reliability of Data Collection Instruments

Before undertaking the study, the researcher had to ensure the reliability and validity of the questionnaire and interview questions. Validity consisted of ensuring if the above instruments were simple, correct, clear, measurable and appropriate to be applied to find answers to the research questions. Validity entailed the degree to which these instruments could measure what they were expected to measure.

With Reliability the researcher had to ensure that the quality of these instruments could provide repeatability and accuracy. If a study and its results are reliable, it means that the same results would be obtained if the study were to be replicated by other researchers using the same method. Consequently to ensure their validity and reliability, these instruments were given to experts (mainly supervisors) in the field of library and information science for criticism. The criticisms and inputs of these experts resulted to modification of the instruments to improve them.

In addition, a small pilot study, before the actual research took place, was initiated to enable the researcher to pre-test these tools. After the pre-test exercise some items in the questionnaires were modified while others were removed and substituted or rephrased

where applicable for more clarity and relevance to the study.

3.9.   Data Presentation, Analysis and Interpretation

The data was presented, analysed and presented as per the objectives and the research questions. The data were tabulated, analyzed, and recorded by means of descriptive narratives and by frequencies and percentages where applicable. Responses from libraries users were complemented by views of libraries staff collected during interviews with them. The data emanating from all 4 law libraries were analyzed together.

3.10.   Ethical Considerations

Throughout the data collection and analysis, the issue of ethics was uppermost in the mind of the researcher. Subsequently ethical requirements such as the principles of voluntary participation, privacy and confidentiality, objectivity and anonymity of respondents were observed.

3.11.   Summary

This chapter presented the methodology that the researcher adopted for this study. Specifically, it covered the research design, population and sampling technique, research instruments, validity and reliability of instruments, data collection procedure and method of data analysis and interpretation and ethical issues that were used and/or considered in the study.

Through the strict reference to the proposed procedures and methods and the application of proper instruments the researcher was able to collect quality and meaningful data which lead to the achievement of the set objectives.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1.   Introduction

The purpose of this chapter was to present data collected, to assign meaning to them and to ascertain the conclusions, significance and implications of the findings. The data collected were presented and analysed as per objectives and research questions. The data were collected from 67 respondents including 63 Libraries users and 4 Library staff.

The data collected were presented in the verbal form by describing and narrating the results obtained and in the symbolic form by using tables, figures and charts. For data analysis, similar responses were grouped into categories and common patterns that could help derive meaning were identified. The data emanating from all four Law Libraries were analyzed together. Finally with interpretation, the researcher tried to provide the explanations inferred from the data and their implications. The researcher attempted to contextualize his findings in the literature by using external sources which enabled to draw connections or to support his findings to this topic under investigation.

The following is the sequence of data presentation, analysis and interpretation. The subheadings are based on the study objectives.

- Information resources and services provided by Law Libraries,

- Utilization of Law Libraries Law Libraries resources,

- Extent to which library resources in Law Libraries meet information needs of legal professionals,

- Policies governing law libraries,

- Use of ICTs by law libraries,

- Challenges faced by Legal professionals while utilizing Law Libraries,

- Measures to promote utilization of Law Libraries.

4.2.   Response Rate and Characteristics of Respondents

4.2.1. Response rate

The response rate is summarized in the table 4.1.

Table 4.1 Response Rate for Users

Category	Sample Size	Response rate	Percentage
ILPD	22	22	100
SC	21	19	90
NPPA	14	12	86
MINIJUST	10	10	100
Total	67	63	94

The above table shows that although the researcher intended to administer questionnaires and interview to a total number of 71, he managed to interview and to administer questionnaires to a total of 67 respondents. Of those, 63 questionnaires were administered to legal professionals and 4 interviews were conducted to Law Libraries staff. As such the response rate was 94%.

4.2.2. Background Information

In order to understand the respondents, some background information was established.

4.2.2.1. Legal Specialization

It was important for the researcher to find out the specialisations of the respondents, hence they were asked to indicate their areas of legal specialization. From the responses obtained, the researcher identified six areas of legal specialization. The Legal professionals from six specialisations were distributed as follows, 16(26%) Judges, 11 (17%) Prosecutors, 7 (11%) Attorneys, 7 (11%) Legal Drafters, 10(16%) Legal advisors and 12 (19%) Lawyers.
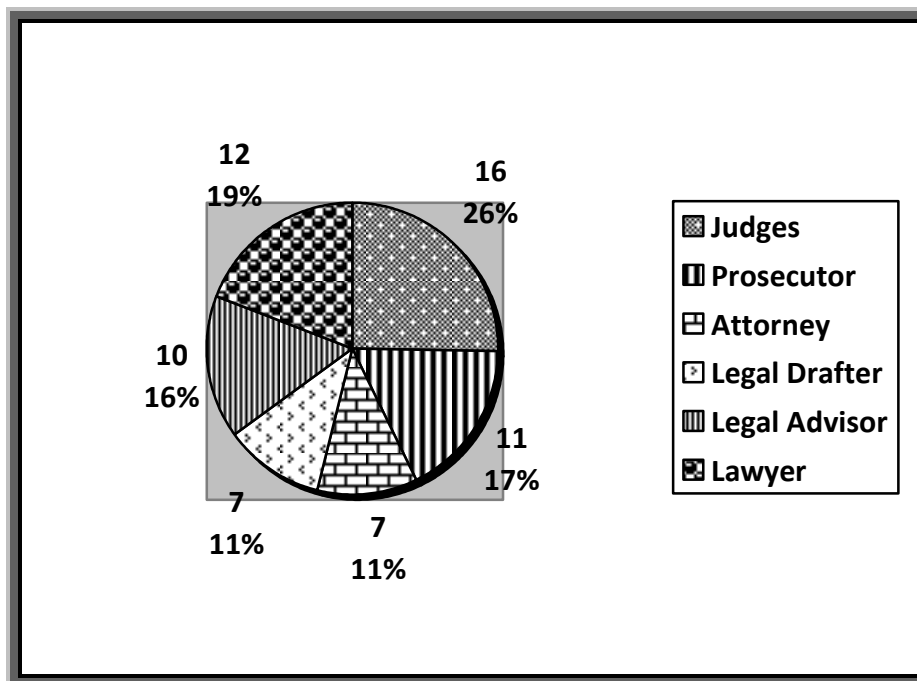
Figure 4.1 Distribution of Specialization (n=63)

From this data the researcher deduced that although legal professionals work in the same legal sector, their specialisations are different. It was therefore expected that their specializations would dictate their specific information needs and subsquently the ways they utilize the law libraries.

4.2.2.2. Experience in Law Library Utilisation

Respondents were asked to indicate their experiences in using their Libraries. This was necessary because the researcher wanted to determine the length the respondents had used libraries in order to establish whether they had acquired necessary knowledge on library that could assist in giving useful information for the research. The table 4.2 summarizes the findings:

Table 4.2 Experience in Law Libraries Utilization (n=63)

Time	Frequencies of years of experience	Percentage (%)
Below 6 months	3	4.8
7-12 months	9	14.3
1-2 years	8	12.7
3-4 years	13	20.6
More than 5 years	30	47.6
Total	**63**	**100**

The results indicate that the respondents had utilized their libraries for varied lengths of time. Only 3 (4.8%) of them had used libraries for short period of time, that is, less than six months. The majority, 43 (68.2%) of respondents had used the libraries for more than 3 years. Because of this they had a lot of experience and were reliable sources from whom useful information was collected for achieving the objectives of this study.

The experience in utilizing law libraries depended greatly on the time legal professionals have been working in the institutions which house law libraries. For example the fact that 30 respondents have been in their respective professions more than five years gave them an opportunity of using their law libraries to satisfy their information needs. It is understood that Law libraries were established to play an important and much needed role by helping legal professionals to access the legal information.

4.3. Information Resources and Services Provided

There was also a need to comprehend the existing information resources and services so that their usefulness and utilization by legal professionals could be determined.

The data in this section was collected using questionnaire to legal professionals and interview with library staff.

4.3.1. Information Resources Provided

4.3.1.1. Range of Information Resources

Law Libraries under investigation house various resources. Table 4.3 summarizes information resources provided by each law library. The table was established on the basis of data provided by library staff during interviews with the researcher.

Table 4.3:   Information Resources Provided in Law Libraries

Library	Types of information resources provided
MINIJUST Library	- Law textbooks - Official Gazettes - Law Reports - Newspapers - National legal databases - Internet
ILPD Library	- Law textbooks - Official Gazettes - Law Reports - Laws of a foreign Country (Uganda) - E-resources: INASP and NexisLexis databases - CDs - Internet - Newspapers
SC Library	- Law textbooks - Official Gazettes - Law Reports - Newspapers - Internet - E-resources: INASP and National legal databases
NPPA Library	- Law textbooks - Official Gazettes - Newspapers - Internet - National legal databases

The table 4.3 shows that the Ministry of Justice Law Library collection included law textbooks, official Gazettes, law reports, newspapers, national legal databases, and internet. However it was found that only Official Gazettes seemed to be fairly comprehensive and updated whereas majority of textbooks were of old editions and too

much biased towards French language. Law Reports were also provided as compiled and distributed by the Supreme Court. No single electronic journal or book and audiovisuals resources were provided by this library.

The same findings indicated that Law Library at the Institute of Legal Practice and Development provided access to Legal textbooks, legislation, Law reports, and e-resources through INASP PERii program and Nexis-Lexis databases, local and international newspapers as well as some multimedia materials such as recordings of International Criminal Tribunal for Rwanda and International Labor Organization. This Library was housing compiled codes of laws of one foreign country (Uganda), acquired once in the past but not updated though laws of all countries are regularly subject to amendment, modification or repeal.

The findings also revealed that at the Supreme Court, the Library provides access to legal textbooks, various laws published by the Government of Rwanda and Law reports as well as local and international newspapers. It is also important to note that this Library was providing access to INASP electronic resources. As for the National Public Prosecution Authority, the findings showed that its Law Library only provided Legal textbooks mainly old and biased towards French language, legislation and local newspapers.

The general tendency, as explained by library staff was that majority of textbooks held were of old editions and biased in favor of French language, law reports were few as they were published irregularly by competent authority. Only one computer in each library was provided to access internet. One point of satisfaction was the reasonable availability of national legislation. From the findings it can be concluded that although resources were provided, they were not adequate and were fairly pertinent to users' needs.

4.3.1.2. Online Resources

Online information has gradually become a major resource in many libraries worldwide. Accordingly, this study tried to highlight and analyze electronic resources provided through Law Libraries. The Legal information portals of the Republic of Rwanda were provided. These were www.amategeko.net and www.lip.gov.rw. The first was source for information about laws and was maintained by the Ministry of Justice and the second was also the legal information portal which included laws and case laws and generally any other information related to the Rwanda Justice sector. It was maintained by the Justice Sector Secretariat in the Ministry of Justice.

However respondents expressed their concerns over the two legal portals that they had been experiencing difficulties while accessing them. To verify these concerns, the researcher tried to access them and it was found that www.amategeko.net domain had even expired and went completely offline while www.lip.go.rw was not updated since its launch in 2011. As a result, there was no online source to search Rwanda's laws by

running a full text search for keywords.

Therefore a searchable database of laws should be created to allow legal professionals to find laws based on their particular information needs. If government institutions have failed to maintain legal databases or to ensure the content management of electronic legal portals, it is important for law libraries to make a commitment to developing online information systems.

INASP resources were also provided but they were new and only offered by 2 libraries (ILPD and SC), they were generally more academic thus not relevant to legal professions. Hence it can be deduced that Law libraries were not negotiating license agreements for relevant electronic resources subscriptions and their accuracy and quality were not verified by information professionals.

There is a reason to believe that the best way to access e-resources, such as articles, e-journals, e-books and databases, is to use the library websites. This is because library websites can give comprehensive coverage of material to which the libraries subscribe and going directly through search engines users may not get access as search engines don't index everything and they are costly so that it is difficult for a user to afford them.

To survive during this information age, law libraries will probably need to rely on electronic resources to provide easily relevant and update resources. Dadzie (2007) wrote that electronic resources are invaluable research tools that complement the print based resources in a traditional library setting. Their advantages, according to her include:

access to information that might be restricted to the user due to geographical location or finances, access to more current information, and provision of extensive links to additional resources related contents. The adoption of electronic resources can therefore help law libraries to introduce other ways of organizing collections and providing services to meet information needs of their users.

Moreover the acquired electronic resources need to be reviewed and evaluated for selection from a content perspective against policies, guidelines and criteria that apply the objectives of the library.

4.3.1.3. Currency of Library Resources Provided

The respondents were asked to comment on the currency of the available resources in their libraries, so as to ascertain if these resources were in the position of satisfying the information needs of users.

Their responses are tabulated as follows:

Table 4.4: Currency of Available Resources (n=63)

Level of currency	Frequencies	Percentage
Very current	4	6.3
Current	32	50.8
Outdated	27	42.9
Total	**63**	**100**

Almost the half, 32 (50.7%) of respondents said that resources were current while 4

(6.3%) of them mentioned that they were very current. This category of users was certainly referring to some sections of collections such as newspapers and laws that were updated regularly and those who could access electronic resources such as INASP could also use recent materials. Twenty seven (42.8%) indicated that the resources there were outdated. The researcher was able to find out that some textbooks were not up to date and new materials were mainly acquired through donations, some of which were not up to date too.

These facts were corroborating with the libraries staff responses. 3 out of 4 (75%) confirmed that their libraries had not invested in library materials in years, and had solely relied on donations to add items to their collections. They also said that they had only bought official Gazettes and newspapers which were current although those which were not recent could be used. They also clarified that donations were not reviewed by librarians to determine their relevance to collections. As a result, in some cases outdated textbooks, commonly available resources, materials that duplicated what was already owned, and materials in poor condition were generally accepted for the collection through donations.

In general it was clear that the collections of the law Libraries were largely composed of official gazettes which were reasonably updated and textbooks which were in some cases superseded by new editions. It was difficult for law Libraries to provide fully effective services with this type of collection. For example, there was a strong need for accessing

laws of other countries although only one library was able to provide such resources to a least extent (acquired once in the past but not updated). While obtaining current hard copies of laws of other African countries might not be practical, compilation of online sources, (in the form of a "Research Guide on East African Law", for example) could be of enormous benefit to a library user at any of these institutions who was trying to find African comparative law sources.

To achieve their missions adequately, the above law libraries must have various adequate resources. This means that they must provide materials in all formats and up-dated regularly to meet the changing needs of legal professionals.

4.3.2. Information Services

4.3.2.1 Circulation Services

Users were asked to indicate how they perceived circulations services in law libraries. Their responses are presented in the figure 4.2.
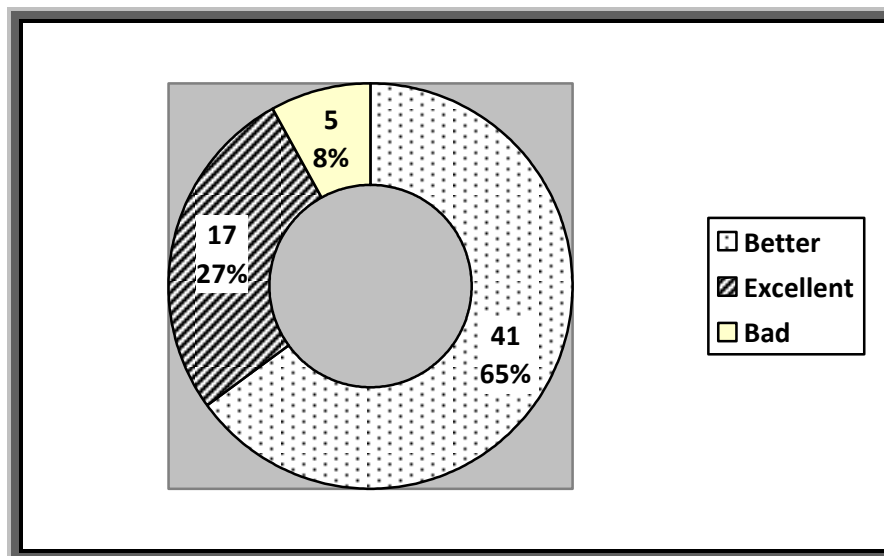
Figure 4.2 Users perceptions of Law Libraries Circulation Services

The figure 4.2 demonstrated that a large majority, 41 (65%) perceived circulation services as better; 17 (27%) felt that they were excellent while 5 (8%) judged them as bad. All 4 (100%) library staff interviewed indicated that the most common service in all their libraries is book lending. All 4 (100%) further indicated that they used an open access systems with most of their collections available for out of the library use.

