

**ANALYSING THE PROVISION OF INFORMATION TO STAFF AND  
MEMBERS OF NYANDARUA COUNTY ASSEMBLY, KENYA**

**BY**

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ELDORET**

**2022**

**DECLARATION**

**DECLARATION BY THE CANDIDATE:**

This thesis is my original work and has not been previously published or submitted for an award of degree or other qualification in any other university. All the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

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## **DEDICATION**

This thesis is dedicated to the people who mean the most to me: my dear parents Mr. and Mrs. Ndungu, for giving me the best gift in form of empowerment through education. My pretty sisters Njeri and Njoki who helped me laugh when my brain could not take it anymore: my nephew Nolan Marc and my son Garvin. Your encouragement and guidance brought me this far. Thank you all.

## ABSTRACT

An efficient and effective provision of quality and relevant information is the lifeblood for the success of any individual or an organization, and hence cannot be ignored. Likewise, information resources and/or services can similarly play a vital role in decision making and service delivery to both the staff and members of Nyandarua County Assembly. Observation and informal discussions with a number of the prospective users of the available resources at Nyandarua County Assembly reveal that the library's information services remain underutilized. Many users are also unaware of what information resources they can identify with and use comfortably to meet their daily information needs. The study was designed with an aim to analyse the provision of information resources to staff and members of Nyandarua County Assembly, with a view of coming up with suggestions to enhance an effective and efficient provision and use of information resources and services. The research objectives were to: identify the information needs of users at Nyandarua county assembly; establish the information resources and services obtainable at the library; examine the ways in which information is provided to users; identify the challenges encountered in the provision of information services; and make suggestions for improvement in the provision of information resources and services at the county assembly library. This study was informed by two models; the Wilson's theory of information behaviour and the Niedźwiedzka's new model of information behaviour. The study adopted a descriptive research design using a case study approach employing qualitative approaches with some aspects of quantitative techniques. The target population was 119 staff and members of Nyandarua county assembly. The study incorporated both stratified random and purposive sampling technique to get a representative sample. Fifty percent of the county assembly members and staff from the directorates of ICT, legal, administration, and finance were sampled to give a sample size of 60 from whom data were collected. Data collection methods employed were administration of questionnaires to the staff and interviews for the county assembly members. Five key informants were purposively sampled and interviewed. The study found that; the library lacked the prerequisite information resources on parliamentary procedures and devolution, members of County Assembly and staff were generally dissatisfied with the information resources provided, there lacked an adequate sitting area to provide a reading space for users, and there were no suitable library policies. Based on the findings, the study concluded that the provision of information resources was deficient since users' information needs were not being largely taken into consideration when designing and developing information resources. The following recommendations were made: regular assessment of users' information needs; provision of up to date library resources; design and implementation of users education programs; introduction of appropriate library services; compilation of subject bibliographies; introduction of indexing and abstracting; provision of an adequate fund setting up a modern spacious library; and full integration of ICT in provision of information services and resources.

## TABLE OF CONTENTS

DECLARATION .....	ii
DEDICATION .....	iii
ABSTRACT .....	iv
TABLE OF CONTENTS .....	v
LIST OF TABLES .....	ix
LIST OF FIGURES .....	x
ABBREVIATIONS AND ACRONYMS.....	xi
ACKNOWLEDGEMENT.....	xii
<b>CHAPTER ONE.....</b>	<b>1</b>
<b>INTRODUCTION AND BACKGROUND INFORMATION .....</b>	<b>1</b>
1.1 Introduction .....	1
1.2 Background to the Study .....	2
1.2.1 Devolution and Establishment of County Assemblies Kenya.....	8
1.2.2 Establishment of Nyandarua county assembly library. ....	10
1.2.3 Provision of Library Information Resources and Services .....	13
1.3 Statement of the Problem .....	14
1.4 Aim of the Study .....	16
1.5 Objectives of the Study .....	16
1.6 Research Questions .....	17
1.7 Assumptions of the Study.....	17
1.8 Scope and limitations of the Study .....	17
1.8.1 Scope of the Study.....	18
1.8.2 Limitation of the Study .....	18
1.9 Significance of the Study.....	18
1.9.1 Theoretical Significance.....	18
1.9.2 Practical Significance .....	19
1.9.3 Policy-Related Significance .....	19
1.10 Operational Definition of Terms .....	19
1.11 Chapter Summary .....	21

<b>CHAPTER TWO.....</b>	<b>22</b>
<b>LITERATURE REVIEW .....</b>	<b>22</b>
2.1 Introduction .....	22
2.2 Theoretical Framework .....	22
2.2.1 Wilsons General Model of Information Behavior.....	23
2.2.2 Components of Wilson’s Model of Information Behaviour .....	24
2.2.3 Niedźwiedzka’s new proposed model of information behavior (2003) .....	27
2.3 Information need and use in libraries .....	30
2.4 User Education and Information Literacy .....	30
2.5 User Behaviour And Expectation .....	31
2.6 Utilization of the Library and Information Services .....	32
2.7 Impact of ICT to Provision of Information Resources .....	33
2.8 County Assembly Libraries as Instruments for Democratic Development .....	35
2.9 Challenges faced by County Assembly Libraries in Provision of Information Services ..	35
2.10 Chapter Summary .....	37
<b>CHAPTER THREE.....</b>	<b>39</b>
<b>RESEARCH METHODOLOGY.....</b>	<b>39</b>
3.1 Introduction .....	39
3.2 Research Design .....	39
3.3 Target Population .....	42
3.4 Sampling Procedure.....	43
3.5 Sample size .....	43
3.6 Data Collection Methods .....	44
3.6.1 Questionnaires .....	45
3.6.2 Interviews .....	46
3.6.3 Documentary Sources .....	47
3.7 Validity and Reliability of Data Collection Instruments .....	47
3.7.1 Validity of Instruments.....	47
3.7.2 Reliability of Instruments .....	48
3.7.3 Pretesting Data Collection Instruments .....	48
3.8 Data Presentation and Analysis .....	48
3.9 Ethical Considerations .....	49
3.10 Chapter Summary .....	49

<b>CHAPTER FOUR .....</b>	<b>50</b>
<b>DATA PRESENTATION, ANALYSIS AND INTERPRETATION .....</b>	<b>50</b>
4.1 Introduction .....	50
4.2 Analysis of General Information .....	50
4.2.1 Response Rate .....	51
4.2.2 Gender Representation of Respondents .....	51
4.2.3 Representation by Level of Academic Qualification .....	52
4.3 Number of Respondents visiting the Library Per Department .....	53
4.3.1 Frequency of visiting the Library.....	53
4.3.2 Information Needs for Respondents visiting the Library .....	55
4.3.3 Preferred Sources of Information .....	56
4.4 Level of Awareness Information Resources.....	58
4.4.1 Level of Awareness of the Existence of the Assembly Library and its Services .....	58
4.4.2 Ease of Access to Information Resources at the Library .....	59
4.4.3 Satisfaction with the Type of Information Resources Provided.....	61
4.5 Provision of Library Information Resources .....	62
4.5.1 Participation in acquisition process .....	62
4.5.2 Preferred Media of Information Resources .....	63
4.5.3 Rate of Available Stock Based on User Specialization Areas .....	64
4.5.4. Method of Creating Awareness of New Acquisitions in the Library .....	65
4.5.5 Infrastructure Needed for Provision of Resources .....	66
4.5.6 Interaction with the Library.....	66
4.6 Challenges of Accessing the Library.....	67
4.6.1 Challenges Encountered While Accessing the Library .....	67
4.6.2 Suggestions to Overcome the Challenges Identified.....	68
4.7 Chapter Summary.....	69
<b>CHAPTER FIVE SUMMARY OF RESEARCH FINDINGS, CONCLUSION AND RECOMMENDATIONS .....</b>	<b>71</b>
5.1 Introduction .....	71
5.2 Summary of Findings. ....	71

5.2.1 What are the Information Needs of MCA’s and Staff at the County Assembly Library? .....	71
5.2.1.1 Information Needs of Library users at Nyandarua County Assembly .....	72
5.2.2 What Information Resources and Services are Provided at the County Assembly Library? .....	72
5.2.3 How is Information Provided to Users at the Assembly Library? .....	73
5.2.3.1 Methods of Information Seeking.....	74
5.2.4 What Challenges are Encountered in Provision of Information Services? .....	75
5.2.5 What Measures can be taken to enhance the Provision of Information Resources and Services at the County Assembly Library? .....	75
5.3 Conclusion.....	78
5.4 Recommendations. ....	80
5.4.1 Regular Assessment of Information Needs of Users .....	81
5.4.2 Provision of Relevant and up to date Library Resources .....	82
5.4.3 Design and Implementation of User Education Programs .....	83
5.4.4. Introduce and Implement Appropriate Library Services.....	84
5.4.4.1 Compilation of Subject Bibliographies .....	84
5.4.4.2 Introduce Abstracting and Indexing Services .....	85
5.4.4.3 Marketing of Library Resources and Services .....	85
5.4.5 Full Integration of ICT In Information Provision .....	86
5.4.6 Development and Construction of a Modern Library .....	87
5.4.7 Establishment of Legislative Libraries Consortiums .....	88
5.4.8 Provision of Adequate Fund.....	89
5.4.9 Establishment of Policies Governing the Use of the Assembly Library .....	90
5.5 Suggestions for Further Research.....	90
<b>REFERENCES .....</b>	<b>91</b>
APPENDIX I: LETTER OF INTRODUCTION.....	100
APPENDIX II: QUESTIONNAIRE FOR ALL STAFF.....	101
APPENDIX III: INTERVIEW GUIDE FOR MCA’S .....	108
APPENDIX IV: INTERVIEW GUIDE FOR KEY INFORMANTS .....	110
APPENDIX V: PRE-TEST CHECKLIST .....	111
APPENDIX VI: RESEARCH PERMIT FROM NACOSTI.....	113
APPENDIX VII ANTI-PLAGIARISM REPORT .....	114

## LIST OF TABLES

Table 3.1: Target Population .....	42
Table 3.2: Target Population and Sample Size .....	44
Table 4.1: Showing Response Rate for Users.....	51
Table 4.2: Gender Representation.....	52
Table 4.3: Level of Academic Qualification .....	52
Table 4.4: Frequency of Access to the Library.....	53
Table 4.5 Type of Information Sought by Library Users .....	55
Table 4.6: Preferred Source of Information.....	57
Table 4.7: Satisfaction with the Type of Resources Offered .....	61
Table 4.8: Participation on the Library Acquisition Process .....	62
Table 4.9: Preferred Media of Information Resources .....	63
Table 4.10: Level of Information Resources Stocked in the Library.....	64
Table 4.11: User Awareness on New Library Acquisition.....	65
Table 4.12: Users Interaction with the Library .....	67
Table 4.13: Challenges of Accessing the Library .....	67
Table 4.14: Suggestions to Overcome the Challenges Faced.....	68

**LIST OF FIGURES**

Figure.1.1: Nyandarua County Assembly Library Organizational Chart.....	12
Figure 2.1: Wilson’s general model (1996).....	24
Figure 2.2: Niedźwiedzka’s New Proposed Model (2003) .....	28
Figure 4.1: Level of Awareness of the Library Services .....	58
Figure 4.2: Ease of Accessing Information Resources by Users .....	60

**ABBREVIATIONS AND ACRONYMS**

ALIA	-	Australian Library and Information Association
APLESA	-	Association of Parliamentary Libraries for Eastern and Southern Africa
CASB	-	County Assembly Service Board
CAS	-	Current Awareness Services
CoK	-	Constitution of Kenya
Hon.	-	Honourable
IFLA	-	International Federation Library Association
IP	-	Internet Protocol
KNLS	-	Kenya National Library Service
KLA	-	Kenya Library Association
KLISC	-	Kenya libraries Information Services Consortium
LAC	-	Library Advisory committee
LIS	-	Library and Information Science
MCA	-	Member of County Assembly
NCA	-	Nyandarua County Assembly
OPAC	-	Online Public Access Library Catalog
SLA	-	Special Library Association

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## CHAPTER ONE

### INTRODUCTION AND BACKGROUND INFORMATION

#### 1.1 Introduction

County Assembly libraries are smaller versions of parliament libraries whose key mandate is to provide information resources related to their users' needs of performing their representative, legislative and oversight functions. Nyandarua County Assembly library therefore has a critical role of understanding the information need and services of its clientele, determine their information seeking habits, determine factors that promote and inhibit use of information resources, and in the end, strategies or measures that can be adopted to encourage effective provision of information resources which is commensurate to its usage.