Although the findings revealed that users perceived circulation services in a positive way, they did not qualify them as totally excellent. This could be justified by the facts that further scrutiny revealed that SC and NPPA Libraries did not have circulations policies which would stipulate who was eligible to borrow materials and how many materials might be borrowed at a time and for what duration. Moreover in ILPD and SC Libraries where circulation policies were available, it was discovered that the librarians were not

adhering to them strictly. Consequently the lack of circulation policies or their weak implementation would hinder the utilization of libraries in a way that it could eventually lead to a situation in which for example users did not return materials when they were overdue. The implication was that some materials could be inaccessible to other users. This was in agreement with Rubin, as cited by Udoumoh (2007), findings that policies and practices that are established by libraries regarding the creation, organization, use, and dissemination of knowledge are themselves information policies, which have tremendous impact on patrons' access to information.

Moreover law library OPACs were not working properly. This was because though users could access bibliographic data through OPACs, they were obliged to queue up in the library when they wanted to know the status of information materials, whether on loan or available. This was followed by lack of orientation on how to use the OPAC. Therefore law libraries should provide efficient circulation services to ensure effective and efficient use of their information resources.

4.3.2.1. Reference Services

The study tried to find out how reference services put in place were influencing on utilization of library resources. Respondents were asked if Reference services offered by law libraries were helpful or unhelpful while utilizing library resources. Figure 4.3 represents their responses.
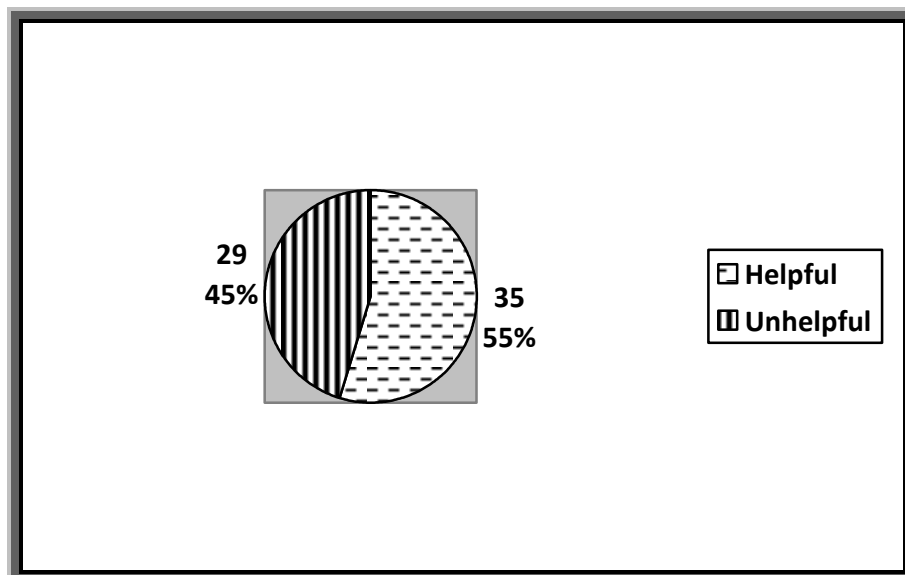
Figure 4.3 Usefulness of Reference Services

This was an indication that law libraries did not offer specialized reference services to fully help patrons in their use of library resources. In fact, where Library staff were asked to indicate the reference services offered to facilitate the use of libraries resources, all 4 (100%) of them mentioned the phone calls, emails where a user could be assisted by a librarian; physical assistance in location of materials and physical assistance in identifying libraries materials.

Although these references service were available, their effectiveness and efficient could be affected by the facts that:

Each of 3 out of 4 libraries was managed by one staff who was obliged to run reference services as the same time as other library activities.

Besides, these libraries were still using conventional means to assist their users. Undoubtedly users would be comfortable if new ICTs based services such as subject gateways, FAQs, and interactive tools like chat rooms, virtual reference desk, and ask a librarian were introduced.

Finally due to their education backgrounds, law librarians were certainly lacking skills and competences to offer skilled and customized reference services, including specialized subject services on legal topics. This was not reflecting views expressed by Norlin (2000) who suggested that users have three major needs of the reference staff: approachability, ability to answer questions correctly and skills in offering ideas on how to get started. To have effective reference services, law libraries must consider the three broad groups of reference services as categorized by Bunge (1999). These are: (1) Information services that involve either finding the required information on behalf of the users, or assisting users in finding information; (2) Instruction in the use of library resources and services (broadly defined as information literacy skills); and (3) User guidance, in which users are guided in selecting the most appropriate information sources and services.

Law Libraries should provide both reactive and anticipative reference services. Reactive by assisting when asked for by the users and anticipative by acting beforehand on users needs. This concurs with Lankes, as cited by Chowdhury (2001) conclusion that the reference librarian in the new millennium will need the ability to read the situation a user is in and find the right information for that situation. That is exactly what law librarians

in Rwanda have to do in order to ensure the effective utilization of their resources and services.

4.3.2.2. Current Awareness Services (CAS)

Current awareness service is vital for library users to keep up-to-date with the most recently acquired information and developments. Respondents were asked to indicate how they were informed of new information resources in their subjects of interest. Their varied answers are displayed in table 4.5.

Table 4.5: Methods Used to Inform Users about New Resources (n=63)

Methods	Frequencies	Percentage
Browsing library shelves physically	34	54
Face to face with a librarian	14	22.2
Talking to a colleague	15	23.8
Total	**63**	**100**

The data in table 4.5 indicated that 34 (54%) said that they had to browse through library shelves to be able to identify new acquisitions whereas 14 (22.2%) indicated that they were aware by talking to librarians and 15 (23.8%) said they knew of new resources in their subjects via their colleagues.

It was observed from the above findings that law libraries were not doing much to alert promptly users about the current literature in their subject specialization. This could be explained by the fact that library staff were lacking sufficient skills on common practices in library management, CAS included and might not be aware of suitable approaches which could be used to notify current resources to users. Therefore it could be concluded that the ignorance in information management could be the reason why CAS were not properly provided in Law Libraries. There is a strong need for current awareness services in Law Libraries. For example several laws are published regularly and there is a general principle that they shall come into force on the date of their publications in the Official Gazette. Consequently if legal professionals are not aware of new laws, there is a risk of using outdated laws.

4.3.2.3.   User Education and Information Literacy

This section sought to investigate what Law Libraries had done to make their users literates. Respondents were asked if they had ever participated in any information literacy program and they replied as follows:
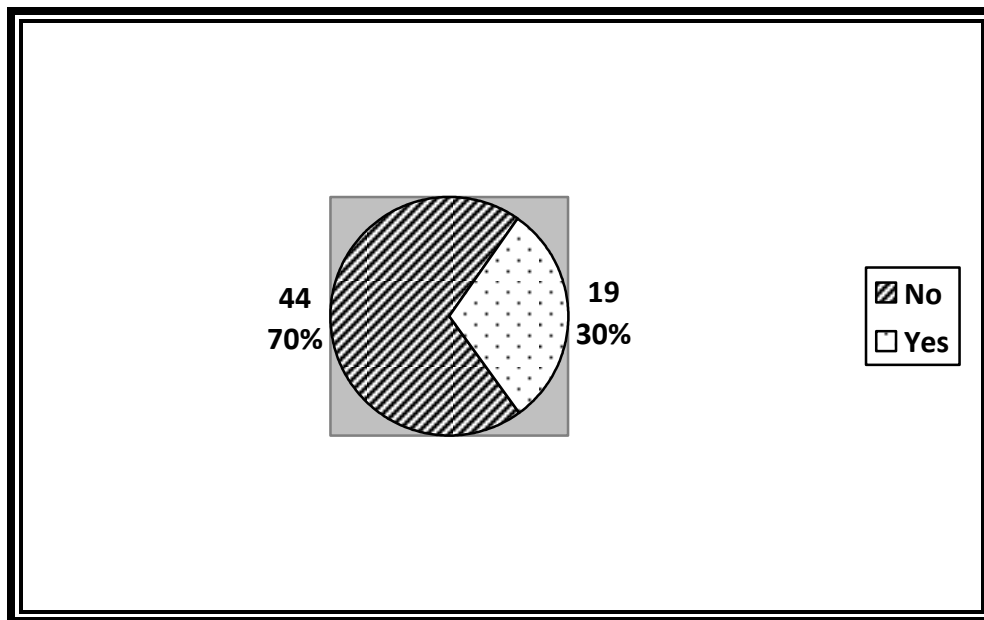
Figure 4.4 Users Participation in Information Literacy Programs (n=63)

The figure 4.4 indicates that a smaller group, 19 (30%) replied that they had participated in information literacy program while a greater number of respondents, 44 (70%) indicated they had never participated in any information literacy program. Asked what kind of information literacy program offered to users, the library staff indicated the following as presented in table 4.6.

Table 4.6:   User Education Practices in Law Libraries

Types of user education methods available	Frequencies	Percentages
Individual orientation at the reference desk on demand	4	100
Orientation session	1	25
Seminars and demonstrations	1	25

This table was an indication that user education and information literacy programs exploited by law libraries were not adequate. It seemed that law libraries provided more library orientation than bibliographic instruction and information literacy skills. This could be justified on the one hand by the fact that law librarians tended to be reactive to their users needs rather than anticipating them and on the other hand they had not embraced the full usage of ICTs which could facilitate to initiate easily other user education programs such as web based instruction and audiovisual methods. ICTs tools offer scope for innovations and greater peer participation. Traditional user education program must be improved with web based instructions and guides for use of resources. User education program in law libraries should encompass all activity undertaken to help users become efficient users of information i.e., how to identify the information need and then how to find, evaluate, and select the best information to meet that need. This obliges law librarians to develop clear information literacy program that go beyond the usual orientation.

The researcher also established that library staff seemed to have a misconception that information literacy programs are more suitable in electronic resources. So this could have prevented them from being very active in user education since electronic resources constituted a small part of their collections. However all legal textbooks do not contain information which is important and relevant to users, some is authoritative, current, reliable, but other is biased and out of date. Consequently even in print environment, legal professionals should have had that ability to identify what information is needed, understand how the information is organized, identify the best sources of information for a given need, locate those sources and evaluate the sources critically. Moreover in print environment a good information literacy program could for example enable librarians to educate library users on the copyright laws to protect both the users and libraries.

These findings indicate that the information literacy program was not considered as important in Law Libraries in Rwanda though Libraries of all types have to play a vital role in ensuring that users have the skills and abilities to succeed in this digital age. This summons the law libraries staff to produce an evident information literacy program to help users to satisfy their information needs.

4.3.2.4. Resource Sharing and Interlibrary Loan Services

Respondents were asked if they were helped through their libraries to obtain materials that were unavailable in their respective libraries. All 63 (100%) respondents said there was no way they could borrow materials owned by other libraries. All 4 (100%) Libraries

staff stated that there was no cooperation among their libraries although it has been unanimously agreed by information professionals that no library can satisfy its users from the resources it possesses. The reasons behind that situation could be lack of policies on resources sharing, lack of cooperative spirit, limited resources which means that there was little to be shared, insufficient adoption of ICTs in information provision, not being technically ready and uncooperative attitudes of their parent bodies especially that all 4 (100%) library staff indicated that they had had some initiatives in the past but which were not supported and approved by the Heads of their respective parents' organizations. Law libraries should engage in resource sharing which is indispensible for meeting the needs of their users and for increasing the use of resources and cut cost in justice sector.

4.3.2.5. Marketing of Library Services

Respondents were requested to indicate how they became acquainted with law library resources and services. Their diverse responses were disclosed in the table 4.7.

Table 4.7: Methods that Informed Users of Law Libraries Resources and Services

Methods	Frequencies	Percentages
Institutional websites	22	34.9
Colleagues	23	36.5
Job orientation	18	28.5
Own efforts	52	82.5
Informal talks by library staff	20	31.7

Table 4.6 indicates that majority, 52 (82.5) of respondents knew the library resources and services by their own efforts. It was possible that in order to satisfy their information needs, they were forced to know the resources held in their libraries. 27 (42.8%) knew them from information uploaded on the institutions' websites; 18 (28.5%) came to know them throughout job orientation; 23 (36.5%) indicated that they knew libraries resources through a colleague and 20 (31.5%) indicated that it was through informal talks with library staff that they knew the availability of library resources and services. When library staff were requested to state strategies they used to market library resources and services, talks to users were indicated by 4 (100%), uploading information on libraries on their institutions websites was cited by 2 (50%) while job induction (25%) was indicated by 1 (25%).

A deduction that can be made from the above findings is that what was done was library promotion instead of library marketing yet the former is a subset of the latter. Therefore it seemed like library staff were not aware that library marketing is a management process responsible for identifying and anticipating customer requirements (needs and/or wants), then setting out to meet these needs/wants. Thus the used marketing strategies which were not involving market research and analysis, service planning were likely to be less effective. It was possible that law librarians were feeling some of strengths and weaknesses of their libraries resources and services though they had not conducted any conventional study. However the failure to use a formal approach could indicate that the provision of information services in all 4 libraries was based on generalized idea of users

needs instead of focusing on precise data of users needs. This situation would inevitably have an impact on information resources provided and subsequently on how legal professionals utilize the libraries. Moreover as expressed by Smith (1995) to day, library marketing cannot be separated from good library management practice. Library marketing is good library management practice. Formal techniques in collection of data about the users' perception of the available services or their specific requirements could be applied to market law libraries. This corroborates with Madhusudhan (2008) views that libraries should be marketed so as to promote the use of information resources; create perception of need and thereby create demand; ensure the optimum use of information and to attract customers who do not currently use their services.

From the findings presented and analyzed in this section, it can be deduced that although law libraries under investigation were established to provide valuable services and quality resources to assist their parents' organizations, they were unlikely to fulfill the said mission effectively. In fact they were still struggling to provide resources and services which were perfectly suited to their users needs as it was indicated that most of resources were inadequate, outdated and not so relevant to their needs. Moreover the adoption of ICTs was still low though it is known that through ICTs, conventional library information can be delivered more efficiently. ICTs are also important tools that can be applied to provide new innovative services such as access to electronic information sources and digital library and web based resources. Therefore ICTs can have impact on delivery of library and information services and consequently on the utilization of library services

and resources. It can also be concluded from the above findings that Law Library staff should be more proactive and reach out to all their users by more means. Perhaps the introduction of Selective Dissemination of Information, bulletin boards, needs assessment, can go a long way in reaching out to and informing users what is available for them at any given time. Studying users' needs and designing appropriate products and services can also go a long way to help achieve this.

4.4. Utilization of Law Libraries by Legal Professionals

The third objective of this study aimed at examining the extents to which Legal professionals utilize resources and services provided by law libraries.

4.4.1. Value Attached to Law Libraries in Relation to other Sources of Information

This study was interested in finding out whether the respondents valued the usage of law libraries in relation to other sources of information. Their responses are summarized in the table 4.8.

Table 4.8: Value Attached to Law Libraries in Comparison with other Sources of Information

Source of information	Frequencies	Percentage (%)
Law Libraries	59	92
Internet	39	61
Colleagues	28	44
Total	**123**	**197**

Note: Multiples responses

It is observed from the table 4.8 that majority of them, 59 (92%) indicated Law Libraries as their preferred sources of information while 39 (60.9%) opted for the internet for meeting their information needs and 28 (44.4%) chose their colleagues for information.

According to the above findings, legal professionals valued law libraries as the most preferred sources of information despite the advent of more competitors in the field of information provision such as the internet. It was understood that legal professionals preferred using libraries because they usually facilitate users to browse and read books, magazines, encyclopedia, and other print materials. Particularly it is easy for legal professionals to quote a printed material found in libraries while in a practice session; Books and journals found in libraries are usually published under rigorous guidelines of

citation and accuracy. These standards are simply not imposed on websites. Moreover in libraries, legal professionals are expected to be assisted personally by librarians who are supposed to spend time selecting scholarly and authoritative materials for their users. In addition to law libraries, a good number of legal professionals, 39(61%) indicated opting for internet. Although internet is not a substitute for the traditional libraries, it is an additional to traditional research resources. Internet has advantages over libraries such as ability to access the very latest information, ability to offer a complete multimedia experience, with text, video, interactive features, audio, hyperlinks, and graphics all in one place.