Nyandarua County Assembly being a public entity, is mandated by the Constitution of Kenya, 2010 to provide access to all its information resources in whichever format. This by extension, also include library resources, though cross cut to service the MCA and staff working in the organization, the public with special authority are also permitted to make use of the library and its information resources.

The Assembly library's key role is to support the programs of the organization through identifying, evaluating, procuring, processing, and making information available to library users for their learning and research needs. The need for a library within the entity is mandated through the right to access of information and further through internal policies, on the safe custody of all documents to foster the Institutions memory for generations to come.

## 1.2 Background to the Study

Mathooko(2014) in his papers on Adapting Research and Library Services in Parliament to the changed Constitutional Framework in Kenya notes that in many a developing world context, literacy among legislators had been poor for many years despite the prevalence of libraries. He adds that legislative debates have been affected in that the debaters end up rising on personal opinions and decisions as opposed to objective evidences. The introduction, however, of pioneering and innovative legislative research and library services, has revolutionized legislative debates and decision- making. Libraries, therefore, have for centuries played critical roles by providing access to information to support decisions in all sectors and disciplines within host institutions (Mathooko,2014).

The development of parliament libraries dates back to 1790s when Canada established the first parliament library. This occurred when the legislative libraries of upper and lower Canada were created after having operated separately until the creation of the province of Canada in 1841. The library of parliament was then established in Ottawa in 1867, and the library of parliament act formed the institution in 1871([www.aph.gov.au](http://www.aph.gov.au))

Since then, parliament libraries are documented to have been established with Australia also developing its own ([www.aph.gov.au](http://www.aph.gov.au) ). The parliamentary library in Australia is one such that offers information services to parliamentarians including senators, staff and even the Governor- General. The year 1901 marked the when the first library services were delivered to federal parliament and since then, the library continues to provide significant support to parliament and the democratic process ([www.aph.gov.au](http://www.aph.gov.au))

Saskatchewan's legislative library is yet another whose collection dates back to 1876 and has a special emphasis on government, politics, and history. The library of parliament boasts of experienced and welcoming library members of staff who assist researchers and provide specialized and priority services for legislators and their staff. Today, libraries of parliament use the tools of the electronic age to support parliamentarians in their work. They offer information, reference and research services to parliamentarians and their staff, parliamentary committees, associations and delegations, and senior Senate and House of Commons officials ([www.legassembly.sk.ca](http://www.legassembly.sk.ca))

The skilled staff handle hundreds of requests for information and reference assistance daily, often responding within hours. Through its services, publications and collections, the library of parliament try to anticipate the needs of a busy parliament. Current issue reviews, backgrounders, compilations, legislative summaries, reading lists and finding aids are some of the library's information tools. Their collection includes among others: books, periodicals, government documents, CD-ROMs and videos, on-line databases, an electronic news filtering system, bills digests, research publications, summons, journal articles, newspaper clippings, monthly statistical bulletins, radio and TV broadcasts, political party documents and political press release([www.legassembly.sk.ca](http://www.legassembly.sk.ca))

In Africa, the Association of Parliamentary Libraries of Eastern and Southern Africa APLESA (1999) was founded in Harare, Zimbabwe, in October 1994 when participants of eleven countries of the region met. To date, APLESA boasts of a membership of over 15 parliaments being Kenya, Tanzania, Uganda, Namibia, Swaziland, Lesotho and East African Legislative Assembly among others (Engitu, 2008-2009).

According to APLESA report as updated in 2013 from their IFLA website, the idea of forming an association had been around since 1986 as the parliamentary librarians became aware of the need for effective information exchange programs and cooperation among the parliamentary libraries in the region. The report indicates that a number of topics were discussed during the 2003 meeting held at the Kenya National Assembly. The topics included: resource sharing among parliaments, a survey of parliamentary librarianship and the need for parliamentarians to have concise, timely and adequate information. A constitution was adopted and it was recommended that the different parliaments should be asked to provide some funds to enable study visits, attachments, formal and informal training, collection development and attendance of library meetings at national, regional and international level.

In addition, the role of parliamentary libraries in multi-party states with special emphasis on the need to provide timely, up-to date and accurate information; creation and utilization of research services with special emphasis between the parliamentary library and the research section; and the role of the library in the 21st interrelationship century were also highlighted. Consecutive meetings continue being held with the latest one being in 2012 in Namibia where new ideas and recommendations were floated (IFLA, 2013).

Advanced and dynamic library and research resources have had vast contribution to the efficacy and proficiency of any legislature. In an information age, where legislation and decision-making processes and procedures in parliaments must be driven more by objective and scientific proof, rather than by immaterial political opinion and sentiments,

the role of library and research resources cannot be overstressed. This is where the importance of library and research resources has become paramount. Rugabwa (2013) highlights the roles of parliament libraries to include:

- i) Provision of a reading space for at least 30 library clients - functionally-designed parliamentary library to meet the changing information needs of Parliament.
- ii) Full-time access to internet: Wireless internet points, desktops for the members as well as I-pads.
- iii) Digitization project: Heavy duty scanner to facilitate digitization of parliamentary proceedings, committee reports, government publications, and other documents of historical value.
- iv) Networking with other parliaments and institutions with a view to sharing information resources such as APLESA, IFLA.
- v) Electronic Document Delivery Services (EDDS) - To allow for access of electronic copies by multiple users without risk of losing the original copies of documents.
- vi) E-mail messaging system-This enables the library to deliver notices to users for overdue books, notices for meetings and marketing information products and Services Sacco
- vii) Online Information Services: Users can search the online repository, OPAC, Internet and CD-ROMs and a variety of other subscribed on-line together with other external sources which enrich the information services provided.
- viii) The D-space Digital Repository system - developed for the storage of the full text versions of the Hansards, Committee reports, Acts of parliament, Bills and other parliamentary papers.

- ix) Management of the Parliamentary Records Management System with a view to streamlining the creation, processing, routing, storage and retrieval of records.

Other library services include:

- Circulation Service.
- Reference and information service.
- Photocopy services: The service should be available to members and permitted within the limits of the Copyright Act.
- Current Awareness Service: This service is designed to help members of parliament and researchers keep up to date with what is being published or broadcasted in their area of interest.
- Table of Content Service: This is designed to keep members up to date with the recent references their subject areas.
- Press clipping service: This are derived from newspapers and periodicals that cover the major subject areas of Parliament.

In Kenya, Kamau, E.M. (2001) the parliament library was established in 1966, as a division of the department of the Kenya National Assembly to cater for the information needs of the legislators. It was provided for a room next to the chambers where the legislators could quickly rush for information as need arose. The library has expanded over the years both in size and in stock. The librarian in charge reports directly to the clerk of the National Assembly. The Speaker and the Clerk of the National Assembly control the use of the library resources and facilities.

Library services are strictly for sitting members, former members, Senators and senior staff of the Assembly. Other researchers can only make use of the library with special permission from the clerk of the National Assembly. According to Kamau, E. M. (2001), the Kenyan parliamentary library which services both houses offers the following services:

- i) Collection development- The library is responsible for acquisition of all information materials that are required by members of parliament in pursuit of their work. The library collection is made up of parliamentary papers (documents), official publications, reference books, current affairs materials and general books on subjects germane to the legislature's statutory responsibilities.
- ii) Organization of the stock- The library stock is organized according to the Dewey decimal classification scheme and cataloguing of books is by use of the Anglo American Cataloguing Rules AACR II. An author, title subject and classified catalogues are maintained.
- iii) Loaning service-This is the lending of books and other library materials to MPs, Senators and senior members of staff. They are allowed to borrow up to four books for a period not exceeding four weeks.
- iv) Reference service- This service is provided to members who request for specific facts. The library stocks several categories of reference collection. These include encyclopedias, dictionaries and thesauri, parliament handbooks and procedural manuals as well as other sorts of handbooks and manuals, directories, yearbooks, almanacs, indexes and catalogues, statistical compilations, maps, guides, periodicals and many other tools that are readily available and frequently up-dated

for this purpose. These category of collection is however not available for loaning services.

- v) Current awareness services- Being up-to-date is absolutely essential in the context of parliamentary work. The library subscribes journal titles all of which provide latest information on subjects of interest. Of paramount interests are national and regional newspapers, local magazines, professional journals, news digest and law reviews.
- vi) Press cutting /clipping services- Press cuttings are kept in files. These are cuttings from local newspapers, which are intended to help retrieve articles on members' activities and other issues of national interest. They are kept up-to-date.
- vii) Inter-library loan services - Since no library can be self-sufficient, the parliament library is involved in inter-library loan services with several other libraries within the city such as the National Archives and documentation centre, the High Court library, among others.

It's evident that parliamentarians need up to date information to make informed decisions that will steer growth of the Nation, thus a library is paramount in any parliamentary house.

### **1.2.1 Devolution and Establishment of County Assemblies Kenya**

Devolution, as established by Chapter 11 of the Constitution of Kenya, 2010 is the key aspect of the Constitution as it was established to ensure that social economic development is felt in the grassroots levels by the Kenyans. This brought about

establishment of 47 County Governments and the Senate. The primary objective of devolution is to delegate power, resources and representation down to the local level.

Nyandarua county assembly was among the established counties with a mandate of exercising the powers of enacting laws at the county level, acting as an oversight instrument on the county executive and approval of plans and policies for smooth operation and management of resources and county institutions. As a result, the need for a legislative library was sought after. The legislative library's role is to support the institution of the Assembly for whose purpose it has been set, by providing its members with information which satisfies their information needs.

In any parliamentary system, the key to an effective legislature is the knowledge and information that permit it both to play an active role in the policy making process and to make reasoned choices for society on specific policy issues. The county assembly library at Nyandarua supports the institution by providing the most needed information. In addition, the Constitution of Kenya (2010) Article 38 stipulates that every citizen should have the right to access information held by another person and required for the exercise or protection of any right or fundamental freedom as well as access to published and publicized important information affecting the nation.

It's on the basis of this that county assembly libraries are being set up to enhance provision of information while catering for the information needs of staff and members at the county assemblies, which in return fosters informed decisions and policy making. The libraries provide for a collection of catalogued documents on legislative issues; periodicals and newspapers; legislative committee minutes, measure analyses from recent

sessions and interims; legislative measures, status reports, journals, and laws from past sessions.

### **1.2.2 Establishment of Nyandarua County Assembly Library.**

In this context, the Assembly library is also referred to as the legislative or Assembly library. (*Nyandarua County Assembly Strategic Plan II 2018-2022*) establishes the library in 2013 with a key mandate of providing and meeting the information needs of the members of the county assembly and staff. Other researchers can only benefit from the usage of the library with authority from the Clerk of Nyandarua County assembly.

The library is run by qualified librarians who report to the director of information, corporate, communications services (DICCS). The library seeks to fulfil the official requirement of its users by providing un-biased relevant information resources, and thus receives a budget of its own to cater for acquisitions and establish a relevant collection of information resources.

According to the (*Nyandarua County Assembly Strategic Plan II 2018-2022*), the library houses a few collections which include but not limited to county bills and Acts, newspapers cuttings that relate to the county, reports of the county assembly, laws of Kenya publications, journals and periodicals. It also offers loaning services and Inter Library Loan services with the neighboring KNLS community library. The library is in cognizance that for any meaningful contributions and decisions to be arrived at in the chambers, members of the assembly rely heavily on the provision of current information.

Provision of such information which will help foster economic development for Nyandarua County through informed laws. Provision of information resources and services that are aligned to user information needs is critical for the success of the assembly.

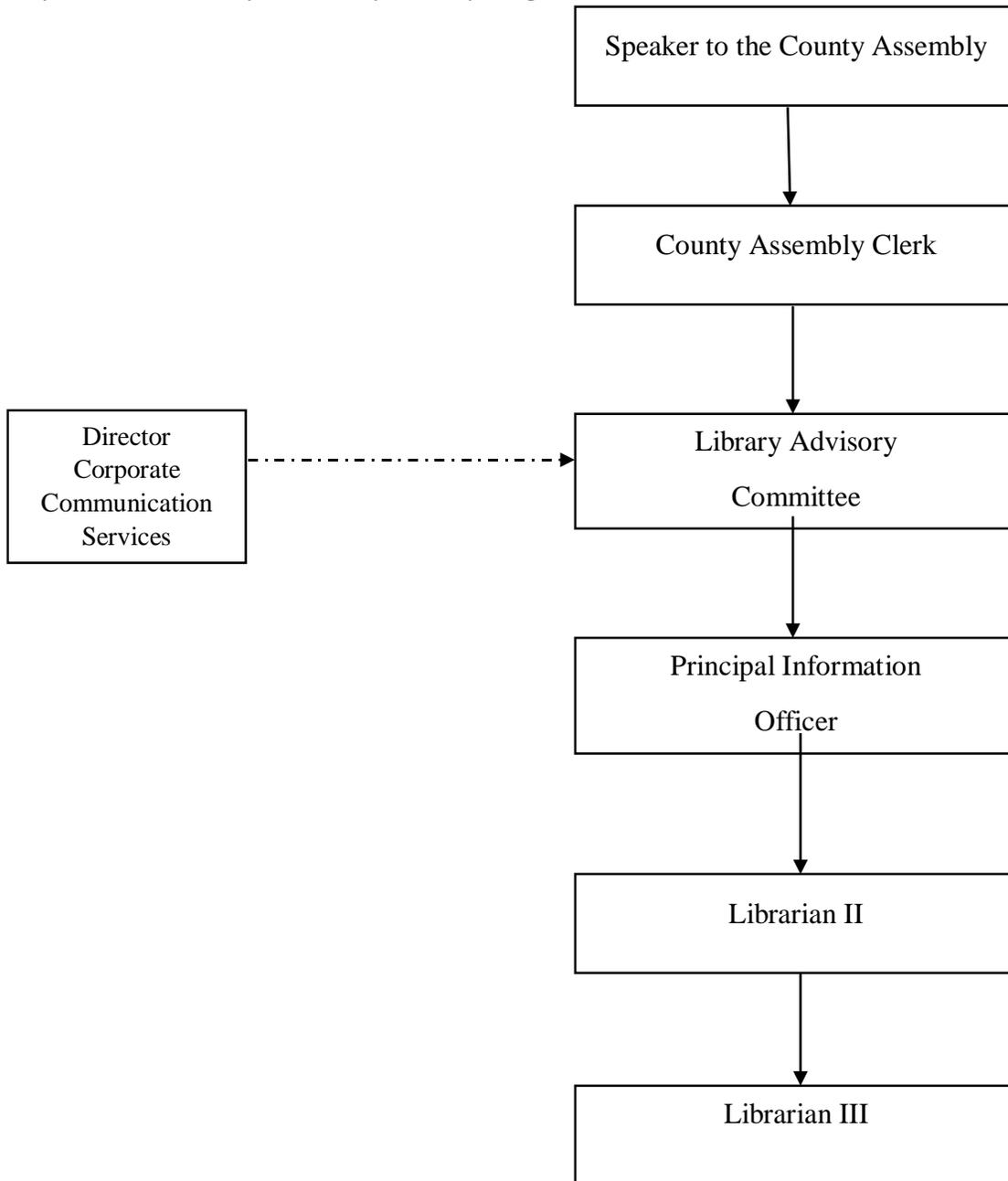
### **Vision and Mission of the Library**

*Vision-* To be an efficient and effective County Assembly Library in provision and access to timely, quality and accurate information in matters of representation, legislation and oversight.

*Mission:* To meet the information and research needs of members of county assembly, staff and other users.

### **Objectives of the Library**

- i. Acquisition of relevant information resources.
- ii. Processing and organizing information resources to make them accessible to library users.
- iii. To meet information needs of Member of County Assembly and staff to enable them make cost effective use of internal/external information resource.
- iv. Collaborate with other County Libraries for information and resource sharing.
- v. To enhance a better integration of information services within the County Assembly.

**Nyandarua County Assembly library Organizational Chart**

*Figure.1.1: Nyandarua County Assembly Library Organizational Chart*

### **1.2.3 Provision of Library Information Resources and Services**

Ocholla (1993), while writing about library information services notes that, “an information service is a unit or system designed and organized to provide information to users. Such a system or unit can be organized within a library or any other information centre”. Information is the life blood for the operation of any organization and should be provided in the convenient form and format: journals, books, monographs, reports, conference proceedings, printed, audio-visuals etc. As such, librarians should be concerned with the provision of information resources in the formats that are most suitable to their users.

Different users prefer their information packaged differently, and it’s the role of the library to enhance the same. Assembly libraries are examples of special libraries which provide specialized information resources on a particular subject, serve a specialized and limited clientele, and deliver specialized services to their clientele. Such a special library plays a vital role in the growth and development of research besides having an impact on library system in this digital renaissance.

The main purpose of these libraries and information centres is to serve the information needs of the organization that houses them. The Nyandarua County Assembly library, just like other county assembly libraries, acquires and stores information resources on parliamentary procedures, matters of devolutions, minutes of parliamentary sessions, parliamentary journals, digests and law reports. The librarians collect and catalog and classify information resources that focus on legislative matters. (*Nyandarua County Assembly Strategic Plan II 2018-2022*).

In the same breath, loaning of books and periodicals now forms a minor part of information service. Speedy responses to quick reference enquiries, online searching (internet), selective dissemination of information (SDI), and current awareness service (CAS), form focal points of today's modern information services.

### **1.3 Statement of the Problem**

The success of any legislative institution depends on quality debates informed by quality and timely information. Thus, Parliamentary libraries and research services contribute to the efficiency and effectiveness of parliament by providing authoritative, independent, timely, complete and relevant information. Eminent library and information services have in many places evolved greatly in recent decades, in parallel with new information and communications technologies that have fundamentally changed how parliaments manage knowledge and information (Cuninghame, 2009). One of the stated goals of the IFLA section for libraries and research services to parliaments is *“to develop and promote standards and best practices in providing information and knowledge to parliaments”*. The rules and procedures are chiefly useful for those working to establish library and research roles in emerging parliaments (IFLA, 2013). This means the role played by libraries and information services in law making institutions cannot be understated.

Nyandarua County Assembly library is therefore mandated to provide information resources and services that meet the information needs of members and staff of Nyandarua County Assembly. Taking into account the critical role parliamentary libraries play in legislative matters, the members of the county assembly (MCA's) and staff are expected to maximally utilize library resources. However, observation and informal

discussion with a number of users of Nyandarua County Assembly Library reveal that the library's information resources remain underutilized. It is not known why there is such low usage of the library resources, yet, the MCA's and staff are expected to rely heavily on library information resources.

This, therefore, raises three fundamental questions: One, could it be that the provision of information resources and systems are not based on the users' needs? Two, Is it that potential library users are not informed of what information resources are available that they can identify with and use comfortably to meet their information needs (especially given that the library register and statistics also serve as evidence that some of the information resources have not been lent out to users at all)? Three, or is it that most library users shy away from making use of the library's resources partly due to lack of sufficient information resources and services that do not satisfy their information needs? Or that the MCAs are too busy to visit the library and use its services and resources?

In an attempt to address the above questions, it must be noted that the technological shift in major aspects of communication cannot be overlooked in the provision of information resources and services. Nyandarua county assembly library is however not in line, as its digital infrastructure is yet to be accomplished. The library is largely manual based in its operations which may compromise the accuracy of information resources and services provided. Trending forms of information, new sources of information and new ways of disseminating information are yet to be adopted. It therefore will be interesting to find out how the availability or lack of technology contributes to low usage of the library.

The quest for this thesis is to unearth the secreted reasons as to why the Nyandarua County Assembly library is underutilized despite the fact that libraries are handy in information provision and especially for legislative matters. It is thus necessary to enhance the provision of information and related information services to users which formed the basis of this study. For the members and staff to participate in effective and efficient legislation and policy making, they need to have access to the right information. The absence of this critical resource is an obstacle to growth and development of the county.

#### **1.4 Aim of the Study**

The aim of the study was to analyse the provision of information resources to staff and members at Nyandarua County Assembly and come up with suggestions to enhance effective and efficient provision of information resources and services.

#### **1.5 Objectives of the Study**

The objectives of the study were to:

- i. Identify the information needs of library users at Nyandarua County Assembly,
- ii. Establish the information resources and services provided at the county assembly library,
- iii. Examine the ways in which information is provided to users,
- iv. Identify the challenges encountered in the provision of information services,
- v. Make suggestions for improvement in the provision of information resources and services at the county assembly library.

## **1.6 Research Questions**

The study was guided by the following research questions;

- i) What are the information needs of MCA's and staff at the county assembly library?
- ii) What information resources and services are available at the county assembly library?
- iii) How is information provided to users at the assembly library?
- iv) What challenges are encountered in the provision of information services?
- v) What measures can be taken to enhance the provision of information resources and services at the county assembly library?

## **1.7 Assumptions of the Study**

The study was premised on the following assumptions;

- i) Users at Nyandarua County Assembly members and staff do not get accurate information as their information needs are not known.
- ii) That it is possible to provide improved access to information at the county assembly library when the information needs and services of users are identified and provided.

## **1.8 Scope and limitations of the Study**

The section outlined the scope and limitations of the study.

### **1.8.1 Scope of the Study**

The study focused on users of information resources at Nyandarua County Assembly. It focused on analyzing the provision of information resources and services to all its users through which the Assembly's mandate is discharged.

### **1.8.2 Limitation of the Study**

This line of study was evidenced by scanty literature as most county assemblies are yet to establish libraries to cater for the information needs of their members and staff. Lack of such cases meant that there were few local benchmarks for reference purposes. The study findings were limited in terms of generalizability because of the limited area of focus. It however provided insights to Nyandarua County Assembly library as it analyzed the provision of information to its users.