Finally 28 (44%) respondents indicated that colleagues were next to libraries and internet in relation of importance as source of information. This is because colleagues were available and accessible most of the time. Legal professionals could consult each other as often as they wished. From the above findings it can be concluded that law libraries have to fulfill their role in meeting their information needs since they had been identified as the most heavily needed sources of information for legal professionals in Rwanda.

4.4.2. Frequency of Utilization of Law Libraries by Legal Professionals

Respondents were asked to indicate how often they use law libraries as their sources of information in order to determine their usefulness and relevance in the provision of information to legal professionals. The question was framed in terms of time scale namely daily, weekly, monthly, sometimes and never. Their responses were summarized in the figure 4.5.
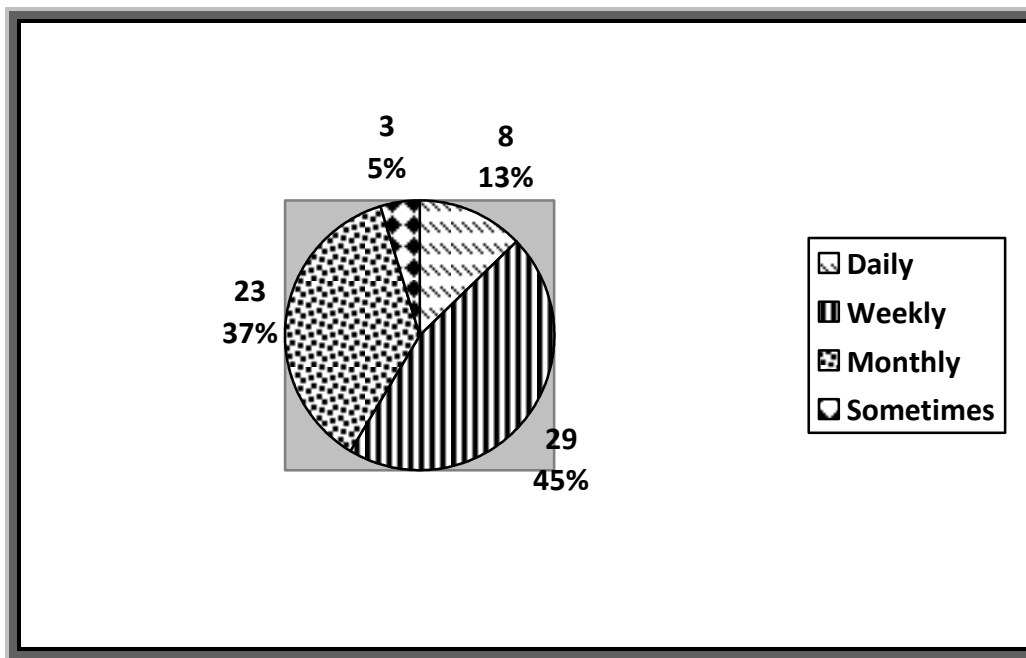
Figure 4.5 Frequency of Utilization of Law Libraries by Legal Professionals (n=63)

The analysis of the result presented in figure 4.4 revealed that 23 (36.5%) respondents used law libraries monthly. They explained that this was because the libraries had insufficient resources and libraries were not acquiring more resources often, hence there was no need of going there often yet there was anything new. Other justification given was that books covered some subjects which were not relevant to their tasks at hand. This would in effect, decrease the utilization of law libraries.

Those who consulted libraries daily comprised 8 (12.6%) and used to go there for leisure purpose for example for reading newspapers while those who utilized law libraries weekly comprised 29 (46%) and went there just to look for any new information which

might be available, and 3 (4.7%) of the respondents used it sometimes. The last category could not give clear reason as it seemed that they went there by chance or unexpectedly. The implication here was that respondents were not completely using law libraries on a regular basis. From the above findings, it was apparent that law libraries were not deeply utilized due to the various reasons given.

The interviews with library staff highlighted that unavailability of various library resources, facilities and services could be one of the reasons frustrating the libraries use. The lack of reading habits for some users was also mentioned by library staff. This last finding concurs with Ruterana (2012) findings that most Rwandans do not find interest in reading because they are not aware of the advantages associated with it.

4.4.3. Purpose of Utilizing Law Libraries by Legal professionals

Respondents were asked to indicate for what purposes they visit the libraries. The following reasons summarized in the table 4.7 were advanced by the respondents.

Table 4.9: Purposes of Usage of Law libraries

Reasons	Frequencies	Percentages
Preparing a court case	54	85.7
Keeping abreast of the law	39	61.9
Legal research	29	46
Legal drafting	14	22
Education purpose	29	46

Note: multiples responses

a) Preparing a court case

The majority of the respondents, 54 (85.7%) indicated that they were using the Law Libraries while preparing a court case. As indicated previously, the majority of legal professionals were Judges, Prosecutors, Lawyers and Attorneys. The four professions play a vital role in court cases issues. Prosecutors represent the state before all courts in relation to the prosecution of offences. The role of judges is to interpret laws and to decide cases in accordance with the laws. The responsibility of state attorneys is to provide legal advices to the government as well as to represent the state in civil cases. The main responsibilities of lawyers are to give legal advice and assistance to clients and represent them in court or in other legal matters.

The above tasks need reliable, relevant and up-to-date resources. Therefore it was not a surprise to find that a majority of respondents were willing to visit the libraries in order to find information that could help them while dealing with legal cases. Law Libraries should take into consideration their tasks when acquiring libraries materials. They should use ICTs, avail update resources and be themselves proactive in order to play a supporting role in ensuring access and utilization of relevant materials.

b) Keeping abreast of the law

A good number of the respondents, 39 (61.9%) stated that they used Libraries for self documentation and to develop their general knowledge. These were some of the reasons which might push legal professionals to consult the current information. Hundreds of decrees, orders and other kind of legislations were regularly passed in the country, so it was necessary for keeping updated with latest developments in the law field. Legal professionals conducted self-documentation to fill a gap in their knowledge, to experience and give rise to individual search for a particular answer. Therefore law libraries should know that they were established to help legal professionals to ensure their personal and professional developments. They could accomplish that mission by providing access to relevant and sufficient resources required by legal professionals.

c) Legal research

Legal professionals are well placed to perform legal researches. 29 (46%) of the respondents said that they visited their libraries while engaged in that exercise. This confirmed what Wilkinson (2001) found that legal research is associated with specific

tasks inherent in the practice of law. However it is important to note that it is quite impossible and difficult for legal professionals to purchase their own extensive collections of books and other materials. They usually rely on primary and secondary sources of law found in law libraries to satisfy their information needs. For this reason law libraries should provide relevant information to help their patrons to find legal information they need in research environments. Sources of legal information range from printed books to legal research websites and information portals. Libraries should also provide inductions, training programs and research consultation services to develop legal research skills. This would also help to improve the efficiency with which end users search literature databases.

d) Legal drafting

The creation of legal documents is an aspect of legal practice. The findings revealed that 14 (22%) respondents use libraries for legal drafting purposes. It was found that legal professionals considered in this study had various tasks. Some of them such as legal drafters, legal advisors, and lawyers were involved either in enacting laws like statutes, rules, and regulations or contracts; personal legal documents like wills and trusts; and public legal documents like notices and instructions. To perform these tasks, they should have accessed relevant and accurate information in their law libraries.

It is therefore understood that law libraries have the mission of providing necessary materials to support legal drafting exercise. The fact that legal drafting is a product of a process involving policy making, drafting instructions and consultation of other

documents, requires the drafters to refer extensively to the closely connected or appropriate information for a task at hand.

e) Education purpose

The study revealed that 29 (46%) of legal professionals utilized libraries for education purpose. Although legal professionals were working, they were engaged in various studies for further law degrees or diplomas. Besides a good number were undertaking their diplomas in Legal Practice and Diplomas in Legislative drafting which were introduced recently as new requirements to practice legal professions. They had to visit law libraries to access and utilize resources they needed to complete their education requirements. Legal professionals must then use relevant, reliable and up-to-date resources availed by the law libraries.

4.4.4. Awareness of the Availability of law Libraries Resources and Services

The study sought to establish whether legal professionals were aware of the available resources and services. A question on the awareness of law libraries resources and services was asked and a four-point Likert scale was used for recording the responses. They had to choose among the following: Not Aware, slightly aware, aware, and quite aware and the results were as indicated in the figure 4.6.
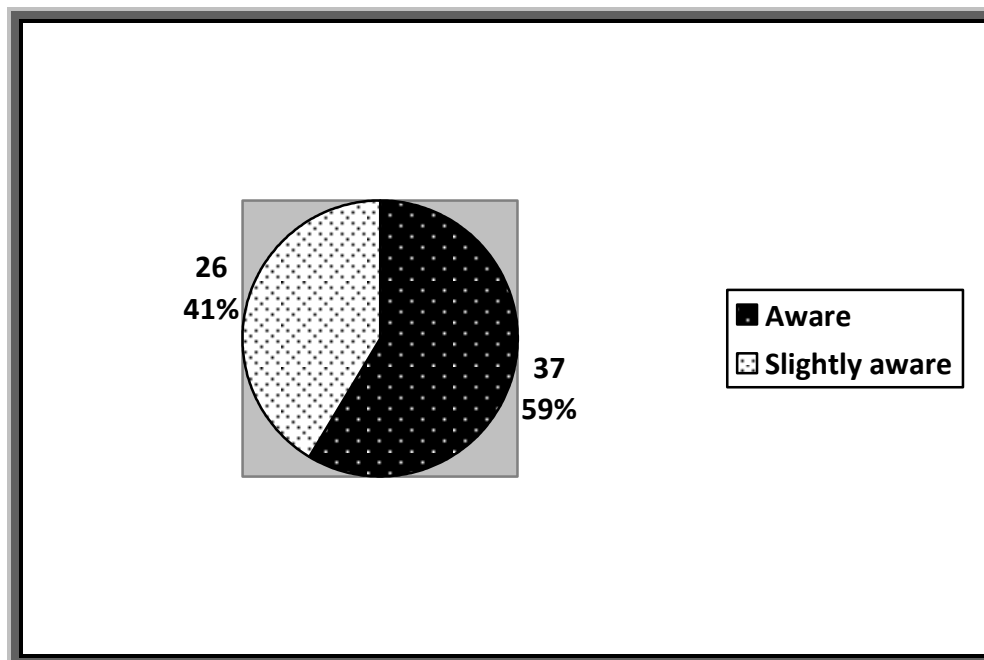
Figure 4.6   Levels of Awareness of Libraries Resources by Respondents (n=63)

The awareness would depend on the way Law Libraries inform their users about the availability of the resources and services they had. According to the findings, it was noted that the awareness of the availability of legal collection was not too high. In fact 37 (59%) said that they were aware while 26 (41%) were slightly aware. It could be observed that there was a probability that they did not have time to browse the whole libraries collections to be aware of library collections while the current awareness services were too elementary to make users fully aware of resources held in these libraries.

Further scrutiny discovered that library staff were generally using face to face talks in the provision of CAS. Nevertheless this face to face method seemed to be not enough to make users quite aware of library collections due to fact that law libraries were suffering from shortage of staff and Legal professionals were always busy with their daily activities with very limited time to talk to the Librarians.

This situation indicated moreover that they were still using elementary methods though new ICTs based methods such as using social networks, blogs, RSS Feeds, social bookmarking have been introduced for keeping the users up to date in their areas of interest. As it was revealed during this research, ICTs application in law libraries management was still low. Since ICTs have been introduced to facilitate the provision of information resources and services and to make easier for users to access the provided information, the low usage of ICTs could have a serious impact on the utilization of library resources and services by legal professionals.

From the above finding it was clear that the awareness on the availability of some legal information materials in Law Libraries had not been done adequately. Law Libraries should make a strong effort to stimulate interest in the users via current awareness services, bibliographical publications, social networks and comprehensive user education. This would help law Librarians to call attention to their libraries, their services, and their worth to their community of users (legal professionals).

In this information age, ICTs could be considered as important tools that could help to produce effective marketing materials that build library's image and brand and consequently drive traffic to their usage.

4.4.5. Preferred Format for Information Delivery by Respondents

This study tried to investigate the types of information formats preferred for delivery of information required by the Legal Professionals. These findings would assist in deciding on kinds of information resources that would require more emphasis in the development of Law Libraries collections. The summary of findings was as indicated in figure 4.7.
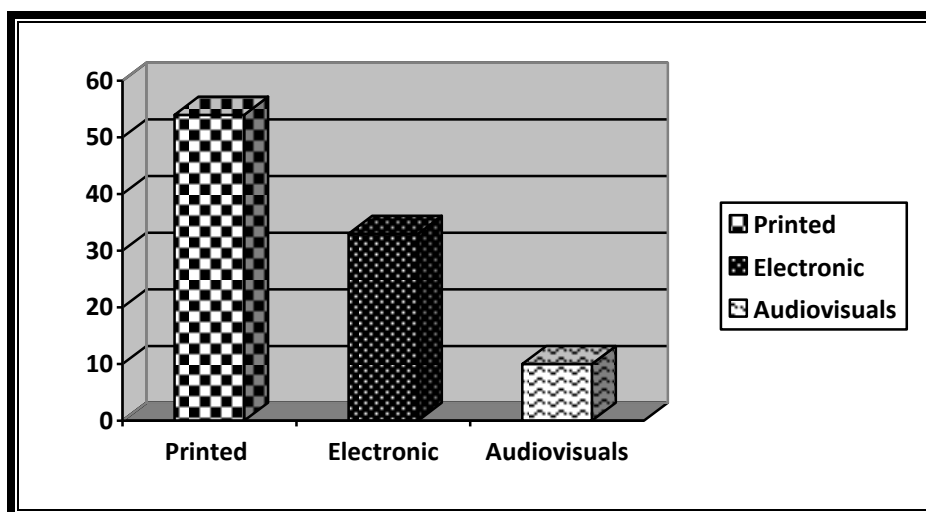
   Note: Multiples responses

Figure 4.7: Preference of Information Resources Formats

The findings of this study revealed that majority of respondents, 54 (85%) preferred the printed resources to other sources of information formats. There are usually in the form of textbooks and reference books. This could be explained by the fact that it is generally

easy to ensure the authority and authenticity of printed resources. Moreover, printed materials were the most familiar to them and hence preferred what they knew and what they were used to.

Electronic resources were preferred by 33 (52%) of the total number of the respondents, despite the fact that they were not largely available. This preference could be explained by the fact that ICTs facilities were available to all of them. Almost all respondents could access ICTs facilities such as internet and computers. However law libraries were still struggling to provide access to electronic resources and so far printed materials were largely dominating their collections.

A small number of the respondents, 10 (14%) indicated their preference for audio-visuals materials although they were not commonly available in all law libraries. There is a reason to believe that audiovisuals are more important in teaching and learning processes than in legal issues as they could be ear and eye catching for learners. Few respondents who expressed their preference for those resources were probably influenced by their needs of utilizing practical examples in moot court. It was even noticed that only ILPD Law Library could provide very few videotapes to its users.

The study revealed that Legal professionals had various preferences. Therefore it is essential that the provision of information resources is done according to mentioned preferences so that they can be exploited fully by the respondents. However law librarians have the responsibilities of emphasizing on new formats of information and

sensitize their users on their advantages over traditional preferences to motivate their usage. For example it is easy to introduce resources sharing among libraries with electronic resources than with printed resources.

4.4.6. Additional Information Resources that can be offered by Law Libraries

The study sought to find out additional information resources that library staff should avail to users. The findings would assist the law librarians in updating their collections and attracting users to use law libraries.

When asked to indicate information resources they would prefer to utilize in their libraries, they gave the following views as presented in the table 4.10.

Table 4.10: Additional Information Resources Preferred by Respondents

Types	Frequencies	Percentages
News editions of textbooks	42	66.6
Online Journals and databases	40	63.4
Materials on local and regional issues	34	53.9
Resources in different languages	36	57.1
Newspapers	18	28.5

Note: Multiples responses.

As shown by table 4.10, 42 (66.6%) of the respondents cited that there was need of acquiring more up to date editions of textbooks. It was true that law libraries under investigation were housing thousands of textbooks. However several textbooks in their fields were outdated and some of the acquired materials were not so relevant to most of users. The funding was reported to be not forthcoming or grossly inadequate to enable libraries to update their collections efficiently. Moreover, majority of textbooks had been donated while few had been purchased and there was no collection development policy in terms of donations. This situation could adversely affect resources provision and could worsen the sustainability and use of law libraries. In fact where libraries are not adequately provided for, their use is likely to be affected.

There were also a need for legal online journals and databases. This was cited by 40 (63.4%). This frequency was not too high but at least satisfactory considering the fact that very few electronic resources were provided by law libraries and thus users were not very familiar with them. Few online journals provided to some users through INASP and Lexis-Nexis programs were not too relevant to their field of work and were more academic than legal practice oriented.

Electronic resources are becoming invaluable resources that complement the printed resources that based in traditional libraries. Undoubtedly Legal professionals are intellectual people who are aware of such new development in information provision. It is understood that they would like to embrace that new way of accessing information

especially as electronic resources such as online journals and databases have several advantages over tradition printed resources.

The frequency of people who needed these resources however indicates that some measures have to be taken to attract more users. Law Libraries have to subscribe to relevant electronic resources suitable to the information needs of their users. They are also called to heighten users' awareness of the benefits of using electronic resources. A slight majority, 34 (53.9%) respondents said that law libraries should have acquired resources on local and regional legal issues. The main reason was that legal professionals generally deal with local legal issues. However it is important to point out that majority of materials held in law libraries were covering international legal issues. Very few resources e.g Official Gazettes and Law Reports were dedicated to local legal issues while very few textbooks on Rwanda legal systems were acquired by the law libraries. However acquiring local legal resources was a complicated task since the country was lacking publishers.

A simple majority, 36 (57.1%) said that libraries should consider acquiring simultaneously materials in all three official languages: Kinyarwanda, French and English and on both common and civil law systems as Rwanda legal system presently combines both. This was due to fact that old resources were mainly in French and subsequently about civil law system and there was a tendency of ordering materials in English for newly acquired resources which were as well about common law system.

Acquiring resources which are too biased towards any of three official languages can affect the way legal professionals use their libraries. It is important that their collections are balanced to serve all users information needs.

A small number, 18 (28.5%) said that they needed newspapers in which they could read news regarding current events, informative articles and diverse features for their entertainment. Law libraries had subscribed to some titles though that small frequency showed that users were not entirely satisfied with titles already available. More titles should be acquired to keep users well-informed to the world about the goings on. Legal professionals have to be made aware of all the important happenings.

From the above findings, it can be concluded that law librarians do not carry out users studies before acquiring law libraries resources for users. They had acquired some textbooks which were underutilized due to fact that they were outdated. Very few online databases and journals provided were not specialized, thus not related legal professions. For instance ILPD and SC libraries had subscribed to INASP Journals which seemed in most cases to be irrelevant to legal professionals.

To conclude this section, it is essential to bring in Akinwumi (1996) and Aina (2004) views on the importance of user studies in library management. The first author stated that for any library to be functional, the services provided should correspond as closely as possible to the needs of the users while the second explained that through users studies, libraries are well-placed to know those who use their services, what their information

needs are, and what services will likely meet the information needs. Also, this type of study enables libraries to evaluate their services. Therefore there is a need for Law Librarians to carry out a user studies to make evidence-based decisions about the design and deliver useful information resources and services aimed at legal professionals' carrier development.

4.5. Extents to which the Libraries Resources and Services Meet Information Needs of Legal Professionals

The fourth objective of this study was to determine the extents to which libraries resources and services meet the needs of legal professionals. This was done by determining the information needs and finding out how Legal professionals appreciated the adequacy and relevance of the then existing information resources so as to determine whether these sources were able to satisfy their information needs.

The researcher also considered users satisfaction with library services. Swanson (1979) posits that for a library to be sure that it is carrying out its mandate to its users, the totality of features and characteristics of its resources and services must be able to satisfy all users' stated or implied needs.

4.5.1. Information Needs of Legal Professionals

The objective of this section was to establish information needs of legal professionals. This is because various tasks assumed by legal professionals in their daily activities generate specific information needs which in turn should lead to utilize law libraries. The

identification of information needs was also necessary to ascertain extents to which Law

Libraries meet their specific needs.

The table 4.11 summarizes the responses.

Table 4.11: Information Needs of Legal Professionals

Types of resources	Frequency	Percentages
National laws	63	100
Laws of foreign countries	38	60
Case Laws (Jurisprudence)	31	49
Doctrines	53	84
Writings of legal scholars	27	43
References	54	86

Note: *Multiples responses*

The study revealed that the kinds of information required by the respondents were

diverse, but tended to be focused on their day-to-day activities. Hence, the information

needed by Legal Professionals was classified into six major groups as shown on the

above table.

The analysis of data in table above indicates that national laws which were needed by 63 (100%) were by far the category of information needed most often, followed by Reference materials such as Law Dictionaries, Encyclopedias, Language Dictionaries, by 54 (86%). Doctrines found in textbooks by 53 (84 %), Laws of foreign countries needed by 38 (60%) were the next most often needed categories while case Laws and writings of legal scholars seemed to be the less needed respectively by 31 (49%) and 27 (42%).

The above statistics indicated that there were disparities among the types of information needs of legal professionals. Some needs such as national laws, reference materials and doctrines were highly expressed, other such as laws of foreign countries and case laws were needed on average; law journals were experiencing the low usage. The reasons that could be behind such disparities are explained in 4.5.1.1 - 4.5.1.6.

However despite the disparities, it was noted that the above findings revealed that legal professionals had several information needs while exercising their professions. This confirmed what Otike (n.d.) concluded that while other professions can afford to do without reference to any information source, legal professionals cannot do so even for a single day. Any decision they make, argument they present or remark they make be supported by legal authority. The legal authority must either be produced or quoted as it appears in the legal document.

4.5.1.1. National Laws

All 63 (100%) Legal Professionals included in the sample, needed information on published national Laws. This could be explained by the fact that reference to the laws is a must for all kind of legal professions. In fact, they operate in an information intensive environment and subsequently laws are very important to them. Everything they do, whether providing legal advice, representing a client in court, presenting an argument to court, issuing a ruling on a matter at hand or drafting a legal document such as laws, regulations, contract and judgment, requires making reference to laws.

In Rwanda legal system, the various types of enacted laws form a hierarchy with the constitution at the pinnacle, followed by legislation (which in Rwanda is distinguished into organic laws and ordinary laws), then by executive degrees pursuant to delegated legislative power, then by administrative regulations, and finally by local ordinances. These laws change constantly as new legislation is introduced; therefore keeping up-to-date with new laws can be regarded as one of the most important information needs of Legal Professionals. Moreover the principle is that a law comes into force on the date of publication in the Official Gazette of the Republic of Rwanda. Accordingly all Law Libraries should provide access to complete and up-to-date laws published in Rwanda. This information would also help them to keep abreast of the law, to do legal research, and to acquire and apply legal know-how.

4.5.1.2. Laws of other Countries

The findings revealed that a good number of Legal professionals, 38 (60%) also required information on laws of other countries. They needed comparative legal materials from other countries. This could be explained by the fact that Rwanda is a member of some regional and international governmental organizations such as EAC, COMESA, and Commonwealth of Nations. This membership has political, economic, social and legal consequences for Rwanda and its legal professionals. Hence local professionals needed information on laws from foreign countries so that they could cooperate and comply with them where applicable. The respondents emphasised for example on the need of accessing laws from EAC members as the community was moving ahead to political and economic integration.

Moreover, the country considered international justice such as accountability for genocide, war crimes to be an essential element of building respects for human rights. One clear example was the engagement of Rwanda in some legal cooperation with some countries and organizations on how people were accused of being responsible of Genocide of Tutsi of 1994 staying worldwide could stand trial for their acts. The implementation of such accords required legal professionals to access laws of other countries.

Responses from legal professionals were confirmed by library staff. For example one of interviewee expressed that as Rwanda had joined East Africa Community and Commonwealth of Nations, libraries users needed access to Laws of members of these organizations so that the country could deal actively with the legal issues that were arising during the integration and cooperation process such as taxation laws, education regulations, criminalizing citizens of other countries and legal partnerships.

4.5.1.3. Case Laws

Case law, which is recorded in Law Reports series, provides the bulk of law in the common law system and acts as a source of law through the mechanism of the doctrine of precedent. When a legal decision is made by a judge, it sometimes involves interpreting the meaning of a law. If this interpretation is new, or different to previous interpretations, this sets a precedent.

The need of accessing and utilizing case laws was expressed by 31 (49%) of legal professionals in the sample. This number was not too high probably because of the then nature of Rwanda legal system. According to Kosar (2013) Rwanda was applying a dual legal system that embraces aspects of both civil and common law although it is gradually moving towards a more common law based system. Common law system requires a court to apply a legal principle that was set forth earlier by a court of the same jurisdiction dealing with a similar set of facts. Thus, the regular publication of such opinions in Law Reports was important since it would make easier for legal professionals to access the

outcomes of previous court cases. It was expected that needs to access case laws would go up together with the full adoption of common law based system.

4.5.1.4.   Doctrines

Majority of the respondents, 53 (84%) respondents also expressed the need for information on doctrines recorded in Law textbooks. This is undoubtedly because the writings of legal scholars are considered authorities in civil law system. Literature can also supply guidance where the other sources are somewhat inadequate or unclear. Doctrine is related to judicial case decisions because civil law systems have left the task of organizing and analyzing the case law mainly to the learned writers. Under these circumstances, doctrine could control indirectly, to a great extent, legal practitioners' understanding of the case law. Law textbooks could also assist to note how similar cases that were done in other countries could be applied in the same country. These findings appear to correlate to Otike (1999) opinion that legal textbooks are the most frequently used of all legal information sources and to Riley (2005) conclusion that an up-to-date legal textbook provides background information on a particular subject and also provides references to the most recent legislation and case law.

4.5.1.5.   Writings of Legal Scholars

A good number of respondents 27 (43%) also mentioned that they needed access to writings of legal scholars contained in Law Journals or reviews. Horak (1997) supported this view by pointing out that legal textbooks and law journals can be particularly useful

to a legal practitioner, as they may provide comment on and discuss the latest legal developments.

Law Journals usually publish comprehensive treatments of subjects and commentaries in the field of law such as commentaries on in force laws and proposed bills as well as on court and administrative rulings, written by specialists or legal experts such as Law professors and legal practitioners. Consequently, they would be relevant to legal professionals in discharging their duties and enhancing their knowledge as in common law system they can be considered as persuasive authority that a court can consult in deciding a case and as source of information for legal advisors and drafters.

However the number of respondents who expressed the wish of accessing journals was not high probably due to fact that they were not familiar with them. In fact it was noted that journals on national legal issues were almost inexistent. It was discovered that the former Rwanda law review ceased to appear after the Belgium Technical Cooperation ended its financial support while the newly Rwanda commercial law journal was on its infancy stage. As for international law journals, it is understood that they could not have the same impact in the same way as local ones because they could hardly cover local legal issues.

4.5.1.6. References

The majority of respondents, 54 (86%) of the respondents also expressed the need for information for reference purposes such as Dictionaries, encyclopedias, etc. Using reference materials would help to understand the cases at hand as in legal matters a simple nuance of a term can make a difference. This is very important because if judges, prosecutors and lawyers misinterpret even one word in a case, they risk getting the output wrong. Using reference materials would also help to choose the most appropriate words so that their writings, arguments and points are clear and read well. Legal drafters and advisors also have to use words correctly so that they say what they mean and their arguments, laws enacted and points are easy to understand and to interpret.

From the findings presented in this section, it can be deduced that Legal Professionals information needs were diverse but related. It was also apparent that their information needs were related to their professional developments despite their diversity or degree of demand. There was therefore need for effective Law Libraries which could cater for the identified needs through the provision of adequate and relevant information resources/systems as libraries exist to assist their parents' organizations by delivering information support to their professional staff.

Although the findings revealed that legal professionals had various information needs, during the interviews with all 4 libraries staff, they revealed that they had never conducted any empirical information needs assessment in order to understand the real

information needs of their users. This means that they could hardly identify the information needs of their users and how information could be obtained, yet information needs identification is essential to the introduction and improvement of need-based information resources and the proactive services. This would have a negative impact on the quality and quantity of libraries materials to be acquired for their users and to some extents to the utilization of Law Libraries.

4.5.2. Users Satisfaction with Libraries Resources

4.5.2.1. Adequacy of the Collection Housed in the Law Libraries

Respondents were asked to provide their assessment on the adequacy of their respective law libraries collections for meeting their information needs.

Their responses were tabulated as follows.

Table 4.12: Adequacy of Library Resources (n=63)

Level of adequacy	Frequencies	Percentage
Fairly adequate	22	35
Inadequate	41	65
Total	**63**	**100**

The majority, 41 (65%) of the respondents said that the collection available in their law libraries was inadequate whereas 22 (35%) said that it was fairly adequate. This data showed clearly that law library users were not satisfied with the adequacy of their resources to a considerable degree.

It was found out that no single law library had developed a collection development policy and moreover no users' needs assessment had been conducted in all four libraries investigated though the collection development policy and users' needs assessments are very decisive in library management in order to ensure the adequacy of resources acquired.

In order to satisfy the diverse information needs and interests of the legal professionals, law libraries collections must be adequate in terms of quantity, quality and currency. The provision of quality information would invariably have positive impact on the ways they perform their duties, on the contrary, if the quality of the information provided leaves much to be desired, the result would be worse. From these findings it can be deduced that although legal professionals were using library resources, they were not fully satisfied with the sufficiency of resources provided. Therefore it was likely that their information needs were not entirely satisfied and law libraries not used optimally.

4.5.2.2. Relevance of Information Resources

The researcher believed that it was important to get the opinions of the legal professionals

on the relevance of information resources found in their law libraries. The findings from

this section would assist in establishing whether they were useful to the satisfaction of

legal professionals needs. Usually information must be relevant to the needs of the users

to facilitate the optimum usage of libraries.

The findings are summarized in the table 4.13.

Table 4.13: Relevance of Available Resources (n=63)

Level of relevance	Frequencies	Percentages
Relevant	34	53.9
Not relevant	29	46.1
Total	**63**	**100**

From the data presented in table 4.13, it was clear that the simple majority of the

respondents 34 (53.9%) felt that the information held in their libraries were relevant and

29 (46.1%) of the respondents indicated that the information was not relevant. This might

be explained by the fact that all law libraries had a lot of donated materials, some of

which were irrelevant to meet some legal professionals' information needs. And for those

who found them relevant, it depended on the tasks they were performing and the kind of

information required. It was possible that the regular acquisition of official gazettes

helped to increase the level of relevance of collection to legal professionals considering that laws were identified as their most information needed. Findings that indicated the irrelevance of materials for some respondents confirm Ocholla and Ojiambo (1993) views that Librarians may gather useful data on the information needs of their users through user surveys but unless they successfully select information sources which are relevant to individual users' or user group needs, they run the risk of damaging the image of the library as an information service; and worst, users branding it as irrelevant.

From the above findings, it can be concluded that Law libraries in Rwanda were providing information materials that were partially relevant to their users needs and were therefore required to consider in detail the relevance of collections to information needs of their users in order to ensure that they are satisfied optimally. This study revealed that the level of users satisfaction with the resources offered in law libraries was not significantly convincing. Law libraries were meant to serve the needs of their users. In case these needs are not met adequately, there is a risk of ending up with a situation where users are discouraged from using law libraries services.

4.5.3. Users Satisfaction with Law Libraries Services

This section aimed to find out how Legal Professionals were satisfied with some library services. There are different types of services provided by the libraries in order to meet the needs of their users. These include those listed in the table 4.14. Respondents were asked to indicate how they were satisfied with them.

Table 4.14:   **Users' Satisfaction with Law Libraries Services (n=63)**

Types of Library services	Responses									
	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total	
	No	%	No	%	No	%	No	%	No	%
Loan services	0	0	52	82.5	11	17.5	0	0	63	100
Photocopying services	14	22.2	41	65	8	12.6	0	0	63	100
CAS	2	3.1	9	14.4	0	0	52	85.5	63	100
Assistance to queries	11	17.4	18	28.5	29	46	5	7.9	63	100
Opening hours	42	66.6	12	19	6	9.5	3	4.7	63	100
Interlibrary loan services	0	0	0	0	0	0	63	100	63	100
Library orientation	2	3.1	18	28.5	22	34.9	21	33.3	63	100
Indexing and abstracting services	0	0	0	0	0	0	63	100	63	100
Compilation of subject bibliographies	0	0	19	30.1	38	60.3	6	9.5	63	100
Average	**7.8**	**12.4**	**18.7**	**9.1**	**12.6**	**20**	**23.6**	**27.8**	**63**	**100**

The table 4.14 showed that 52 (82.5%) indicated that they were satisfied with loan services of their libraries. This meant that users were able to borrow the information materials to be used under reasonable and appreciated provisions. This could increase libraries usage as Hesham (1998) asserted that the loan policies have a large influence on user satisfaction because they are major tools available to achieve the library objective of providing the best services in order to satisfy users.