## **1.9 Significance of the Study**

The study on analyzing the provision of information to MCA's and staff of Nyandarua at the county assembly was considered significant in theoretical, practical and related significance aspects

### **1.9.1 Theoretical Significance**

The study findings are expected to add to the body of knowledge on information resources and services required at county assembly libraries in Kenya. To the best knowledge of the researcher, the study is a pioneer, and therefore opens a way for further researches.

### **1.9.2 Practical Significance**

The study findings are expected to offer practical solutions to the problems facing county assembly libraries in Kenya. Understanding the role of libraries in providing information resources to users would help county assembly librarians to improve or redesign information services and plan for future information resources, sources and formats. The findings are also likely to help the management to consider allocation of financial, human and other relevant resources that foster effective provision and utilization of information resources and services by its users.

### **1.9.3 Policy-Related Significance**

The research forms a basis for policy formulation on the use and importance of the county assembly libraries. Findings from the study are likely to be recommended to other counties to consider developing or improving provision of information resources and services.

## **1.10 Operational Definition of Terms**

**Clerk of the County Assembly**-The presiding and authorized officer/an employee of a court, legislature, board, corporation, who keeps records and accounts

([www.freedictionary.com](http://www.freedictionary.com))

**County**- is a geographical region of a country used for administrative or other purposes, in certain modern nations.

**County Assembly**- a county assembly established under Article 176 of the Constitution of Republic of Kenya;

**County Government-** the county government provided for under Article 176 of the Constitution of Kenya;

**County Assembly Libraries-** Special libraries established and supported by the county governments for purposes of information provision to legislators. In this context County Assembly library shall also be referred as legislative libraries. (Oregon Laws Glossary, 2015).

**County Assembly Member-** a legislator elected or nominated in accordance with Article 177(1) of the Constitution of Kenya;

**Governor -** a county governor elected in accordance with Article 180 of the Constitution of Kenya;

**Information resources-** refers to information bearing materials in various formats which are useful and available in the library (Lampsey, 2010)

**Information Services-**Services offered by the library to enable the users meet their information needs.

**Information System-**Integrated set of components for collecting, storing, and processing data and for delivering information, knowledge and digital products such as a library.

**Information Seeking Behaviour-** It is the purposive seeking for information as a consequence of a need to satisfy some goal, (Wilson T.D, 1999)

**Legislature-** a body of persons vested with power to make, amend, and repeal laws, the branch of a government that decides on the laws for a state ([www.thefreedictionary.com](http://www.thefreedictionary.com)).

**Legislative library:** A special library established with the County Assemblies in Kenya.

**Kenya Vision 2030-** the country's development programme covering the period 2008-2030.

**MCA/member-** Elected or nominated member of the County Assembly

**Parliamentary library-**an organization or a body that serves a legislature and provides its members and other clients with information services including research, analysis and reference services (Association of Parliament Libraries of Australia, 2014).

**Speaker-** the presiding officer of a legislative assembly ([www.freedictionary.com](http://www.freedictionary.com))

### **1.11 Chapter Summary**

This chapter has presented the background information where provision of information resources is seen to play an integral role for the success of any organization including libraries in parliamentary set ups. With devolution in place, county assemblies are establishing special libraries for their MCA's and staff in a bid to provide related information needs. As revealed by the problem statement however, these libraries remain void in usage as a result of provision of information resources which lack an understanding of its user's information needs and services. The study focused on analyzing the provision of information resources and services to the users of Nyandarua County Assembly. The study aims at providing solution to the problem as well as serve as a practical guide to other county assemblies in Kenya, in relation to information provision.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter highlights the literature review on the area of study. It explores the theoretical review of the themes of the study which reveals what strategies, procedures and measuring instruments are useful in investigating the problem in question. It drew upon models from disciplines of psychology, sociology and communication theory. The study adopted Wilson's (1996) general model of information behaviour and a new information behaviour model based on Wilson's theoretical propositions as modified by Niedźwiedzka, (2003).

The study also found other theories that came close to the context being Ranganathan five laws of library science which focuses largely on the physical book and Jim Thompson five laws which recommends that a cost should be attached to the provision of information resources. These two theories were found defective and hence were not applicable for this study.

The thematic issues covered in this chapter include information need and use, user education and information literacy, user behaviour and expectation, utilization of libraries and information services, legislative libraries as instruments for democratic development and challenged encountered in provision of information resources.

#### **2.2 Theoretical Framework**

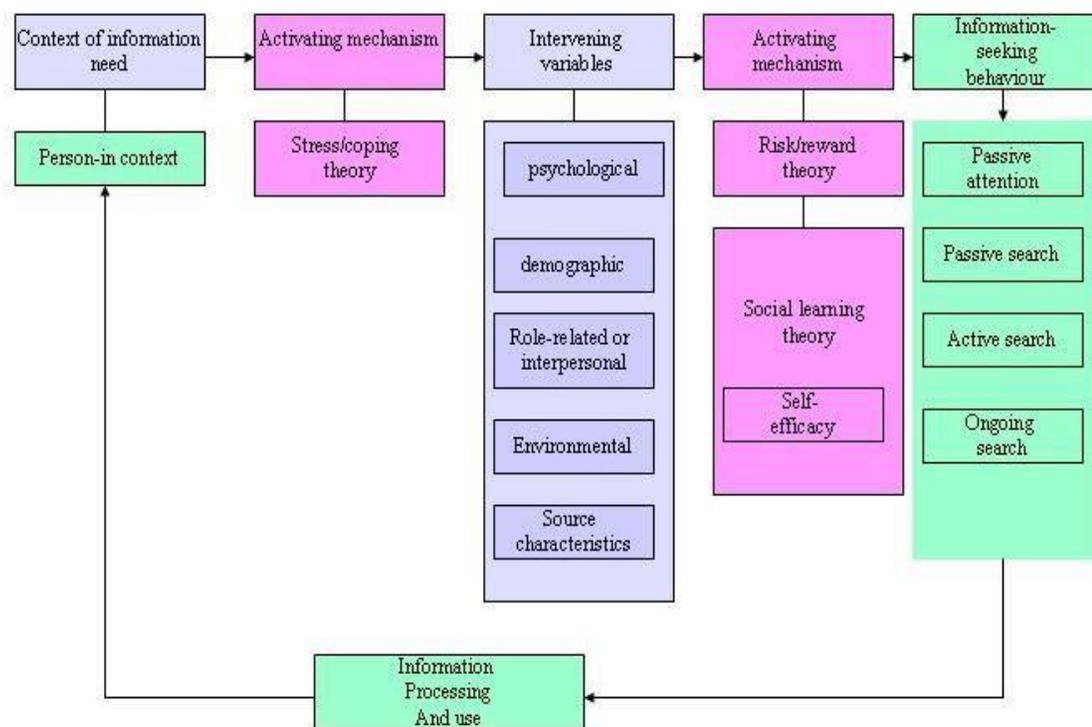
Theoretical framework is a collection of interrelated ideas based on theories and derived from and supported by data or evidence (Kombo and Tromp 2006). The study focused on

analyzing the provision of information resources and services at the County Assembly library to establish why it was not vibrant. The two models relevant to the study were (Wilson's 1996) and the (Niedźwiedzka's 2003) new models of information behaviour. This section provides the background theoretical foundation for the study by exploring the theoretical debates around the provision of library resources and services.

### **2.2.1 Wilson's General Model of Information Behavior**

Wilson's (1996) model is a major revision from that of 1981 drawing upon research from a variety of fields other than information science, including decision-making, psychology, innovation, health communication and consumer research. The model focuses on information use and users. The model explains that information arises from basic daily needs and that in the process of looking for the information, users encounter various barriers. Drawing upon definitions in psychology, Wilson proposes that the basic needs can be defined as physiological, cognitive or affective. He goes on to note that the context of any one of these needs may be the person him- or herself, or the role demands of the person's work or life, or the environments (political, economic, technological, etc.) within which that life or work takes place. There is thus an assumption that information behaviour strongly depends on the processes of social learning.

Wilson's revised model of 1996 shows the cycle of information activities; from the rise of information need to the phase when information is being used. It includes various intervening variables, which have a significant influence on information behaviour, and mechanisms which activate it.



**Figure 2.1: Wilson's general model (1996)**

*Source: Wilson T.D (2005)*

## 2.2.2 Components of Wilson's Model of Information Behaviour

### a) The Context of Information Need

The Oxford English dictionary defines context as the circumstances that form the setting for an event, statement, or idea, and in terms of which it can be fully understood. Wilson states that the rise of a particular need is influenced by the context, in this case being the social, political, economic or technological experiences. The major role of the county assembly is its mandate of legislation. This also informs the functionality of the various staff and members of the county assembly. The provision of information resources in the subject area forms their primary need. The need for information to legislate for better county growth should be the leading factor to promote provision of information

resources. The political environment in which the MCAs operate on to perform their mandate of legislation, representation and oversight, highly determines the kind of information they need. This is concurrent with Wilson's 1996 aspect that circumstances form a key determinant to the type of information users require to satisfy a need.

### **b) Intervening Variables**

Wilson (1996) explains that intervening variables can be categorized as personal, role related or of environmental nature just like the factors influencing the occurrence of information need. Intervening variables can be of a personal, role-related or of environmental nature.

Wilson further notes that the role a person plays including professional roles, situates an individual in a particular place in an organization. This creates certain opportunities and barriers in access to information. MCA's are embodied as higher in hierarchy than the staff within the Nyandarua county Assembly establishment. This is because, the staff offer a supportive roles to the MCAs to help them achieve their mandates as enshrined in the Constitution of Kenya. Nyandarua County Assembly information resources vary according to various subject areas that are pertinent to the growth of the county. These include among others agriculture, education, health, and environment. Additionally, being a political environment, content on legislations, Acts, bills and debates form part of the collection. Demographically, provision of information resources is subject to the economic activity of the county which is largely farming and small scale trading.

Wilson further points out in the model that the value of an intervening variable determines whether it supports or hinders information behaviour. The information

seeking behaviour at the county assembly may be hindered largely by hierarchical and ICT barriers. This can be cured by a supportive system towards provision of information resources, and cognizant of user information needs.

### **c) Activating Mechanisms to Information Behaviour**

The mechanisms that activate information behaviour are another of Wilson's concept. Here, Wilson explains that not all instances of seeking to fill an information gap, result to users going out in search of information. He states that when a user is beyond conviction that the available knowledge and information possessed can make a decision, then he or she settles on that. Wilson also noted that in cases where a user is not convinced as so, then this becomes stressful prompting the user to go out in search for all kinds of information that can adequately satisfy his or her information need. Wilson notes that the bigger the stress, the bigger the motivation to look for information, up to a certain point where the stress paralyzes such activities. The necessity to solve a situation is the second mechanism that leads to information seeking.

The other activating mechanism is the risk / reward theory whereby, an individual in quest for winning a prize, brings about the feeling of necessity. This also helps to eradicate the feeling on uncertainty. User while seeking for rewards end up consuming certain types of information than others.

A key catalyst of information behavior is also the alertness of self-efficacy, explained largely by social learning theory. The expectation of efficiency is the approximation of whether a person can successfully accomplish the behaviour. It affects strongly decisions to undertake necessary activities, and determines whether a person can even try to cope with the situation.

The above insights explain the behavioral and instances that lead to information needs by the MCA and the staff at the Nyandarua County Assembly. MCA's out-of-stress related activities of fostering development agendas, end up needing relevant information to satisfy a need. This often gives them a reward through appreciation by the local citizenry and in some instances, may cause their re-election into their current positions. Staff on the other hand, as key support systems, work hand in hand to ensure whatever information required is readily available and at the required time and in the right form.

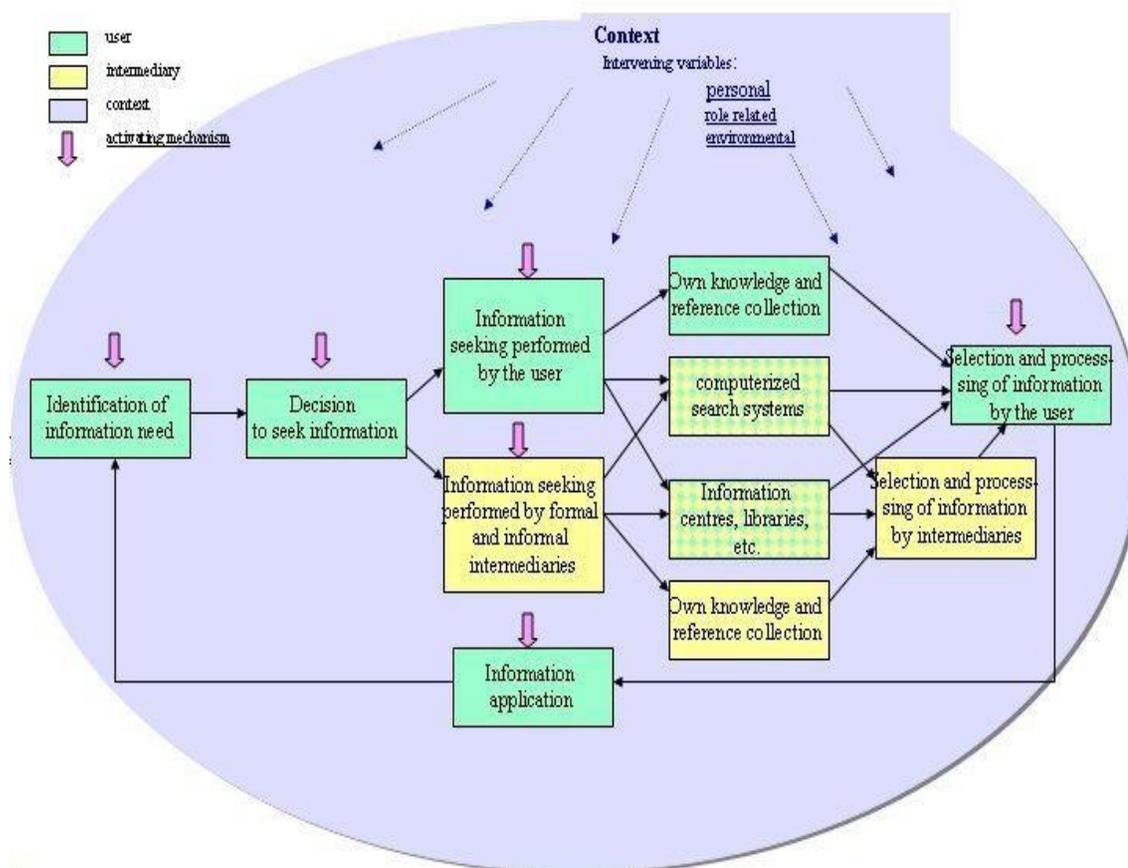
### **c) Information Processing and Use**

The information obtained by a user is then processed, becomes an item of person's knowledge, and is used, directly or indirectly, to influence the environment and, as a consequence, create new information needs.

#### **2.2.3 Niedźwiedzka's new proposed model of information behavior (2003)**

Niedźwiedzka (2003) while undertaking her research on information seeking behavior in the health care system, noticed that a few gaps existed when it comes to managers. Niedźwiedzka noted that Wilson's model, could not be used as a general model for all cluster of users. This is because, the model applies only to those who personally seek information. This however, according to Niedźwiedzka is not the predominant behavior of top level managers and directors in an organization's hierarchy. Niedźwiedzka introduces two basic strategies of information seeking that can be married Wilson's 1996 general model of information behavior as:

1. a user seeks information personally, or
2. A user uses the help or services of other people.



**Figure 2.2: Niedźwiedzka's New Proposed Model (2003)**

**Source: Niedźwiedzka, B (2003)**

The model highlights that a user can apply either or both of the strategies to fulfil his or her information need. Niedźwiedzka (2003) adds that users can fall into three categories of seeking information i.e. A fully independent, a semi- independent user, or a dependent user.

- *A fully independent- This is a user who makes use of all available sources of information to satisfy his or her needs. This users interacts with search systems and information services (uses databases, catalogues, archives, search-engines etc.) and process the information for consumption. Such are the Assembly librarians and research persons who are professionals in the field on information science.*

- *Semi-independent user*- This type of user seeks for intermediaries to help them satisfy their need. At Nyandarua Assembly, intermediaries include the information professional and researchers. This intermediary users possess research and search skills and are normally relied upon partially by the MCA;s who are semi-independent users.
- *Fully dependent user*- this category of users rely entirely on intermediaries to satisfy their information needs. They act independently only at the stage of mental processing of information. An intermediary fully engages in systematic information activities: asking, seeking and searching, on behalf of this kind of user. This is well represented by a majority of the MCA who additionally are too busy to engage in information searching and processing activities.

The two models of information behavior highlight the behaviour of users when they need information to satisfy a need. Whereas the models have been incorporated in most organizations as general model towards information seeking, provision of information is still below the expected standards. Organizations still grapple with lack of quality provision of information resources. Librarians have a key role on following up and learning their types of users. The use of SDI practices will assist librarians to have personalized attention to users to enable provision of the required information needs. A satisfied library user is the joy of the librarian. The management can also work towards promoting the provision of information by providing all the requisite support, including training of their information professionals. The key goal is to ensure that a user's information needs are met and the provision of information services is always up to date.

### **2.3 Information Need and Use in Libraries**

According to Capuro and Hjørland (2003), information involves the communication and reception of intelligence or knowledge. It appraises and notifies surprises, reduces uncertainties, reveals additional alternatives and stimulates them to action. Hjørland argue that in instances where decisions need to be made accurate, timely and relevant, information should be consulted to ensure that the informed decisions are made. MCA and staff seek for information that meets their daily needs of providing legislation, representation and oversight mandate. This is in tandem with the establishment of the County Assembly library whose mission is to meet the information and research needs of members of county assembly, staff and other users. The information provided should be relevant, unbiased and readily available in various formats since political decision-making is primarily dependent on information and also promote extensive usage of the library's resources. Wilson's model noted that when a user attains the information he or she requires, they process it into actionable knowledge that can be used to make a difference in the required environment.

The key to an effective legislature is the knowledge and information that permit it both to play an active role in the policy making process and to make reasoned choices for society on specific policy issues (Kamau, E.M. 2001).

### **2.4 User Education and Information Literacy**

Information literacy is always aimed at ensuring that library users benefit fully from the services and resources offered at the libraries (Kavulya, 2003). Offering library literacy programs to the MCA and staff at the beginning of their political careers would always

ensure that they are conversant with the services, facilities and resources offered by the library department. Library programs can range from activities such as the distribution of informational material that describe the library system and the resources and services, staff contacted tours and demonstrations on how to find and retrieve information using different tools such as catalogues, and journal indexes.

Members of the County Assembly may not necessarily taken interest in this programs as a result of their busy schedules as noted by Niedźwiedzka's new model of information seeking behaviour of managers. They however heavily rely on intermediaries i.e. the staff to access and process the information needed for consumption. Being fully dependent users, the librarians should target the staff and impact the needful skills and knowledge in lieu of reaching the Honorable members indirectly, and satisfying their information needs.

Through user education, library users become independent users of information resource (both physical and digital) and avoid wastage of time should be. Wallace (2002)library orientation programs should therefore be continuous so as to help keep the patrons abreast with the library content

## **2.5 User Behaviour and Expectation**

Wilson's (1996) model defines three instances that determine necessity to solve a situation as the second mechanism that leads to information seeking. He indicates that users' end result highly determine the information seeking behaviour. This largely results to use of the internet sources as the first information sources as opposed to the libraries. Today libraries have been categorized as secondary sources of information. This however

has not underpinned the services in libraries as user's high expectation and need to satisfy their information needs has exposed them to unverified and proliferation of information resources.

Librarians thus come in handy to bridge this gap. Librarians have acquired skills in information search mechanisms. They could add value through embedding qualitative service, user satisfaction, and positive user experience and information literacy, all which to learning, teaching and research is critical. This will also increase utilization of the library by the users since the librarians will be the go between the staff and MCAS and the internet sources in meeting their information expectations.

## **2.6 Utilization of the Library and Information Services**

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. The County Assembly library is a special library that is limited to a particular group of users. Ocholla & Ojiambo (1993) says that the best way of identifying and knowing about the users, their information needs and their information gathering habits is by carrying out a user study which enable the information service manager to determine exactly how, and what direction the information service should develop in order to meet the needs of the information user.

A fundamental requirement for information seeking is that some source of information should be accessible (Wilson, 1996). It's indispensable that libraries be attentive to identify the information needs and factors influencing library use. This study comes at a

time when the resources provided at the Assembly library lay unused and thus seeks to determine factors leading to the scenario while establishing mechanism to boost effective provision of information resources and services.

## **2.7 Impact of ICT to Provision of Information Resources**

According to Kotler, P., & Fox, K. (1995), technology is becoming critical as a competitive tool. Technology is also being incorporated in library's digital strategy. Today's web technologies are offering libraries a new world of opportunities to engage patrons. With ICT in place, librarians are able to store and analyze large collections of data. It's not enough to redesign the library website, instead, the website designs should incorporate user personas and following usability strategy to produce user informed designs (ALA 2012).

The Assembly library in lieu of attracting more users, cannot be passive repository for books and other printed materials. ICT according to Wilson's (1996) can be viewed as a facilitative factor that supports information behavior. The library should digitize its information resources and allow for free accessibility by users across the globe regardless of time or location, through digital communication devices.

Cunningham (2009) points out that the key principle to consider in the development of ICT in a legislature includes:

- i Adopting the same hardware and software systems throughout the legislature. Even if there is no existing network a common platform will enable a network to be established within the minimum of adjustments when the time is right
- ii How and where the members of the Legislature will be able to access ICT

- iii Which are the priority services to the official report of proceeding, online tabling of questions, motions and amendments etc.?
- iv Providing for ongoing technical maintenance and development whether for permanently employed staff or on contract basis
- v Proving for the management and development of the content of any systems. Building subject and keyword indexing in the capture of data will enable users to search it successfully. Adding it afterwards is more difficult to manage, but in either case the expertise of information specialist will be essential
- vi Making adequate provision for the training needs of staff and parliamentarians
- vii Agreeing the responsibility for taking and implementing future strategic and policy decisions

Cunningham (2009) adds that one of any legislative library's main responsibilities is to facilitate access to the records of parliamentary proceedings. This may involve collecting parliamentary publications, including; legislation and subject indexing them so that search engines can return accurate results. If core records can be stored and analyzed electronically, this can form a knowledge base for the legislature, which can be accessed both internally and externally. Cunningham also indicated that it is necessary to maintain database of past work, including answers to previous enquiries and research work to avoid duplication. Nyandarua County Assembly library also appreciated that we are in the era of information technology. The library is in the process of digitizing its collection and providing access to its resources through the Online Public Access Catalog (OPAC).

Cunningham recommendations will go a long way in facilitating the same.

## **2.8 County Assembly Libraries as Instruments for Democratic Development**

Effective policy-making is dependent upon information. Nyandarua Assembly library can encourage more participation and understanding from the general public concerning the activities of their representatives by providing information, which is essential to the process of administration. Without it, the policy can be inadequate, administration may be insensitive or inefficient and management may be ineffective. It is therefore the duty of the Assembly library to furnish the MCA's and staff with the necessary information to empower them in their contribution to debate and democracy.