Photocopying was another service with which users were satisfied and very satisfied respectively by 41(65%) and 14 (22.2%). This service would encourage users to make photocopies of library materials especially those not in circulations or with insufficient copies within the copyright laws. The analysis of opening hours were a reassuring evidence that law libraries were, despite staffing constraints, trying to meet users working hours as 42 (66.6%) felt satisfied. However some few users 9 (14.2) felt that libraries should also increase opening hours. This was probably because they were sometimes obliged to work beyond normal working hours and weekends while libraries were closed. On the other hand there were services which were not well appreciated by respondents. For example the appreciation to assistance to their queries fell below the half, at 29 (46%). This was probably due to the fact that there were few staff and lacking formal education in both law and information science to perform the reference services perfectly. Some libraries services such as indexing and abstracting, compilation of subject bibliographies, interlibrary loans were either too underdeveloped or unavailable at all which led to the low level of satisfaction of respondents, respectively at 0 (0%), 19(30.1%) and 0 (%). For law libraries to be connected to the current developments, they must provide a range of services to satisfy their user's needs. For example inter-library loan facility should be introduced for getting required materials which are not available in their respective libraries.

These findings revealed that the libraries services were not satisfactory to the greatest extent yet they are usually established to assist in the provision and usage of library resources. The quality of libraries services in place would definitely have an impact on the way libraries materials are utilized and offered by staff. Libraries services such as orientation, interlibrary loans, indexing and abstracting, compilation of bibliographies used within the parameters of service delivery can greatly enhance the utilization of Library resources. It is believed that improving users' knowledge of their libraries' collection and services could be a motivating factor for more usage and more demands on the library (Lamptey, 2010). Contrary to that, Law Libraries risk to become ineffective in the service provision.

One of the objectives of this study was to find out whether legal professionals were satisfied with libraries resources and services. The results, as shown and analyzed, indicated that majority of the respondents were not entirely satisfied with the resources and services of law libraries. This showed that law libraries were not living up to the expectations of legal professionals and not well equipped to cater for their information needs. It can however, be concluded from the findings that law libraries still need to improve upon their resources and services in order to fully satisfy their users and to promote their utilization.

4.6.   Policies Governing use of Law Libraries

In this section the researcher wanted to find out users' awareness on libraries policies and the kind of policies adopted to facilitate usage of library resources. This was because library policies may influence the use of library resources and services. Data collected indicated that only 18 (28.5%) respondents were cognizant of library policies while 45 (71.5%) were not cognizant of library policies. Furthermore, when asked to indicate any policy pertaining to the use of libraries, the library staff had the following responses as summarized in table 4.15.

Table 4.15: Policies Governing use of Law Libraries

Law Library	Policy
MINIJUST	No conventional policy
ILPD	Written circulation policy mixed with code of conduct policy
SC	Written circulation policy
NPPA	No conventional policy

The above responses showed that generally law libraries had not adopted clearly articulated information access and use policies. This was probably because law libraries were almost managed in a haphazard manner with non qualified staff that could initiate effective information access and use policies. This could cause challenges in the

utilization of law libraries as Rodriguez (1996) made the point that for a library to offer resources and services appropriate to the academic level and scope of an institution's programs, policies and procedures must be planned and followed. Law libraries were established to serve as a significant source of information for legal professionals. As such, they were required to adopt policies which support their missions. Coherent library policies would facilitate law libraries to both serve their users appropriately and deal with challenges regarding information access and use. Policies such as code of conduct policies, access policies, circulation policies, collection development policy and interlibrary loan policies should be formulated to ensure effective and efficient use of their information resources.

A clear example is the contribution of collection development policy in usage of libraries. In fact when respondents were asked to indicate whether they had ever participated in giving suggestions on what information resources their libraries should acquire. They responded affirmatively and negatively as follows:
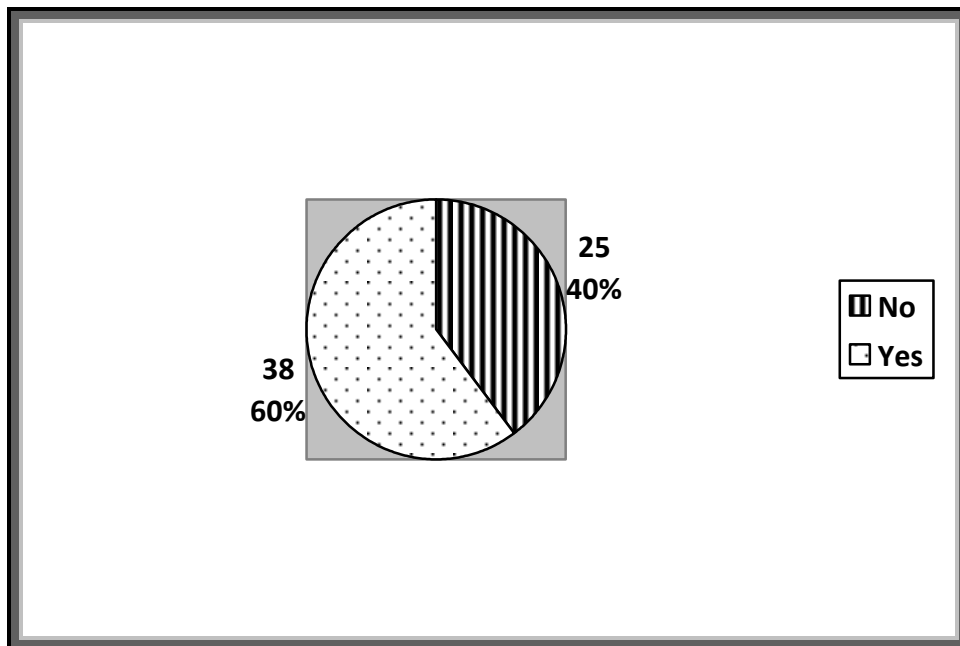
Figure 4.8:   Users Involvement in Collection Development (n=63)

As it could be seen from the above figure, the user participation in collection development was low. The low number of users who participated could be explained by the fact that there were no collection development policies. Indeed there was no formal way of requesting users to suggest their preferred information resources. During the interviews, only 2 (50%) libraries staff revealed that they used to have some informal talks with their users on resources needed in their libraries. This is a serious issue in Rwanda law libraries management as Sridhar (2002) insisted that developing relevant collection in anticipation of demand depends heavily on active participation of users in terms of timely, adequate and useful suggestions for documents. Library policies would help to ensure that libraries resources are used effectively.

4.7.   The Use of ICTs in Law Libraries in Rwanda

Data on ICTs situation in law libraries under investigation are presented in the table 4.16.

The table was created on the basis of data provided by library staff.

Table 4.16: Situation of ICTs use in Information Provision and Dissemination in Law Libraries

ICTs based library Services and facilities	SC Library	NPPA Library	MINIJUST Library	ILPD Library
OPAC	Yes	Yes	Yes	Yes
Audiovisuals	No	No	No	No
CD Roms	No	No	No	Yes
ILMS	No	No	No	No
Circulation	No	No	No	No
Online reservation	No	No	No	No
Internet	Yes	Yes	Yes	Yes
Software used	Scribnet	Scribnet	Scribnet	ELMS (locally developed)

The study revealed that the libraries under study were almost having common practices in the use of ICTs in library management. It further indicated that there was a limited use of modern information and communication technologies in the provision of library services. The findings showed that there is not a single law library that was fully automated though

all four libraries under investigation were connected to the internet. As a result, they were not fully exploiting the advantages of internet in information provision. Although all four Law Libraries had developed an OPAC system, the latter was exclusively limited to providing bibliographic data of items. This is the ability to search catalogues using access points such as keywords, phrase searching editors and years of publication.

For creating and maintaining their databases, three law libraries namely Supreme Court Library, NPPA Library and MINIJUST Library were using Scribnet application whereas the ILPD library had developed its in-house developed software. However it was discovered that services such as ability of readers to reserve materials on loan at terminals, users to know at computer terminals the materials on loan and when they would be returned were not supported by software used in all four Law Libraries. In addition, ILPD Law Library was holding CD-ROOMs donated by International Criminal Tribunal for Rwanda (ICTR) and International Labor Organization (ILO). However a library staff revealed during the interview that they had never been used since their acquisition. This was certainly because no initiative was taken to inform users about their availability.

It can be concluded that a number of problems could have contributed to the low usage of ICTs in library. Firstly, inadequate financial support had made possibility of ICT application in law libraries more complex. In actual fact, it was found out that even most ICTs services provided came to be through donors funded initiatives and their

sustainability would depend on government commitment of financial support which was not the case. Secondly, it was discovered that law Libraries staff in Rwanda did not have adequate knowledge regarding computer applications and automation.

Rwanda is one of the fastest growing African countries in ICTs. However, according to the findings, the country's law libraries have not made equal progress in this area. Law Libraries should know that many library users are adopting electronic habits and that since new information technologies (automation, online databases, Internet, CD-ROMs and multimedia systems) have revolutionized the world of libraries in particular and that of information in general, they should offer ICTs based services in order to facilitate access to information and to increase library utilization.

Law Libraries should offer access to numerous specialized databases, using internet and CD-ROMs. For example an audiovisual section should be operational enabling users to watch videocassettes and documentaries on trial proceedings in courts.

4.8.   Challenges Faced by Legal Professionals while using Law Libraries

The second last objective of this study was to establish the challenges encountered by the Legal professionals in Rwanda when utilizing Law Libraries. This was based on the assumption that Legal Professionals might be experiencing challenges in using Law Libraries.

Addressing hindrances to libraries utilization was a fundamental issue if efficient and effective mechanism was to be put in place to facilitate utilization. However, this could only happen when the hindrances were known. The results for this aspect are presented in the table 4.17.

Table 4.17: Challenges Reported by Legal Professionals in Utilization of Law Libraries

Challenges	Frequency	Percentage
Insufficient materials	41	65
Outdated collections	26	41
Irrelevant materials	29	46
Ineffective assistance to queries	29	46
Lack of variety of information formats	32	50.4
Inaccessibility of online databases	31	49.2
Lack of current awareness services	18	28.5
Opening hours	9	14.2
Library closure	16	25.3

Note: Multiples responses

The challenges enumerated in the above table could have a negative impact on the access and use of Law Libraries as they could create a low usage of Law Libraries.

4.8.1. Insufficient Collection

The findings revealed that 41 (65%) of respondents considered library materials held in law libraries insufficient. In fact the collection was not enough to satisfy their information needs at a high degree. Nevertheless Singh (2010) insisted that among three components of libraries i.e. collection, staff and readers, collection occupies the key position. It is collection which determines the use of a library.

During the interviews with library staff, it was established that Law Libraries were facing serious budget challenges. In fact, the four libraries under investigation were the departments of governments' institutions and their budgets were being dramatically cut as government officials were looking for places to cut their budgets. 3 of the 4 libraries staff interviewed indicated that their departments had not received budget to purchase textbooks since the previous two financial years. The little money allocated was only used to subscribe to official gazettes and newspapers. In terms of textbooks they only relied on donations which were also inadequate and sometimes irrelevant.

Although the availability of a good collection does not automatically translate to information accessibility and use, a collection should be sufficient in quality, depth, diversity and currency to meet information requirements of library users and to attract them. Otherwise the inability of law libraries to meet information needs of their users can force them to use other source of information when looking for it.

4.8.2. Outdated Collection

This challenge was a major worry for many of the respondents, 26(41%). This was due to fact that apart from the Journals and Gazettes and few textbooks, some other materials held in Law Libraries were not current and they could not rely on them to meet their various information needs.

It was clear that this situation was caused by the lack of insufficient budget allocated to libraries departments. As stated above law libraries were generally building their collections on the basis of donated materials. Donated materials were generally used resources which might become superseded in a short period of time and impact on resources usage. In order for law libraries to attract attention of their users and get them to use resources, it was indispensable to aim at managing libraries accurately and by providing timely information for all their users.

4.8.3. Irrelevant Materials

The respondents, 29(46%) also disapproved the irrelevance of some information housed in their Libraries. As indicated by the Libraries staff, they had been receiving the majority of their materials as donations. Donated books were received 'because they were donated' not on the basis of information needs of users. One library staff for example testified:

> *We generally know the content of the donated materials while receiving them, I remember one time we received several donations including books in Chinese language yet we do not have any user with Chinese skills* [LS 1]

Another one said:

> *There is no way we can verify the relevance of materials to be donated because most of them are sent from developed countries and you cannot impose any condition to donors when you are unable to acquire materials of your choice* [LS 2]

However Library staff should know that materials are acquired to serve the interests of their users. They should appreciate donations but books and other materials should be also accepted at their discretion to ensure their relevance and currency so that legal professionals have access to current, relevant and authoritative information in their preferred format.

To get rid of that situation, law libraries should develop clear collection development policies that help to create a collection of library materials that supports the libraries' mission. All decisions about the kinds of materials to be collected or accessed should be made with the mission statement in mind. Law Libraries have a mission of providing access to and delivery of information resources to Legal professionals in support of missions of their parents' organizations. They should develop, organize and preserve collections for optimal utilization. They have to collect important professional materials on Law and its related disciplines.

4.8.4. Ineffective Assistance to Queries

Three of the four Libraries investigated are managed by only one librarian each, the fourth one being served by 4 librarians. 29 (46%) of the respondents indicated that they were facing challenges related to ineffective assistance to their queries. The main reason

which could be behind it was the issue of qualification of librarians. During the interviews, it was found that only one library is managed by a qualified librarian with a university degree in Library and information studies. The other three library staff had university degrees in other disciplines. The management of a library by a non-qualified staff impacts on the quality of services available and subsequently on the way it is used. This is because there is a risk that non-qualified staff act more like storekeepers than librarians. Such staff can hardly introduce meaningful library services. In case a library is managed unprofessionally, library users cannot find a clear concept of how to use libraries. Moreover as digitization increases, the need for equitable access to information and library services is increasing and trained and skilled library staff are crucial if libraries are to contribute to developing a knowledge society. Law Libraries have missed qualified staff who can work in such environment and this could lead to their underutilization.

4.8.5. Lack of Variety of Information Formats

The findings showed that 32 (54.4%) respondents were unsatisfied with the existing information resources as they did not offer a variety of information formats. A part from textbooks some libraries did not offer much. Law Libraries should avail other information formats such as electronic sources (E-journals, E-books), audiovisuals, etc which are related to information needs of legal professionals. Current ICTs can assist in accessing information resources in various formats.

4.8.6. Inaccessibility of Relevant Online Databases

Thirty one (49.2%) expressed their concern of not accessing and using online specialized databases. This was because subscription to online databases by law libraries was limited to very few databases and even the subscribed databases could only be accessed using IP addresses; hence it was not possible to be utilized by libraries users when they were outside workplaces such as on official mission or home. Furthermore, the initiatives of subscription were donors driven from INASP and LexisNexis and they were not too relevant to legal professionals.

Online databases are good ways law libraries can use to provide access to some legal information such as laws and law cases as far as any legal action needs references anywhere. Legal professionals would be well served by being exposed to other online sources of information. In this case, free and open resources created by law libraries, accessible through their websites should be encouraged. Creating research guides and offering research instruction could open up very many resources that could be valuable to users of legal information in Rwanda.

4.8.7. Inadequate Current Awareness Services

Current Awareness Service is aimed at keeping users abreast with the latest developments in concerned field. Lack of awareness was also found to be the major challenge library users' encounter in getting access to information. 18 (28.5%) of the respondents indicated that the existing CAS practices could not enable them to access and use libraries

resources effectively. Law Libraries have to set up users' current awareness profile, so that they can receive regular notifications on new book titles, table of contents from academic journals and web sites in their areas.

The inadequacy of CAS and its related services such as SDI, indexing and abstracting can be a hindrance to the access and utilization of up to date information. According to Fidel (1986) indexing facilitates efficient retrieval of information while abstracting facilitates judgments about the relevance of retrieved information. It is understood that CAS, SDI, abstracting and indexing can increase the use of law libraries because they can assist the legal professionals keep abreast of increasing current development in legal domain which may be difficult to achieve as a result of information explosion. They can also assist to draw users' attention to information resources.

4.8.8. Opening Hours

Opening hours of libraries have direct bearing on the use of their resources and services. All law libraries investigated opened from 7am to 5pm on working days. They were closed on public holidays and the weekends when the users are free. Therefore 9 (14.2%) respondents thought that their rights of accessing resources anytime were disavowed considering that some of them were undertaking some courses and were sometimes obliged to work during weekends.

4.8.9. Libraries Closure

Library closure was a serious problem in 3 out of 4 law Libraries investigated. 16 (25.3%) respondents mentioned that there were occasions when they wanted to use the libraries but found them closed. Library staff confirmed the complaints and revealed that they were either busy with other duties or away from Libraries. As stated above, this challenge could be explained by the fact that there was shortage of library personnel. For more effectiveness of libraries, human capacity should be considered.

4.9. Measures to Promote the Utilization of Law Libraries

The last objective sought to propose measures which can be adopted to promote the utilization of Law Libraries by Legal Professionals in Rwanda. Measures established were from recommendations suggested by Legal Professionals and Libraries staff for effective Law Libraries utilization. Therefore all respondents were asked to propose solutions which they felt would solve the challenges that they had said they were encountering while attempting to satisfy their information needs.

Law Libraries staff were also requested to propose possible solutions so that their Libraries could be used appropriately by their users. The question was very open because respondents could provide what they think should facilitate in improving the utilization of Law Libraries in their activities.

Suggestions from users are summarized as follows in table 4.18.

Table 4.18: Suggestions for Effective Utilization of Libraries Resources by Users

Responses	Frequencies	Percentage
Law Libraries should integrate ICTs in information provision	56	88.8
Parents institutions must increase library personnel	18	28.5
Library management should acquire more materials	49	77.7
Library management should acquire titles recommended by users	43	68.2
Library managements must update their collections regularly	41	65
Parents institutions should empower laws librarians with both knowledge in law and library studies	13	20.6
Parents institutions should set standards for law libraries	9	14.2

Note: **M***ultiples responses.*

To the above solutions, it is important to add recommendations from all 4 libraries staff

which were:

Table 4.19 Suggestions for Effective Utilization of Libraries Resources by Libraries Staff (n=4)

Suggestions	Frequencies	Percentages
Additional staff	4	100
Retraining of library personnel on current library issues such as ICTs and information searching and retrieval, research skills	4	100
Develop reading habits among legal professionals	4	100

Note: Multiples responses

4.9.1. Integration of ICTs in Information Provision

Since ICTs have been introduced in all sectors of life, most libraries in this 21st century have also moved from traditional library settings and provision of services to the digital or electronic library settings. However the situation remains unchanged for most Law libraries in Rwanda. Most Law libraries have not been able to automate their collections, not to even talk of using computers to provide services, but rather they are still experiencing the use of traditional library setting to provide services to users. A big number of respondents, 56 (88.6%) considered the integration of ICTs as one of the priority in facilitating Law Libraries users in accessing and utilizing information. It is true that the four libraries had developed an Online Public Access catalog from which users

search a library catalog principally to locate books and other material available at a library. But their OPACs were limited to the display of bibliographic data. Other important features such as online reservations and renewals, hold requests and user interaction and participation with the system were inexistent.

The Libraries staff expressed the same feeling as the Library users,

> *We would appreciate if our institution could buy software we can use to automate our library services instead of staying in the use of traditional manual system* [LS3].

4.9.2. Increase Library Personnel

Three of the four libraries investigated are served by one librarian each. 18 (28.5%) respondents expressed the need of more personnel to assist them because sometimes they could not utilize libraries when one librarian was sick, on leave or given other institutions tasks. This could lead to poor service delivery and therefore impact on libraries utilization. Human resource is the major driving force of any organization, for this reason for law libraries to achieve their goals there must be adequate and qualified staff.

4.9.3. Making Acquisitions Based on Users Recommendations

Forty three (66.6%) of the respondents expressed their dissatisfaction on the way law libraries acquire their materials. Therefore they proposed that the law librarians should consult them before planning any acquisitions for reason that they were definitely beneficiaries of the acquired materials. This confirms the views of Berling & Cudd (1967) who assert that the library user is regarded as the most logical source to determine

whether the library is playing its role satisfactorily or not.

4.9.4. Increasing Materials Purchased

A greater proportion of respondents 49 (77.7%) said that they needed more resources. These resources should include books and electronic databases. Law libraries must purchase many materials which address the needs of their users.

4.9.5. Updating Law Libraries Collection

Forty one (65%) respondents felt that law libraries should ensure that their collections are accurate, sufficient, current and update. Changing trends in law field require new information on law regularly. Law librarians should also weed their collections because collections that remain unweeded tend to be cluttered, unattractive, and unreliable informational resources. It was very disappointing to find that none of the libraries under study had any written guidelines for collection development.

4.9.6. Empowering Law Librarians with Knowledge in Law and Library Studies

A small number of respondents 13 (20.6%) thought that law librarians should have a certain knowledge in Law in addition to information science so that their service delivery can be improved. They thought that the fact that Law Librarians did not have any background knowledge in Law domain could contribute to poor assistance and this could not enhance service delivery.

4.9.7. Set Standards for Law Libraries

Few Library users, 9 (14.2%) who had had a chance of using advanced libraries

especially in developed countries propose that law libraries in Rwanda should get the same pictures and set performance and evaluation standards as it is done elsewhere. This suggestion cuts across staff, nature of collection, services, structure, equipments, policy and management.

4.9.8. Capacity Building of Law Librarians

All 4 (100%) Law Librarians recommended that they should have regular trainings. They proposed for example to be trained in research skills, computers skills, communication skills, customer care, library management skills, etc. Such skills would facilitate them to support their users while using Law Libraries. Otherwise they felt that their institutions' Heads and supervisors do not consider them when it comes to trainings as other staff. They proposed that they should be treated in the same way with other staff. It is important to mention that refresher courses and workshops are imperative for updating libraries professionals and essential for continuous professional development.

4.9.9. Developing Reading Habits among Legal Professionals

All 4 (100%) library staff interviewed thought that the habit of reading was still low among Legal professionals. This could be one of reasons why the libraries were underutilized. One of them said,

> *There are some users who like reading as a habit, and there are some others who only read because they are looking for information for a task in hand. Although we do not have adequate materials, even what we have are not utilized as it must be. Our users should know that they can get more information when they visit libraries regularly.* [LS4].

From the above fact, it is clear that legal professionals need to be educated on the advantages of reading for their professional development. This can be done by libraries during the information literacy programs.

To increase the utilization of Law Libraries in Rwanda, the above suggestions should be considered because they were identified by users as possible solutions that they felt would solve the challenges they were experiencing while using their libraries. Others were put forward by librarians who are heavily involved in information delivery and libraries usage.

4.10. Summary

The chapter four of this study presented, analyzed and interpreted data collected from Legal Professionals and Law Libraries managers. From the data analysis, it was found that legal professionals have various but related information needs that law libraries have to satisfy.

However it is evident that despite the efforts made by Law Libraries to provide various resources and services to their users, these are not fully satisfied with the resources and services availed because their information needs are not completely met. Furthermore Law Libraries remain underutilized due to a myriad of highlighted challenges that hinder effective use of their resources and services. These challenges should be addressed to enable law libraries to make a contribution to the development of legal professions.

Several measures to be adopted were proposed in order to ensure the optimum utilization of Law Libraries so that they can play a vital role in the development of legal professions in Rwanda.

CHAPTER FIVE

SUMMARY OF RESEARCH FINDINGS, CONCLUSION AND

RECOMMENDATIONS

5.1.   Introduction

This chapter presents the summary of the main findings of the study in relation with the

aim, objectives and research questions with a view to reaching a sensible conclusion. The

conclusion will also be drawn on the basis of the assumptions and the findings of the

study.

The aim of the study was to investigate the utilization of law libraries resources and

services by legal professionals and recommend ways of enhancing their utilization.

The recommendations address key issues that were found to subvert the utilization of the

Law Libraries by Legal professionals in Rwanda. Therefore it is expected that these

recommendations will help to improve the use of Law Libraries by Legal professionals.

5.2.   Summary of Research Findings

Based on the research objectives used to guide the study, the findings can be summarized

as follows.

5.2.1. Information Resources and Services Provided

The study established that various information resources and services were provided at

different levels in all four law libraries.

5.2.1.1. Information resources: The study established that official Gazettes and textbooks formed the basis of their collections. Few electronic resources were provided and were not too relevant to users information needs.

5.2.2.2. Information services: The study established that law libraries were characterized by rudimentary literacy programs, CAS, marketing and Reference services whereas the resources sharing and interlibrary loans were inexistent in all 4 libraries. This means that law libraries could not properly equip legal professionals with enough skills to enable them access and utilize resources independently, could not effectively inform the users about new acquisitions in their libraries, and could not suitably provide the means by which users are made aware of the services of the library and their value.

5.2.2. Utilization of Law Libraries

5.2.2.1. Value attached to law libraries by their users: The study disclosed that law libraries were the most preferred source of information for legal professionals in comparison with others sources of information namely internet and colleagues.

5.2.2.2. Frequency of utilization: The study established that most respondents use the law libraries on weekly and monthly bases, a good indication (but not good enough) of library use considering the high daily information needs of legal professionals. There were various reasons given for this including the fact that law libraries had few books, most of them being not relevant. This implies that more efforts need to be made to

improve the frequency and regularity of library use and one of such efforts could be in the area of provision of current and up-to-date materials.

5.2.2.3. Purpose of using law libraries: Many reasons were advanced for using the law libraries. The largest number of respondents came to look for information to prepare a court case from the collection, while others came to consult resources to keep abreast of the law, for legal research, legal drafting and education purposes. This shows that resources required in law libraries are related to users' daily activities. This is a good indication that legal professionals value law libraries which should in return consider their tasks when acquiring library resources.

5.2.2.4. Awareness of libraries resources: The study established that a slightly greater than of one half was aware of the availability of resources held by law libraries. This was because there was no proper approach of making users aware of library holdings to make sure that all users are aware of library resources.

5.2.2.5. Preferred format for information delivery by Respondents: It was found that printed materials were the most preferred by users as they were the most familiar to them and the most widely available. Electronic resources were the next to be preferred by users because they were aware of the potential of information technology in information delivery. Audiovisuals resources were of least preference of them as they carry less information for legal professionals.

5.2.2.6. Additional information resources preferred by Respondents: The study established that in order to increase the utilization of law libraries, the following information resources should be availed to users as suggested by themselves. These were new editions of textbooks to replace the old ones, online journals and databases, resources in both French and English and balancing the coverage of civil and common laws legal systems, resources on local and regional legal issues and newspapers.

5.2.3. Extent to which Library Resources and Services meet the Information Needs of legal professionals

5.2.3.1 Information Needs

This study established that legal professionals had different information needs that they were expecting their libraries to meet and on which law libraries should be based while developing their collections. The findings indicated that legal professionals sought information to satisfy the following information needs: Laws of Rwanda, Laws of other countries, Case laws, Doctrines (Jurisprudence), Writings of legal scholars and Reference information.

5.2.3.1. User satisfaction with Libraries Resources

The study results did not show high satisfaction levels with resources since majority of respondents said the resources in law libraries were inadequate for their information needs because generally the collections were formed with few textbooks and in some

cases outdated. In addition some information materials were not enough, especially those relating to laws of others countries as well as to writings of legal scholars found generally in law journals. Law Libraries should have subscribed to more number of electronic resources on different subject to meet the demand of the legal professionals in their field of interest.

On the relevance of information resources in law libraries, only a simple majority felt that they were relevant for their tasks. However another number of respondents which was slightly below average indicated that library resources were not relevant. This was largely due to fact that law libraries were from time to time acquiring information resources which were not relevant to individual users' or user group needs.

5.2.3.2.   Users Satisfaction of Law Libraries Services

On the satisfaction of library services, the study revealed that library services like loan services, reference services, photocopying services, current awareness services, and assistance to queries, opening hours, interlibrary loan services, library orientation, indexing and abstracting services and compilation of subject bibliographies were neither satisfactory nor available. The study revealed that majority of the users were satisfied at different levels with loan services and photocopy services while they were dissatisfied again at different levels with CAS, assistance to queries, library orientation and compilation of subjects bibliographies.

The study also showed that interlibrary loan services and indexing and abstracting services were not available in law libraries. From the findings of this study, it was discovered that law libraries were not rendering adequate libraries services. As result these services could not enable the users to meet their information needs adequately.

5.2.4. Information Policies Governing Law Libraries

The study discovered that law libraries lacked well-articulated policies which could help in their utilization. There was a need of having policies that encourage but not hinder access and use of the libraries resources. The study for example showed that the lack of collection policies was affecting law libraries utilization due to lack of guidelines which could prevent them from acquiring resources which were not supporting their mission. It was also found that due to the lack of interlibrary loan policies, a national partnership of law libraries for effective information provision could not be materialized.

5.2.5. ICTs use in Law Libraries

The study found that although Rwanda has made tremendous progress in ICTs usage, its law libraries have not made equal progress in this area. The study found that OPAC and access to internet were the most ICTs related services available in all 4 libraries. It was also discovered that there is not a single law library under study that was fully automated. Globally it was found that Government had not done much to develop ICT-based libraries to meet the changing demands of the users. This can hinder access and utilization of law libraries.

5.2.6. Challenges Faced by Legal Professionals in relation to Utilization of Law Libraries

The challenges cited by legal professionals in utilizing law libraries include insufficient collection; outdated collection; irrelevant materials; ineffective staff assistance; lack of variety of information resources formats, inadequate electronic resources; low and inadequate awareness for the available resources and services; low information literacy levels; key challenges related to use of online resources and opening hours. The mentioned challenges were not favouring the utilization of library resources.

5.2.7. Proposed Strategies to Enhance Effective Access and Utilization of Information Resources in Law Libraries in Rwanda

The findings indicated that in order to enhance the access and use of Law Libraries, legal professionals and library staff provided various suggestions. Recommendations by Legal professionals included: integrating ICTs which could help to perform traditional library housekeeping activities; more current and relevant resources; updating library resources (This would create the motivation for library's users because they would get current and reliable information); increasing library personnel and strengthening their capacities in order to enhance service delivery; involving the legal professionals in the selection of documents to improve the level of awareness and utilization; appointing qualified and competent library staff with knowledge both in Law and Library science in order to enhance service delivery; preparing a good public catalogue and introducing indexes and indexing services; introducing standards to facilitate libraries services performance and

evaluation; introduce interlibrary lending to facilitate a user from one library to use resources he could not find in his/her own library. Recommendations from library personnel included hiring additional staff; retraining library personnel on current library issues such as ICTs, information searching and retrieval, research skills and developing reading habits among legal professionals.

5.3.   Conclusion

The study aimed at investigating the utilization of Law Libraries in Rwanda. This is a matter of concern, as presently, libraries are established to meet the information needs of their members or staff in pursuing the goals of the parents' organizations. The study was based on the assumptions that Legal professionals need to utilize law libraries resources and services to satisfy their information needs although several challenges including availability and quality of resources have hindered their effective utilization. These assumptions provided basis to conduct this study because they served as foundation to move forward.

Based on the study's findings, it can be concluded that legal professionals value law libraries as best sources of information. The study revealed however that the existing libraries resources and services provided by law libraries in Rwanda are not in terms of availability, relevance, currency and quantity able to meet fully the information needs of legal professionals. In order to maximize the use of law library resources, law libraries should develop their collection keeping in mind the need of users and should design

library with changing information environment. However it is not easy as it was found that libraries staff have never conducted any users study, though Vaughan (1987) noted that the underutilization f library holdings and facilities is undoubtedly due as much to the fact that user are unaware of the facilities offered by the libraries as to the fact that libraries do not have the precise knowledge of needs. The study also revealed that in addition to quality and availability of resources, there is a myriad of others challenges such as lack of qualified staff, low level of information literacy and ineffective CAS which contributed to hinder the optimum utilization of law libraries. All the challenges identified have been discussed previously in this study. The study showed areas of strength that can be built upon, as well as areas for improvement, including the collections, services and staffing.

Overall, it can be concluded that law libraries as sources of information were partially used, meaning that there is potential for law libraries use. As result, this research proposed several recommendations in attempt to ensure their effectiveness and to redeem their utilization by legal professionals. This should be done by libraries parents' organization authorities working hand in hand with information professionals. Law libraries should become vehicles for enhancing the value of information for the justice sector. Norlin (2000) noted that the innovative approach is to be seen in the alignment of top management with their directives for the library to become a facilitator for organizational change and a new business profile.