There is a strong link between democracy and information; this is because for one to foster and support democratic decisions, a provision of effective and efficient information system is necessary. An effective legislative should depend on information and policy analysis in order to make informed decisions (Kamau, E.M. 2001). It is important that the correct information for example, on a measure that the government has taken to revamp the economy is grasped by Honourable Members if they are to contribute effectively to the making of better policies rather than criticizing or supporting policies from lack of understanding.

## **2.9 Challenges Faced by County Assembly Libraries in Provision of Information Services**

According to Rugambwa (2013), one of a member's most important needs is to receive, understand and evaluate information and pass on information and opinions in parliament and committees and elsewhere to the government and to individuals and groups. Being well informed and having up to date information is thus vital if an MCA is to understand and debate the great range of legislation and other issues dealt with by the House and

provide an effective representational link between his or her constituents and the Parliament. Wilson's model of information behaviour identifies that a user is likely to encounter barriers in his quest for information to satisfy a need. The library and research service has encountered a number of challenges in the legislative environment that affect library research communication to achieve this goal. These can be summarized as follows:

- i) **A weak reading culture:** Despite considerable progress made by the library and research service to instill a reading culture among members, many of them lack the time to wade through in-depth information and research reports. Major national and regional, and sometimes overseas, newspapers and journals tend to be more of a priority, rather than in depth reports on different policy areas.
- ii) **Time constraints:** The above is aggravated by the fact that legislators often have very little time to review and internalize information due to competing demands on their time.
- iii) **Comprehending information:** Again, like many other parliaments in Africa, Uganda's parliament, for example, by its nature is made up of representatives with varying social and academic backgrounds and expertise. The immense range of policy issues with which parliament deals (e.g. Energy Crises, or budget deficit). This makes it difficult for any single parliamentarian to be an expert in all areas.
- iv) **Political, ethical and technical considerations:** Library and research services are being provided in a political environment of a young multiparty democracy. Legislative information and research has had to cope with politics.

- v) **Library and research policies, and systems:** Despite the library and research services operating, policies and systems have not evolved at pace to support the ever increasing size and structure of the Parliaments.
- vi) **Limited resources:** Financial and human capacity have continuously dwindled yet the information needs of parliamentarians grow by day. With technology in place and new technological based legislations, innovative library and research services as a means of provision of information, would be the only way to go.
- vii) **Acquisition of material:** Libraries are faced with the challenges of how to choose among the myriad of materials because of proliferation of information resources/materials
- viii) **User Attitude:** This is where library users fail to give information on the type of collections they expect in the library even when presented with publisher catalogues. This underpins the effective provision of information by libraries.
- ix) **Acquisition of foreign books:** Most information resources found in our libraries are foreign content. This presents a problem of payment and processing.
- x) **Unqualified personnel:** The library has not been portrayed as important especially in government entities and thus most are run by unqualified persons which translates to ineffective services.

## **2.10 Chapter Summary**

This chapter is divided into two areas being the theoretical aspect of the study and related literature to the study. Using Wilson's (1996) model of information behaviour and its modification by Niedźwiedzka (2003) the study delved into Nyandarua County Assembly library. Extensive literature also exist on provision of information as a resource,

information needs and use, user education and literacy programs, user behaviour and use of ICT technologies. Whereas these are general library areas, little has been written on information provision in the legislative or Assembly libraries, taking cognizance of the user who is the MCA and staff and additionally, the decentralized system of governance. This thus leaves a gap to be filled through the research.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter discusses the methods and procedures used to gather, analyse and interpret data that were useful in answering the research questions, and achieve the research objectives. It explains the choice of methodology adopted for this study, which include: research design, research approach, target population, data collection methods, data presentation and analysis, and interpretation. The research was basically a case study drawing its population from the members of the Nyandarua County Assembly and staff.

#### **3.2 Research Design**

De Vaus (2001) explains that research design refers to the overall strategy that one chooses to integrate the different components of a study in a coherent and logical way, thereby; ensuring one effectively addresses the research problem. It constitutes the blueprint for the collection, measurement, and analysis of data. Accordingly, this section informed the conceptual structure within which this study was conducted.

The study adopted a case study research design employing qualitative approaches (in-depth personal experiences) with some aspects of quantitative techniques (Numerical patterns). This was preferred as it enabled the researcher to discover varying aspects of the problem under investigation by collecting diverse types of data in a single study. The approaches also provided greater interaction between the researcher and the respondents. Oso & Onen (2008) point out that a case study approach is best suited when the researcher has smaller samples for an in depth analysis. The approach is also suitable

when one is studying a single entity in depth in order to gain insight into the larger cases. Zainal (2001) adds that a case study research, through reports of past studies, allows the exploration and understanding of complex issues. It can be considered a robust research method particularly when a holistic, in-depth investigation is required. The case study research design was ideal in helping to analyse the provision of information resources to staff and members at Nyandarua County Assembly, and come up with suggestions to enhance effective and efficient provision of information resources and services. Saunders (2009) citing Robinsons (2002) holds the view that the objective of research design is to portray an accurate profile of persons, events or situations.

This study utilized interviews and questionnaires to gather the qualitative data needed. Ewings *et al.* (2003) notes that qualitative researchers can be found in many disciplines and fields, using a variety of approaches, methods and techniques. There has been a general shift in research away from technological to managerial and organizational issues, hence an increasing interest in the application of qualitative research methods. On the other hand qualitative research has its roots in social science and is more concerned with understanding why people behave as they do: their knowledge, attitudes, beliefs, fears, etc.

Qualitative research allows the subjects being studied to give much 'richer' answers to questions put to them by the researcher, and may give valuable insights which might have been missed by any other method. Not only does it provide valuable information to certain research questions in its own right but there is a strong case for using it to complement quantitative research methods (Ewings *et al.* (2003)

Additionally, quantitative approach was used to collect and analyze some data on what users think from a statistical and numerical point of view. The quantitative approach is sometimes portrayed as being sterile and unimaginative but well suited to providing certain types of factual, descriptive information the hard evidence (de Vaus, 2005). The study used numerical representation to quantify occurrences. The quantitative approach helped the researcher to collect data on the utilization of library as well as satisfaction of users' needs. The data collection instruments used comprised questionnaires and interview schedules.

The analysis of data for this research was also guided by Creswell (2003) on the four world views that inform qualitative research. The author notes that the individual using this worldview will use the multiple methods of data collection to best answer the research question, will employ both quantitative and qualitative sources of data collection, will focus on practical implication of the research and will emphasize the importance of conducting research that best addresses the research problem. Creswell's argument informs the choice of dualism, being mainly qualitative, but with aspects of quantitative techniques for the analysis of data for this research.

Mehmetoglu (2004) asserts that the use qualitative research has in many cases been developed in the context of a critique of quantitative methods. Miles and Huberman (1994) go ahead to advocate for a combined approach, stressing the importance of not being restricted to stereotypes in their thinking about the purpose of the two approaches. Other views for combining both approaches is explained by (Bryman, A. 2008) indicating that it provides for a more complete picture, selection of informants for qualitative

research, combining views of both qualitative and quantitative respondents and improve the credibility and validity of the study.

### 3.3 Target Population

Oso & Onen (2008) describe a target population as the total number of subjects of interest to the researcher. It is a group of individuals or items from which the samples are taken for measurement. It is an entire group of persons or elements that have at least one thing in common.

The information provided from the department of human resources showed that the population of the county assembly is that of 72 staff members, and 47 members of the county assembly (MCA's) totalling to 119 people across the target population. Further, the staff belonged to either of four directorates which include: administration Services, legal and research services, information and communication (ICT) and budget, audit and finance services directorates. The population was segmented based on the departments as follows:

**Table 3.1: Target Population**

<b>Types of users</b>	<b>Target population</b>
Members of the county assembly (MCA)	47
Staff- ICT dept.	11
Staff- Admin dept.	14
Staff- Legal/Research Dept.	37
Staff-Finance/budget/Audit Dept.	10
<b>Total</b>	<b>119</b>

The researcher identified (5) key informants for interviews from the target population. The key informants were drawn from the departments of library, ICT, administration, legal-research and the Majority leader representing the MCA's. Key informants, as result of their personal skills, or position within the society, were able to provide more information on a deeper insight into what is going on around them". Key informants are advantageous in that quality data can be obtained from them in a relatively short period.

### **3.4 Sampling Procedure**

Oso & Onen (2008) indicate that stratified random sampling method ensures equitable representation of each stratum in the sample. Stratified techniques groups the population into homogenous sub sets that share similar characteristics. The study used a stratified random sampling procedure. This was because the sample was drawn from two groups of users i.e. 47 MCA's and 72 members of staff. The members of staff were further divided into 4 directorates which included: administration services, legal and research services, information and communication and budget, audit and finance services directorates. The sampling procedure ensured that all directorates are represented proportionally in the sample. Study samples from each directorate were selected 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.

### **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. Kothari (2004) argues that

the sample size should neither be excessively large, nor too small. Additionally Oso & Onen (2008) define various methods of determining a sample which include convenience method. This method allows the researcher to choose a sample size at his or her discretion. In this study 50 % was considered sufficient in obtaining representatives data which brought the sample size to 60 out of 119 users targeted. Table 3.2 summarizes the sample size considered.

**Table 3.2: Target Population and Sample Size**

<b>Types of Users</b>	<b>Target Population</b>	<b>Sample Size</b>
Members of the county assembly	47	24
Staff- ICT dept.	11	6
Staff- Admin dept.	14	7
Staff- Legal/Research dept.	37	18
Staff-Finance/budget/Audit dept.	10	5
<b>Total</b>	<b>119</b>	<b>60</b>

### **3.6 Data Collection Methods**

Data is anything given or admitted as a fact on which a research inference will be based thus an important aspect of any research. There are assorted types of data collection methods which include: use of questionnaires, interviews, focus groups discussions, observation and document analysis. This study used questionnaires and interview schedules. The selection of these tools was guided by the characteristics of the respondents and the time available. MCA's are busy people and therefore interview schedules were most suitable to collect data while questionnaires were formulated for the

other staff of the organization. The researcher interviewed 24 MCA's and 36 staff members who included the informants.

The following information was sought during the data collection exercise; identity of the respondents, their information needs, expected library services and resources, challenges faced when accessing library resources and proposed strategies of improving provision of information.

### **3.6.1 Questionnaires**

A questionnaire is a collection of items which a respondent is expected to react in writing. It's used to collect a lot of information over a short period of time (Oso & Onen 2008). Self-completion questionnaire as attached in Appendix II were used to gather data from the 36 staff members. Questionnaires were sectionalized to address the research questions. The questionnaires were made up of closed and open ended questions as well as rating scale questions to allow respondents to communicate their view or strength of preferences. Questionnaires are good when collecting valuable data from the users.

Questionnaires were delivered to the staff of the assembly so that they can fill when they have adequate time for well thought out answers. The staff were considered literate and hence were unlikely to experience difficulties in answering the questions. The questionnaires provided an opportunity for them to express true opinions related to their experience in the library use anonymously which improved the collection of objective data.

Accuracy of the questionnaires was adhered to for collection of accurate data. The researcher also ensured that the respondents were aware that their responses would be treated with distinct confidence and only for the purposes of the study.