5.4.   Recommendations

In line with the aim of this study which was to investigate the utilization of law libraries by legal professionals and recommend strategies or ways of enhancing their utilization as well as according to findings of this study and literature review, the following recommendations should be observed and taken into account so that legal professionals in Rwanda can to great extent possible access and utilize law libraries resources and services in order to satisfy their various information needs.

5.4.1.   Provision of Relevant and update Libraries Resources

Law Libraries in Rwanda should make serious and sincere efforts to provide relevant and update materials to attract and keep more users in libraries. This is very much important as it was found that legal professionals cannot afford to do without reference to any information resource. It was also found that law libraries are being considered as the preferred sources of information by legal professionals. As well access to relevant and update resources was identified as one of greatest challenges for law libraries users.

The study revealed that nationals' laws seemed to be the only sections of collections available to a great extent. Otherwise it was indicated that donations form the basis of law libraries collections. It is important that they are examined closely and carefully to make sure that they have sensible and logical connection with information needs of legal professionals. Rwanda is in the relatively early stages of transition into a bi-juridical system of law. Given that mixed common and civil law system, it is important that all

new acquisitions focus on up-to-date jurisprudence and doctrine applicable to the two systems. Given the multilingual nature of this legal system, copies of texts in more than one language should be acquired whenever possible. This would increase practically the ways libraries resources are utilized.

5.4.2. Law Libraries should Conduct Regular User Studies

The study found out that law Libraries serve legal practitioners who are specialized in various areas namely Judges, Prosecutors, Lawyers, Attorneys, Legal drafters and legal advisors. Moreover legal profession is not a static profession but rather one full of change and new developments. Although Law Libraries are specialised in providing access to legal information, there is a need to give more customized information resources and services to the above cited legal professionals and to cope with the evolving service and resource needs of a diverse patron community. This should be done through regular user studies where user profiles should be assessed and information needs, information use and seeking behaviour be established.

Well done user studies would help law libraries to evaluate, plan and improve efficiency and effectiveness of their services. It would also help to involve users in the identification of library resources. This would undoubtedly influence on the ways legal professionals utilize the libraries resources because the under-utilization of library resources and services is sometimes due as much to the fact that users are unaware of the resources and services offered by libraries as well to the fact that libraries do not have a precise knowledge of user needs.

5.4.3. Establishment of Policies Governing the use of Law Libraries

The law libraries' primary task is to select, maintain, and provide access to relevant and representative information resources. However to do so, they need a kind of framework and set of parameters within which law librarians and users work. Information access and utilization policies would assist to meet the information needs of library users and to make effective use of them based on the vision and mission of the institutions concerned. An example is the collection development policy. According to IFLA (2001) the main reason to write a collection development policy is to prevent the library from being driven by events or by individual enthusiasms and from purchasing a random set of resources, which may not support the mission of the library. The lack of library development policy can result in haphazard and inefficient services.

Other important information policies such as code of conduct policies, access policies, circulation policies, and interlibrary loan policies should be formulated to ensure effective and efficient use of their information resources. These policies would need to be reviewed regularly to reflect the changing information needs when necessary. Their implementation would help law Libraries to know how to manage and enhance the use of their resources.

5.4.4. Establishment of Law Libraries Consortium

Although law libraries were considered the most important information sources of legal professionals, the study revealed that they were individually unable to fully meet the

information needs of their users considering the quality and quantity of resources and services provided. In addition to that fact, they were also facing budget constraints and consequently there was an individual inability to be fully sufficient to cater for the information needs of its user community. Therefore, they should work together via a consortium which can lead to solutions to existing shortcomings through resource sharing.

The consortium may collaborate under the following areas:

- Cooperative acquisition for print and electronic resources.

- Adoption of common library management standards to enable them to share databases and catalogues.

- Information resource sharing through interlibrary loans and collective subscriptions to e-resources.

- Library and Information human resource capacity building.

Resource sharing would enable cooperated libraries to give one another with resources that might not be available to an individual library in any other ways. Therefore law libraries consortium could be considered as another motivating factor towards libraries utilization.

5.4.5. Provision of Adequate Fund

The importance of funding in providing quality information resources and services

cannot be overemphasized. As such, money can be considered the soul of the library. Inadequate funds impede the effectiveness of any library (Anafulu, 1997). The study disclosed that a common theme in Rwanda's law libraries, however, was the lack of funding. It was also discovered that some institutions had not invested in library materials in years, and had solely relied on donations to add items to their collections. Since the major source of funding for law libraries in Rwanda is from their parents' organizations, these institutions should avail and increase the budget allocated to law libraries to enable them provide adequate resources and services.

5.4.6. Full Integration of ICTs in Information Provision

The advantages of using ICTs in accessing and utilizing libraries resources cannot be questioned. However this study found that law libraries had not been able to fully integrate ICTs into their operations. Law libraries should as matter of priority, fully automate their service in order to enable users to access library resources and services easily. As such legal professionals would be satisfied with both resources and services of their libraries. Well-trained and skilled law librarians are vital elements for implementing ICT in law libraries. Measures should be taken to develop properly trained and competent staff for this purpose.

5.4.7. Introduction or Revision of Important Library Services

There are some library services which can help to increase the usage of libraries. Some had been adopted by law libraries but seemed to be not efficient and as a result they

should be reconsidered, others have to be introduced as soon as possible. The following services should be considered in law libraries management.

5.4.7.1. Design and Implement Appropriate Information Literacy Programs

The study revealed that 69.9% of the respondents had never participated in any information literacy program. Law Librarians have to impart the legal professionals with library literacy skills in order to boost their interest on the use of library resources. This would also help to sharpen their search skills and eliminate frustration while utilizing available resources.

It is understood that information literate users can utilize library resources and services effectively. Legal professionals' skills in information literacy should correspond to Doyle (1992) qualifications. He qualified as information literate person as one who recognizes the need for information, recognizes that accurate and complete information is the basis for intelligent decision making, identifies potential sources of information, develops successful search strategies, accesses sources of information, including computer-based and other technologies, evaluates information, organizes information for practical application, integrates new information into an existing body of knowledge, uses information in critical thinking and problem solving. Making legal professionals information literate people is not an easy task and it has to be planned and implemented carefully with the help of institutions top administrations.

5.4.7.2. Introduce Abstracting Resources into Library Services

The study revealed that abstracting services were not available in all four libraries. Abstracting concerns making a brief description of resources held in a library. It can be considered as a useful way to inform users on the availability of information resources and motivate them to seek information. Abstract can consequently serve legal professionals through the prevision of tools for information discovery and the management of information overload. Abstract can be another motivating factor for law libraries utilization.

5.4.7.3. Compilation of Subject Bibliographies

This study found that legal professionals have diverse information needs on various subjects. Therefore the compilation of subject bibliographies would enable them to know what the library has on a given subject. This would help in information searching and retrieval and indirectly in library resources usage.

5.4.7.4. Promotion of Library Resources and Services

Rowley (2001) calls marketing, the management process which identifies, anticipates, and supplies customer requirements efficiently and profitably. As a result, the essence of marketing in Law Libraries should involve finding out what the legal professionals want, then setting out to meet those needs. However, in order to market their law libraries effectively, law librarians need to embrace the total marketing function involving market research and analysis, service planning and promotion. The benefits for promoting law

libraries services may include increased usage, increased value of law libraries in their organizations, education of users and changed perceptions.

5.4.8. Law Libraries should be managed by Qualified Librarians

It is important that Law libraries are managed by dual qualified librarians (in both law and librarianship) so that they can initiate effective programs and services in law libraries. Their weakness can create the low usage of libraries services while their competence can increase the quality of service delivery. Moreover, in today's digital age, law librarians have to play multiple and evolving roles to cope with new challenges brought by dynamic technological environment. Consequently for effective law libraries utilization, staff need to possess (or further develop) the skills and knowledge that enable them to become more efficient and effective in educating users about the library.

At this point the researcher agrees with Odini and Amoth (2007) who argue that information procedures and consumers are rapidly increasing and becoming more diversified which in itself creates complex information demand and use patterns. These authors propose that capacity development for the information professionals should be directed at the ways and means that can enable them manage change and develop responsive attitude towards their profession. The law librarians' knowledge can be updated by attending different seminars and professional meetings, making study visits to well established libraries, attending conferences or short and long courses.

5.5.   Suggestions for Further Research

The current study proposes the following areas for further research:

- Further studies should be conducted to establish how legal professionals working in remote areas where libraries are not available to access and utilize legal information.

- Other research would examine the role of law libraries in promoting justice and rule of law in Rwanda.

REFERENCES

Ademola, A. (1994). Keynote address. In Jegede, O. (Ed.), *Law libraries for the future: Proceedings of the 1994 Conference of the Nigerian Association of Law Libraries*. Lagos: Nigerian Association of Law Libraries: xvii-xxiii.

Aina, L .O. (2004). *Library and information science text for Africa*. Ibadan: San Adex Printer.

Akinade, O.J. (2000). Nigerian Medical Libraries Challenges for the 21st Century. *Nigerian Libraries* Vol.34(1) 2000: 46-54. Retrieved on April 29, 2014 from http://dx.doi.org/10.4314/jnla.v34i1.26588.

Akinwumi, K. (1986). Information seeking behaviour of lecturers in Nigerian colleges of education: A case study of Oyo and Ila-Orangun. *Nigerbiblios*. 11(4): 11-20.

Amusa, O.I., & Iyoro, A.O. (2011). Appraisal of Classification Schemes and their Effectiveness in Organizing Law Collections in Nigerian Law Faculties. *Library Philosophy and Practice.* Retrieved July 16, 2013 from http://unllib.unl.edu/LPP/**.**

Anafulu, J.C. (1997). Trends in the funding of academic libraries in Nigeria. *Nigeria Libraries*, 31 (182): 12-13.

Arif, M. & Meadows. A.K.J. (1994). The Provision of Information to industry: A comparative Study of Saudi Arabia and U.K. *Journal of Librarianship and Information Science*. Vol. 26, no. 1: 29-34.

Bar Association Law of 2013, Law no 83/2013 of 11/9/2013 establishing the Bar Association in Rwanda and determining its organization. *Official Gazette nº 44 of 04/11/2013.*

Bello, M. (1994). Opening ceremony address. In *Jegede*, O. (Ed.), Law libraries for the future: Proceedings of the 1994 Conference of the Nigerian Association of Law Libraries. Lagos: Nigerian Association of Law Libraries: ix-x.

Berling, O., & Cudd, K. (1967). A library looks at itself. *College and Research Libraries* 26 (8): 416-422.

Bida, A.M. (2011*). Information resource development and Utilization in state university libraries in Northern Nigeria*. Unpublished Master Thesis. Zaria: Ahmadu Bello University, Faculty of Education.

Bunge, C.A. (1999). Reference services. *Reference Librarian*, Vol. 66, pp. 185-99.

Crawford, W. & Gorman, M. (1995). "*Future Libraries: Dreams, Madness and Reality*". Chicago: American Library Association Editions.

Cronin, B. (1992). *Marketing of Library and information services 2*. ASLIB: London

Dadzie, P. S. (2005). Electronic Resources: access and usage at Ashesi University College. *Campus-Wide Information Systems*, Vol. 22 Iss: 5, pp.290 – 297. Retrieved January 16, 2014 from http://www.emeraldinsight.com/journals.htm?articleid=1529771.

Doyle, C. S. (1992). Outcome Measures for Information Literacy within the National Education Goals of 1990. *Final Report to National Forum on Information Literacy. Summary of Findings*. Eric Document: ED 351033, 1992. p. 2.

Fidel, R. (1986). The possible effect of abstracting guidelines on retrieval performance of free- text searching. *Information Processing and Management.*Vol.22, No. 4, pp.309-316. Retrievded April 7, 2014 from http://faculty.washington.edu/fidelr/RayaPubs/PossibleEffectofAbstractingGuidelines.pdf

Gorman, M., (1995). *Five new Law of Librarianship*. American Libraries.

Gupta, D K. (2006). *Marketing in Library and Information services: International Perspectives*, Munchen: Die Deutsche Bibliothek

Gupta, D. K. (2003) Marketing of Library and Information Services: Building A New Discipline for Library And Information Science Education in Asia. *Malaysian Journal of Library & Information Science*, 8 (2). pp. 95-108.

Haggard, T.R. (1996). *Legal drafting in a nutshell*. California: West Publishing Company.

Hamilton, G. M. (2010). *Report on Rwanda Justice Sector Library Needs Assessment. Rwanda Millennium Challenge Corporation Threshold Program, Justice Strengthening Project*. Unpublished. Kigali.

Hesham, A.F. (1998). Optimizing a Library's Loan Policy: An Integer Programming Approach. *Journal of the American Society for Information Science*. 49(13):1169 –117.

Horak, A. de W. (1997). *Legal research*. Durban: Butterworths.

Horava, T. (2005). Access policies and licensing issues in research libraries. *Collection Building*. Volume 24, Number 1, 2005. 9–11. Retrieved May 25, 2014 from http://bd.ub.edu/poldoc/sites/bd.ub.edu.poldoc/files/fitxers/horava_2004_en.pdf.

Hull, B. (1999). *Barriers to Libraries as Agents of Lifelong Learning*: Research Report 31.

IFLA. (2001). *Guidelines for a collection development policy using the conspectus model*.

IFLA. (2004). *Guidelines for Audiovisual and Multimedia materials in libraries and other institutions*. International Federation of Library Associations and Institutions IFLA Professional Reports, No. 80.

Kavulya, J.M (2003). *University Libraries in Kenya: A Study of Their Practices and Performance*. Unpublished D.Phil. Thesis. Berlin: Institute of Library Science.

Kosar, W.E (2013). Rwanda's Transition from Civil to Common Law. *The Globetrotter, International Law section*. Volume 16, No. 3 – July 2013. Retrieved January 31, 2014 from http://www.oba.org/getattachment/Sections/International-Law/Articles/Articles-2013/July-   2013/Rwanda%E2%80%99s-Transition-from-Civil-to-Common-Law/Rwanda%E2%80%99s-Transition-from-Civil-to-Common-Law.pdf.

Kothari, C.R. (2004). *Research Methodology: Methods and Techniques* (2nd ed.). New Delhi: New Age International (P) Limited Publishers.

Kumar, R. and Phil, M. (2009). User education in libraries. *International Journal of Library and Information Science* Vol. 1(1) pp. 001-005 June, 2009. Retrieved May 20, 2013 from http://www.academicjournals.org/ijlis.

Lamptey, R.B (2010). Promoting effective use of library resources and Services at Kwame Nkrumah University of Science and Technology Library, Kumasi, Ghana. *Ghana Library Journal*, Vol 22, no 1-2.

Legal advisor (Definition) (2014). Wisegeek online Retrieved May 27, 2014 from http://www.merriam-webster.com/dictionary/prosecutor.

Legal Professional (Definition). The free dictionary online. Retrieved May 27, 2014 from http://www.thefreedictionary.com/professional.

Madhusudhan, M. (2008) "Marketing of Library and Information Services and Products In University Libraries: A Case Study of Goa University Library". *Library Philosophy and Practice.* Retrieved March 14, 2013 from http://digitalcommons.unl.edu/libphilprac.

Majid, S., Anwar, M. A. and Eisenschitz, T.S. (2001).User perceptions of library effectiveness in Malaysian agricultural libraries. *Library Review*, Vol. 50, no. 4: 176–186.

Makri, S. (2008). *A study of lawyers' information behaviour leading to the development of two methods for evaluating electronic resources*. Unpublished D.Phil. Thesis. London: University College London.

Mapulanga, P. (2011). Effects of budgeting and funding on the provision of library and information services in the University of Malawi Libraries. *Performance Measurement and Metrics*. Vol. 12 No. 3, pp. 172-182. Emerald Group Publishing Limited.

Mishra R. N. & Mishra, C (2010). Relevance of information literacy in digital environment. *Journal of Emerging Trends in Computing and Information Sciences*. Vol. 1, no. 1, July 2010. Retrieved January 29, 2014 from http://cisjournal.org/archive/vol1no1/vol1no1_7.pdf.

Mwatela, W.M. (2013). *Factors influencing utilization of library services and resources: The Case of University of Nairobi Mombasa Campus Library*. Unpublished M.A Thesis. Mombasa: University of Nairobi.

Norlin, E. (2000). "Reference Evaluation: A Three-step Approach-surveys, Unobtrusive Observations, and Focus Groups." *College & Research Libraries.* 61(6): 546-553.

Noruzi, A. (2004). Application of Ranganathan's Laws to the Web. *Webology*, 1(2), Article 8. Retrieved July 5, 2013 from http://www.webology.org/2004/v1n2/a8.html.

Ocholla, D.N and Ojiambo, J.B (1993). *Issues in Library and Information studies*. Nairobi: The Jomo Kenyatta Foundation.

Odini, C. (1991). Problems and prospects of resource sharing in developing Countries. *African Journal of Library, Archives and Information science*, 1(2), 93.

Odini, C.& Amoth D., (2007). Capacity Development for Library and Other Information Professionals in a Knowledge driven society. *East African Journal of Information Sciences.* Vol.001. School of Information Sciences, Moi University. Moi University Press.

Okeagu, G., and Okeagu, B. (2008). Networking and resource sharing in library and information services: the case for consortium building. *Information, Society and Justice.* Volume 1 number 2, pp 255-262. Retrieved May 14, 2013 from http://www.londonmet.ac.uk/library/o88341_3.pdf.

Olanrewaju, A.I et al (2011). Information Needs of Public Library Patrons: A Survey of Users of Kwara State Library, Ilorin, Nigeria. *PNLA Quarterly*, the official publication of the Pacific Northwest Library Association. Volume 75, no. 3. Retrieved July 21, 2013 fromhttps://www.unilorin.edu.ng/publications/isaha/Information%20needs%20of%20public%20library%20patrons.pdf.

Osinulu, L.F. (1998). Library use in Ogun State University, *Gateway Library Journal* 1:81-87.

Otike, J. (1999). Legal information needs and seeking habits of lawyers in England. *International Information & Library Review*, Vol. 31, p.19-39.

Otike, J. (n.d.). *Legal information system in Kenya*. Retrieved April 15, 2013 from http://sis.mu.ac.ke/index.php/research-publications/staff-research-and-publication-   2/category/2-prof-otike?download=23:legal-information-system-in-kenya.

Posner**,** B. (2007). Library Resource Sharing in the Early Age of Google. *Library Philosophy and Practice*. LPP Special Issue on Libraries and Google. Retrieved April 14, 2013 from http://www.webpages.uidaho.edu/~mbolin/posner.htm.

Prasad, H.N. (2000). Information needs and users. *FORINF*, April-June. Retrieved April 11,2014 from http://lemi.uc3m.es/est/forinf@/index.php/Forinfa/article/viewFile/33/34.

Prosecutor (Definition). Merriam-Websiter online. Retrieved May 27, 2014 from http://www.merriam-webster.com/dictionary/prosecutor.

Ranganathan, S.R. (1931). *The five laws of library science*. Madras: Madras Library Association.

Reitz, J.M., (2007). *Online Dictionary for Library and Information Science*. Retrieved May 26, 2014.

Resource (2000) *Open to all? The Public Library and Social Exclusion London: Resource*. Retrieved July 17, 2013 from http://www.la-hq.org.uk/groups/csg/lfa3.html.

Riley, D. (2005). *The information needs of attorneys in a large South African law firm*. Unpublished Master Thesis. Cape: University of Cape Town.

Rodrigues, H. (1996). The role of the library in distance education. *Microcomputers for information* 13(1), 1-29.

Rowley, J. (2001).*Information marketing*. Aldershot: Ashgate.

Ruterana, P.C. (2012). *The making of a reading society. Developing a Culture of Reading in Rwanda*. Linköping: Linköping University.

Singh, N. (2010). *A Study of the Use of Libraries of Colleges of Education in Punjab*. Punjabi University. Department of Library and Information science.

Smith, D. (1995). Practice as a Marketing Tool: Four Case Studies. *Library Trends*. 43(3).

Sridhar, M.S (1995). Resource sharing: Need for bridging gap between idealistic theoretical slogans and practitioners. Library Science with a slant to Documentation and Information Studies, 32 (3), 99 – 109.

Sridhar, M.S (2002). *Library Use and User Research: With Twenty Case Studies*. New Delhi: Concept Publishing Company.

Stenstrom, P.F & Tegler, P. (1988). Current Awareness in Librarianship. *Library trends*. Retrieved June 20, 2013 from https://www.ideals.illinois.edu/bitstream/handle/2142/7571.

Swanson, D.R. Review of Lancaster, W's. (1979). The measurement and evaluation of library services. *The Library Quarterly*, 49(1).

Teoh, Z.M. & Tan, K.G. (2011). Determinants of library use amongst university students. *Malaysian Journal of Library & Information Science*, Vol. 16, no. 2, 21-31. Retrieved 25, May 2014 from http://majlis.fsktm.um.edu.my/document.aspx?FileName=1051.pdf.

Thompson, J. (1992). The five laws of library science. *Newsletter on Serials Pricing Issues*, 47, September 13. Retrieved October 12, 2013, from http://www.lib.unc.edu/prices/1992/PRIC47.HTML#47.3.

Tiefel, V.M (1995). Library User Education: Examining Its Past, Projecting Its Future. *Library Trends.* Vol.44, no 2.

Tuckett, A. (2004). Qualitative research sampling-the very real complexities. *Nurse Researcher*. 12(1): 47-61. Retrieved May 22, 2014 from http://digilib.library.uq.edu.au/eserv/UQ:114279/UQ_AV_114279.pdf.

Tuhumwire, I. and Okello O.,c. (2000). Assessment of Legal Information Needs and Access Problems of Lawyers in Uganda. *Library Philosophy and Practice (e-journal)*. Paper 382. Retrieved May 27, 2015 from http://www.webpages.uidaho.edu/~mbolin/tuhumwire-okello-obura2.htm.

Udoumoh, C.N. (2007). The effect of library policies on overdue materials in University Libraries in the South-South Zone, Nigeria. *Library Philosophy and Practice 2007*. Retrieved June 3, 2014 from www.webpages.uidaho.edu/mbolin/udoumoh-okoro.htmm.

Vaughan, R. (1987). *International reader in the management of library, information and archive services*. Paris: UNESCO

Weingand, D. E.(1999). *Marketing/planning library and information services* (2nd ed.) Colorado: Libraries unlimited.

Wilkinson, M.A. (2001). Information sources used by attorneys in problem-solving: an empirical exploration. *Library* & *information science review, 23(3):257-276.*

Wolpert, A. (1998). Services to Remote Users: Marketing the Library Role. In: *Library Trends*. Vol 47, No.1.

Wooliscroft, M.(1997). *From Library User Education to Information Literacy: some issues arising in this evolutionary process*, Paper prepared for COMLA Workshop, Gabarone, Botswana. Retrieved July 17, 2013 from http://www.otago.ac.nz/library/pdf/tandlpapers_MJW.pdf.

www.judiciary.gov.rw. The Judiciary of Rwanda Home Page (2013). Visited on March 6, 2013.

www.lip.gov.rw. The Legal information portal/ Republic of Rwanda Home Page (2013).

Visited November 10, 2013.

www.minijust.gov.rw. The Ministry of Justice/Rwanda Home Page (2013). Visited March 6, 2013.

www.nppa.gov.rw. The National Public Prosecution Authority/Rwanda Home Page (2013).

APPENDICES

APPENDIX I: QUESTIONNAIRE FOR LEGAL PROFESSIONALS

Dear respondent,

This questionnaire is part of the research being undertaken by Richard Mugisha, a student at Moi University in Kenya undertaking a Master of Science in Library and Information Studies. This study aims at assessing the utilization of law libraries in Rwanda by Legal Professionals.

Your kind responses to the questions will be appreciated as they will permit me to complete the study successfully. The provided information will be utilized for academic purpose and shall be treated confidentially.

Thanks for your cooperation.

Yours sincerely,

Richard Mugisha

SECTION 1: PERSONAL DATA

For each of the following questions, please fill in or indicate your response by a tick (√) in the appropriate box.

1. Name of Institution……………………………………………. ……..

2. What is your department/program? ....

3. In which legal area do you work

    Judges ☐ Lawyers ☐

    Prosecutors ☐ Attorney ☐

Any other, Specify………………..

4. For how long have you been using your Law Library?

   0-6 months ☐   6moths- 12 months ☐   1-2 years ☐   2-4 years ☐

   More than 4 years ☐

Section2: Information resources and services provided

5. What kind of information resources are provided by you law library?

6. What electronic resources/databases are provided by your law libraries?

7. What do you think about the currency of the information resources available in

   your Law Library? Very current ☐   Current ☐   Outdated ☐   Very

   outdated ☐

8. How do you perceive the circulation services in you law library?

   Bad ☐   Better ☐   Excellent ☐

9. Are the references services offered in your law library: Helpful ☐ Unhelpful ☐

   ?

10. How are you informed of new information resources and services in your subject

    of interest?

11. Is there any activity/program in the library that has generally helped you to learn

    how to find, evaluate and utilize information? Yes ☐   No ☐

   If yes list them.

   If no, please explain what you think the library should do to give you necessary

skills.

12. Are interlibrary loan services offered in your law library? Yes ☐ No ☐

13. How do you become acquainted with law library resources and services?

Section 3: Utilization of law libraries

14. What sources of information do you consider when you need information?

15. How frequently do you use your library resources and services? Why that time frame?

Daily ☐   weekly ☐   Monthly ☐   Sometimes ☐

16. For what purpose do you visit your law library?

17. What do you perceive to be your level of awareness of the library and its services?

Not aware ☐ slightly aware ☐ aware ☐ Quite aware ☐

18. Have you ever participated in giving suggestions on what information resources the library should acquire? Yes ☐   No ☐

19. In what format do you prefer delivery of the information you require for your activities?

20. What additional information resources would like your library to offer?

21. Are you aware of your library information access and use policies? Yes ☐ No ☐

Section 4: Satisfaction with information resources and services

22. What kind of information do you require in order to effectively carry out your daily activities?

23. What do you think about the adequacy of the information resources available in your Law Library? Adequate ☐ Fairly adequate ☐ Inadequate ☐

24. What do you think about the relevance of the information resources available in your Law Library? Relevant ☐ Not relevant ☐

25. Please rate your level of satisfaction of the following library services.

Types of services	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Loan services				
Photocopying services				
CAS				
Assistance to queries				
Opening hours				
Interlibrary loan services				
Library orientation				
Indexing and abstracting services				
Compilation of subject bibliographies				

Section 4: Challenges in Using Law Libraries

26. Please indicate any challenge you experience in the utilization of your Law Library.

27. What recommendations do you suggest in improving utilization of law libraries by legal professionals?

APPENDIX II: INTERVIEW GUIDE FOR LIBRARY STAFF

Name of your law library……………………………………………………………

1. Describe the information resources held in you library.

2. Please comment on the followings aspects of your Law Library services.

Circulation services	literacy
Reference services	Resource sharing and interlibrary
Current Awareness services	loan services
User education and information	Marketing of library services

3. How do you determine the information needs of your users?

4. What information needs are frequently expressed by your users?

5. How have you been using ICTs in information delivery?

6. Comment on the effectiveness of the various formats of the information resources.

7. Give any information access and use policies that govern you law library.

8. What in your opinion is an impending factor in the utilization of information in your library?

9. What measures should be adopted by you law library to improve the use of its information resources and services?

Thank you.

APPENDIX III: INTRODUCTORY LETTER FROM MOI UNIVERSITY

MOI UNIVERSITY
DEPARTMENT OF LIBRARY, RECORDS MANAGEMENT AND INFORMATION STUDIES

Tel: (053) 43231
Fax No. (053) 43292
Telex NO. 35047 MOIVASITY
E-Mail: hodlis@mu.ac.ke OR deanis@mu.ac.ke

P. O. Box 3900
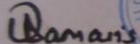Eldoret
Kenya.

REF: IS/MSC/13/12

22nd July, 2013

TO WHOM IT MAY CONCERN

RE: RICHARD MUGISHA – IS/MSC/13/12

The above named is a postgraduate student in the Department of Library, Records Management and Information Studies, School of Information Sciences, Moi University pursuing a Master of Science degree in Library and Information Studies. He is carrying out a research programme entitled *"Utilization of Law Libraries by Legal Professionals in Rwanda"* under the supervision of Mr. Duncan Amoth and Ms. Emily Ng'eno.

The purpose of writing is to request you kindly to allow Mr. Mugisha to conduct the research in your organization and request your staff to assist him collect the necessary data. The information given will be treated with utmost confidentiality and will be used only for the purpose of the research. We look forward to your continued support and co-operation.

Yours sincerely,

DR. DAMARIS ODERO
SENIOR LECTURER AND HEAD,
DEPARTMENT OF LIBRARY, RECORDS MANAGEMENT & INFORMATION STUDIES

DO/mn

APPENDIX IV: INTRODUCTORY LETTER TO HEAD OF INSTITUTIONS

Richard Mugisha

P.O BOX 49 Nyanza-Rwanda

The Permanent Secretary/MINIJUST

The Secretary General/SC

The Secretary General/NPPA

The Rector/ILPD

 Re: Request for permission to conduct research on you Law Library

Dear Sir/Madm,
My name is Richard Mugisha, currently pursuing a course of studies leading to a Master Degree in Library and Information studies from MOI University/Kenya. I now wish to seek the consent of your office to carry out research on your Law Library.
The research I wish to conduct for my Master's thesis is entitled "***Utilization of Law Libraries by Legal Professionals in Rwanda".***

I have provided you with a copy of the Questionnaire and Interview Guide, as well as a letter introducing me from MOI University.
I guarantee that the provided information will be utilized for academic purpose and shall be treated confidentially.
Upon completion of the study, I undertake to provide your institution with a bound copy of the full research report.
If you require any further information, please do not hesitate to contact me on +250788776091/+254701761806 or mugisha80@gmail.com.

I would be grateful for this permission and for your support

Yours sincerely,

Richard Mugisha

APPENDIX V: CLEARANCE LETTER FROM NATIONAL PUBLIC PROSECUTION AUTHORITY

REPUBLIC OF RWANDA
NATIONAL PUBLIC PROSECUTION AUTHORITY
ORGANE NATIONAL DE POURSUITE JUDICIAIRE
UBUSHINJACYAHA BUKURU

Kigali, 22/08/2013
No I /1293/ D 11/ A / NPPA /SG

Richard Mugisha

P.O BOX 49 Nyanza-Rwanda

Tel: 250788776091
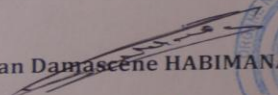
Mr Mugisha,

RE: Request for permission to conduct research on NPPA Library

Reference is made to the letter of 12th August 2013 requesting a the permission to conduct research on NPPA Library,

I am pleased to inform you that your request has been considered and accepted, you can start your research at the beginning of September 2013. The professional in charge of Library & Documentation will be at your disposal to assist you.

Sincerely,

Jean Damascène HABIMANA
Secretary General

P.O. Box: 1328 KIGALI - RWANDA - Phone: +250 0252 589500- Fax:+250 0252 589501
E-mail: info@nppa.gov.rw website: www.nppa.gov.rw

APPENDIX VI: CLEARANCE LETTER FROM MINISTRY OF JUSTICE

REPUBLIC OF RWANDA

Kigali, 0 6 SEPT 2013
N° 2486/02.25.17 Library

MINISTRY OF JUSTICE
P.O. BOX 160 KIGALI
Tel: (250) 252586561 Fax: (250) 252586509
E-mail : mjust@minijust.gov.rw

Richard MUGISHA
Mob: + 250788776091
        +254701761806
P.O BOX 49 Nyanza-Rwanda

Re: Authorization to conduct research on Minijust Library

Dear Sir,

Reference is made to your letter of 12th August 2013, requesting to carry out research on Minijust Library;

I have the pleasure to inform you that your request has been granted. However your research should be done in respect of Law N° 04/2013 of 08/09/2013 relating to access to information especially in his articles 3, 4, 5, 6 and 7.

Once you finish your research, please remember to send us a copy for information.

Sincerely,

BIZIMANA RUGANINTWALI Pascal
Permanent Secretary/Deputy Attorney General

C.c:
- Hon. Minister of Justice/Attorney General
- Director of Finances and Administration
KIGALI

APPENDIX VII: CLEARANCE LETTER FROM INSTITUTE OF LEGAL PRACTICE AND DEVELOPMENT

Institute of Legal Practice
and Development

Excellence in Legal Practice

I.L.P.D.

Ref. No 26/I.L.P.D./2013
Nyanza, 15/08/2013

Richard MUGISHA
Phone number: +0250788776091
**   + 254701761806**
Email address: mugisha80@gmail.com

Dear Richard,

<u>Subject</u>: Permission to conduct research on ILPD Library

We are very pleased to give you permission to conduct research on ILPD Library.

Best wishes,

ILPD, Rector
Professor Nick JOHNSON