### **3.6.2 Interviews**

According to Kvale (1996: 174) an interview is “a conversation, whose purpose is to gather descriptions of the [life-world] of the interviewee” with respect to interpretation of the meanings of the ‘described phenomena’. It is an extendable conversation between partners that aims at having an ‘in-depth information’ about a certain topic or subject, and through which a phenomenon could be interpreted in terms of the meanings interviewees bring to it. Apart from being economical, an interview schedule is expected to lead to higher reliability due to their potential for richness, clarification and follow up. It ensures that the interviewer is consistent, asking same questions in the same manner to all respondents.

Two interview schedules as appearing in appendices II and III were prepared for use during data collection. The first interview schedule was meant for the sampled 24 MCA’s, while the second was meant for the key informants. Five key informants were also interviewed alongside the sampled MCA’s. This was drawn from the office of the majority leader, library, ICT, Administration and Legal departments. The use of interview schedules was preferred for the MCA’s as they are mostly busy and might not have time to fill up questionnaires. The informants because of the positions they hold within the Assembly, were best placed for interviews.

### **3.6.3 Documentary Sources**

Documentary sources from books, journals, and internet were consulted. The internet was used to trace the background, operations and even current status of the library under investigation while other publications and internet were related to literature on information and user needs and library services. These sources were also used to place the findings of what is already known about this subject. Oso & Onen (2008) point out that use of document analysis methods enables one to obtain data at his/her convenient time, obtain data that are thoughtful in that the informants have given attention to compiling them to obtain unobtrusive information as well as save time and expense in transcribing.

## **3.7 Validity and Reliability of Data Collection Instruments**

### **3.7.1 Validity of Instruments**

The quality of the instruments used in research is very important for the inferences and conclusions researchers draw are based on the information they obtain using these instruments (Sehgal, 1998). Indeed, Crowther (2009) holds that validity as a dimension or a criterion of data quality is crucial. Validity refers to whether an instrument measures what it is intended to measure (Gay 1992).

To ensure content validity of the research instruments, the researcher ensured that the interviewing questions and questionnaires covered all areas of each variable and the objectives of the study. This was achieved by pre-testing the instruments. It ensured that the instruments were simple, correct, clear, measurable and appropriate to generate answers to the research questions.

### **3.7.2 Reliability of Instruments**

Reliability is about consistency. It's a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Mugenda, 2003). The study conducted a pilot survey to assess the reliability of data collection instruments. The researcher used a questionnaire as a data collection instrument to ensure consistency of the results with minimal errors

### **3.7.3 Pretesting Data Collection Instruments**

A small pilot study to enable the researcher pre-test the tools was conducted. A pre-test checklist was used to ascertain the validity and reliability of data collection instruments. Pre -test checklist for both the questionnaires and interview schedules was undertaken to ascertain whether the questions posed would generate answers to the research questions. This were supplied to five staff and MCA's not included in the study. Pre testing also revealed any typographical errors, misspellings and choice of words used in the instruments. After the pre- test exercise, items in the instruments if any, were modified, substituted, removed or rephrased to ensure more clarity and relevance to the study.

## **3.8 Data Presentation and Analysis**

The study generated both qualitative and quantitative data. These were analyzed and presented as per the objectives and the research questions. The researcher also checked the data to establish the legibility, completeness and trend of responses. The data was then cleaned, edited, coded and screened for accuracy. It was tabulated, analyzed and recorded by means of descriptive narratives and by frequencies and percentages where

applicable. Response from the Assembly staff was complemented by views of MCA's collected during interviews.

### **3.9 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 principles of voluntary participation, privacy and confidentiality, objectivity of anonymity of respondents was observed. The researcher also obtained a research permit from the National Commission for Science, technology and innovation (NACOSTI) as a requirement.

### **3.10 Chapter Summary**

This chapter presented the research methods, target population and study sample, sampling methods and techniques, data collection methods and instruments, their validity and reliability. The study was basically a case study drawing its population from members and staff of Nyandarua County Assembly. The target population was 119, with a study sample of 60 respondents drawn using stratified random sampling. Questionnaires and interviews methods were used to collect data from the respondents including interviews for the five informants.

## CHAPTER FOUR

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

#### 4.1 Introduction

This chapter presents the data analyzed under various themes along with their interpretations. The themes include; Gender and educational level of the staff and members of the County Assembly, frequency of access to the library, nature of work, information resources and service needs, Sources of information and the preferred format, adequacy of the resources, library awareness, accessibility and ease of using the library, ICT infrastructure within the library, level of satisfaction with library services, challenges faced when accessing the library and plans proposed to improve the accessibility of the library.

The data collected were presented by describing and narrating the results obtained and in the symbolic form by using tables and figures. For data analysis, similar responses were grouped into categories and common patterns that could help derive meaning were identified. It analyzed meaning to the data collected and ascertained conclusions, significance and implication of the findings.

#### 4.2 Analysis of General Information

The researcher distributed 60 questionnaires to the respondents where 54 were filed and returned. This represented a 93% response rate, which was a good representative and sufficient to make generalizations. The findings of the study was heavily based on the respondents questionnaire and verified through results of the interviews Both data capture

and analysis was done using SPSS version 21. Results obtained from SPSS were exported to Microsoft Excel 2010 to draw tables for presentation.

#### 4.2.1 Response Rate

The response rate is summarized in table 4.1

**Table 4.1: Showing Response Rate for Users**

Category	Sample size	Responses	Percentage
MCA's	24	22	92
ICT Department	6	6	100
Admin Department	7	6	86
Legal/research Department	18	15	83
Finance/Budget/Audit Department	5	5	100
<b>Total</b>	<b>60</b>	<b>54</b>	<b>93</b>

From Table 4.1, although the researcher intended to administer questionnaires and interviews to a total number of 60, she managed to interview and administer questionnaire to 54 respondents. Of those, 24 (40%) were interview schedules for the members of the county assembly while 36 (60%) were questionnaires to the staff in different departments. As such the response rate was 54 (93%).

#### 4.2.2 Gender Representation of Respondents

The researcher sought to know the gender representation across the organization. The following data was obtained with regard to the gender population of the members and staff.

**Table 4.2: Gender Representation**

<b>Sn.</b>	<b>Gender</b>	<b>Frequency</b>	<b>Percent</b>
1	Male	31	57.4
2	Female	23	42.6
	<b>Total</b>	<b>54</b>	<b>100</b>

Out of the 54 respondents, 31 (57.4%) were male while 23 (42.6%) were female as shown above. This helped the researcher determine that there is almost an equal distribution in both genders in the workforce and that they have similar purposes of visiting library in terms of reading, book loans, and research. The findings revealed that both genders were in a working environment that required requisite information to make decisions.

#### **4.2.3 Representation by Level of Academic Qualification**

Respondents were asked to indicate their academic qualifications. The resultant data was as follows:

**Table 4.3: Level of Academic Qualification**

<b>Sn.</b>	<b>Academic qualifications</b>	<b>Frequency</b>	<b>Percent</b>
1	Masters	2	4
2	Degree	34	63
3	Diploma	6	11
4	Certificate	12	22
	<b>Total</b>	<b>54</b>	<b>100</b>

It was realized that the Assembly had a fairly well educated staff and members of county assembly for the purposes of competence at work. The Human resource Management director indicated that a majority of the staff and county assembly members have the requisite professional qualifications as was the requirement set, during recruitment. This meant they possess useful knowledge in the retrieval of information resources at the library. (78%) of users had attained a minimum of Diploma and above qualification. The researcher deduced that the library users were all literate and it was expected that they would be conversant with information retrieval.

#### **4.3 Number of Respondents visiting the Library Per Department**

The respondents were asked how often they visited the library to access its resources and services. The response was tabulated in the following frequency table;

##### **4.3.1 Frequency of visiting the Library.**

**Table 4.4: Frequency of Access to the Library**

<b>Sn.</b>	<b>Category of Users</b>	<b>Those who visited</b>	<b>Percentage</b>
1	Legal/Research Dept.	17	31.4
2	Finance/Budget/Audit Dept.)	5	9.2
3	Admin Dept.	6	11.1
4	ICT Dept.	6	11.1
5	MCA	2	3.7
	<b>Total</b>	<b>36</b>	<b>66.6</b>

This question on frequency of the library was meant to help the researcher deduce if staff required the services of a library within the establishment. The researcher deduced that indeed the need for library services was paramount to the organization. The legal and research department recorded the highest usage of the library with a 34.1% attendance. This can be explained in that the county assembly is a legislative body that largely deals with the drafting and implementation of laws that govern the County. The members of the county assembly registered the minimum usage of the library with only 3.7%

From the interviews conducted, one of the informant when asked to comment on the frequency of accessing the library, he replied that:

***“The Assembly is a legislative organ which plays a key role in formulation of laws and legislation which results to County development. Therefore, to achieve this, continuous and up to date information resources is required, thus the high usage of the library resources.”***

The interview also revealed that, MCA’s fail to visit the library largely because it is not centrally located for accessibility, and that most of them did not know where the library was located.

The findings on the low usage of the library resources by the MCA’s was also largely attributed to the nature of their work which largely involves engaging the public in their various county wards and thus lack time to physically visit the library and seek its services. The findings further concur with Niedźwiedzka (2003) model top level

managers, such as MCA's may not necessarily seek out information but rather depend on intermediaries like the staff to meet their daily information needs.

On library usage by ICT staff, ICT the head of the ICT department cited that:

*“Modern libraries have gone ahead to integrate ICT in the provision of its resources and services, unlike the Assembly library. The lack of technology compatibility would be a major contributor to the low usage of library resources more so by the MCA's.”*

#### **4.3.2 Information Needs for Respondents visiting the Library**

This questions was set out by the researcher to help comprehend the type of information resources that the users sought after while visiting the library, in line with their information needs. The 36 respondents highlighted the following categories as the type of information they required:

**Table 4.5 Type of Information Sought by Library Users**

<b>Information type</b>	<b>Frequency</b>	<b>Percentage</b>
Regulations and policy documents	9	25
current issues	7	19.4
Academic work	6	16.6
Parliamentary procedures	9	25
County statistics	5	13.9
<b>Total</b>	<b>36</b>	<b>100</b>

Table 4.5 highlighted policies and parliamentary procedure related works as the most sought after information in the Assembly library, with a 25 percent statistic this is in tandem with Wilson's 1996 model that identified the nature of ones work as a determining factor of the type of information they seek. This can be interpreted so, noting that the county assemblies are vaguely in their early stages of development and most departments are setting up standards for operations. The policies therefore serve as reference tools.

One interviewee concurred with the questionnaire responses adding that other information sources included regulations of governance, county statistics and any current information with regard to devolution and counties. She added that:

*“The major areas requested by users were on devolution and parliamentary procedures but the library was yet to have adequate resources on the requested subjects.”*

#### **4.3.3 Preferred Sources of Information**

Respondents were asked to describe their most suitable source of information from a pool of either the Internet, consultation from others or the library. This research questions was to help the researcher identify the type of information source that the library user's best opted for. (29) Respondents ranked the internet as their most preferred information sources, (14) respondents preferred consulting from friends while (11) preferred referring to the library. This is demonstrated as follows in table 4.6.

**Table 4.6: Preferred Source of Information.**

Sources of information	No of users	Rankingby preference
INTERNET SOURCES	29	Most preferred
CONSULTATIONS	14	Preferred
LIBRARY	11	Less preferred

From the findings, the internet was ranked first with a total of 29 users .This means that it was viewed as the most preferred source for quick reference. Users ranked consultation from friends second with a total of 14 while the library as a source of information was ranked last with a total of 11. The researcher deduced that the most users preferred use of the internet as the library had not provided information resources that are in line with their needs.

Proliferation of various and ready information from the internet directly impacted on how users viewed the library. This largely attributed to the underutilization of the library. One of the interviewees asked about the most preferred source of information, argued that:

*“The internet today serves as a quick remote information source. However, it is not a reliable source as much of the data is unfiltered. The library on the other hand provides for specificity, reliable and credible source of information. In fact, people are likely to pay attention to library sources than internet sources of information, should the library step up its existence.”*

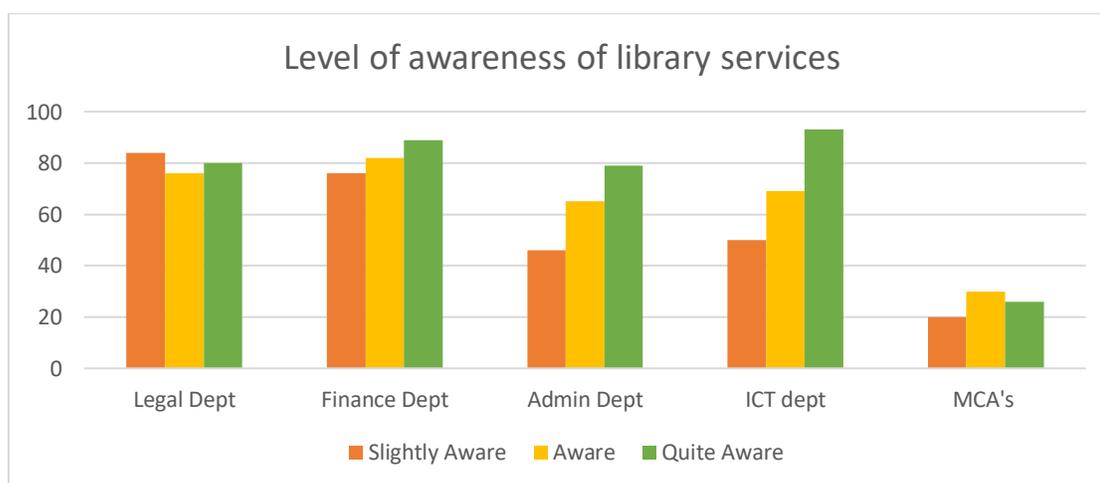
*One MCA answered that the library has so far had insufficient budget allocations, thus harboring its efficiency in acquisitions requested by users. An additional budget would be a cure. It is easier to quickly google information remotely and when needed urgently to make a decision”*

The researcher concluded that, the inability to access ready, relevant and trending information resources at the library, resulted to 29 (53.7%) of users turning to the internet.

#### **4.4 Level of Awareness Information Resources**

In this section on the level of awareness of information resources, the researcher needed to deduce if the library users were aware of the existence of the library, its information resources and services. The distribution of users’ awareness of the existence of a library and its resources is categorized per department as follows;

##### **4.4.1 Level of Awareness of the Existence of the Assembly Library and its Services**



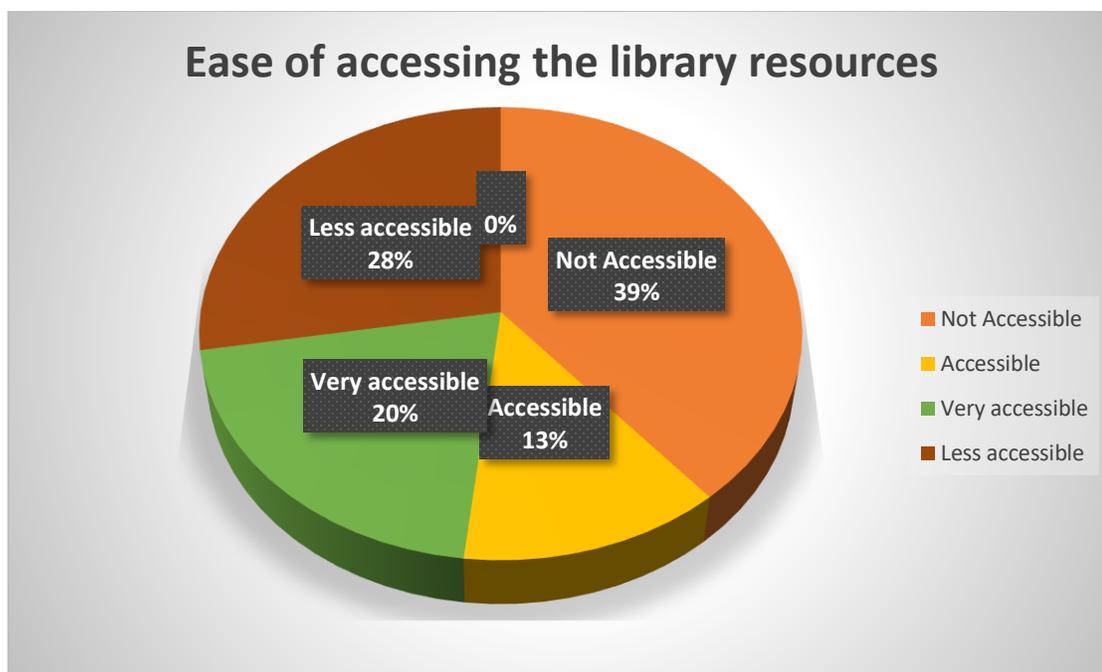
**Figure 4.1: Level of Awareness of the Library Services**

From the findings represented in the above graph, 80% of the departments within the Assembly indicated that they were aware of the existence of the library and its services. This is because they had either visited the library or used its information resources. The MCA's recorded the lowest number is the awareness chart towards the library and its services. One MCA through the interviews, indicated a few MCA knew of the library as they had had it being mentioned in the Members Welfare Committee forum. He added that their busy schedules had curtailed them from benefitting from the array of services and information resources available in the library. The researcher concluded that this was because there had not been any library orientation programs geared towards the MCA's thus the unawareness. When asked about the level of awareness of the library services, a key informant concluded that;

*”Respective staff were aware of the library as they had interacted with library officers and even read about it from the organizations strategic plan. The MCA however, may not be aware of the library”*

#### **4.4.2 Ease of Access to Information Resources at the Library**

The study also sought to investigate whether the users were comfortable while accessing the information resources and services provided at the library to establish if it was a barrier to the efficiency of provision of information resources. The findings are as tabulated below;



***Figure 4.2: Ease of Accessing Information Resources by Users***

The findings deduced that 39% users did not find the access to the library and its resources friendly. This could be justified by the facts that the library is not vast in its collection and its location is not pivotal to the accessibility by all the users. In addition, the library lacks the adequate sitting capacity for users to sit and reference from the library. 13% of the respondents said that the library was accessible.

Asked to comment on the subject, key informant from the administration directorate confirmed that

***“Infrastructural challenge across the Assembly trailed majority of the functions. Notably, the decentralization of offices contributed largely to the inaccessibility of the Library.” In addition, the librarian indicated that “when users lacked a sitting space,***

*they ended up postponing library usage and walked away dissatisfied. Ordinarily, the library is expected to have a conducive and quiet location for research and study but this is not the case with the Assembly library.”*

#### **4.4.3 Satisfaction with the Type of Information Resources Provided**

The study sought to know if the users were satisfied with the information resources offered at the library. This question was meant to help the user determine if the type of resources offered in the library were satisfactory to meet their information needs.

**Table 4.7: Satisfaction with the Type of Resources Offered**

<b>Satisfaction with type of resources offered</b>	<b>Frequency</b>	<b>Percent</b>
Very satisfied	9	16.6
Satisfied	10	18.5
Less satisfied	20	37
Not satisfied	15	27.8
<b>Total</b>	<b>54</b>	<b>100</b>

Table 4.7 highlights user’s views on their level of satisfaction with the subject range and type of information resource available. 20 (37%) of the respondents indicated that they were less satisfied with the type of resources offers. 15(27.8%) of the population indicated that the information resources available at the library did not satisfy them and thus failed to meet their required information needs. This could also be explained why most users preferred the internet as a quick source of information. This also directly

underpins the maximum utilization of the library resources and services. In addition most of the users explained that lack of current works, various formats of works, inadequate subject area coverage contribute to the dissatisfaction of the available resources.

From the interviews, a key informant highlighted that;

*“The library failed to stock current works and that the inability to stock issues in a timely manner. This was largely attributed to the budgetary constraints and priority to other matters as opposed to library’s foundation”*

#### **4.5 Provision of Library Information Resources**

##### **4.5.1 Participation in acquisition process**

The study sought information on whether library users participated in giving suggestion for the information resources to be acquired by the library. Table 4.8 shows the summary of the findings.

**Table 4.8: Participation on the Library Acquisition Process**

<b>Participating in suggesting information resources</b>	<b>Frequency</b>	<b>Percent</b>
Never participated	28	51.8
Fully participated	20	37.03
Partially participated	6	11.1
<b>Total</b>	<b>54</b>	<b>100</b>

From the above frequency table, 28(51.8%) of the respondents said that they were never consulted while acquisition of information resources was being done. 27(37.03 %) of respondents indicated that indeed that their views are considered while 6(11.1%) said that they were only partially consulted for this process. The 28 (51.8%) of the user can be directly linked to the under performance of the library in provision of the library services as users didn't see the need to seek library services. Key informant from the ICT docket where the librarian reports to, indicated that

*“Were there library policies, the need to carry out a user information need assessment would have been mandatory. Policies form the basis of many operations and the library is yet to establish one.”*

#### **4.5.2 Preferred Media of Information Resources**

The preferred format of information resources by members and staff at the Assembly were presented in the following table:

**Table 4.9: Preferred Media of Information Resources**

<b>Type of collection</b>	<b>Print form</b>	<b>Electronic form</b>
Books	56.0	44.0
Journals	15.4	84.6
Reference Collection	32.0	68.0
Special collection	39.1	60.9

Respondents highlighted the preferred media of information content as mainly electronic format. Users indicated that they preferred books the print format. Journals, Reference collections and Special collections were preferred in the electronic format. This explains why most users preferred sourcing information from the internet as opposed to the library. Inarguably, journals are today largely available in electronic form.

#### **4.5.3 Rate of Available Stock Based on User Specialization Areas**

The study sought to determine how well the library is stocked in its information resources to adequately satisfy the information needs of its users.

**Table 4.10: Level of Information Resources Stocked in the Library**

<b>Level of stocking</b>	<b>Frequency</b>	<b>Percent</b>
Moderately stocked	8	14.8
Don't know	7	12.97
Adequately stocked	5	9.26
Inadequately stocked	34	62.9
<b>Total</b>	<b>54</b>	<b>100</b>

The findings above indicated that 34 (62.9%) of users felt that the library does not adequately stock information resources on their areas of specialization. This can be explained in that the users are not consulted when the library is determining its acquisition list, thus making assumptions of the preferred works.

Asked to comment on the said area, an informant implied that,

***“When users lack the information resources they need, they shy away or neglect the library and its entirety.”***

The 34(62.9%) was attributed to the lack of user awareness, lack of current resources and mainly lack of library programs. Reviewed theories in chapter two highlighted that every book in the library has its reader. This is however only achievable through a user needs analysis as cited by (Ramesh, B.B. 2011).

#### **4.5.4. Method of Creating Awareness of New Acquisitions in the Library**

The study sought to find out whether users were made aware of new acquisitions are made to the library and the mode of communication used.

**Table 4.11: User Awareness on New Library Acquisition**

<b>Response</b>	<b>Response Rate</b>	<b>Percentage</b>
Yes	40	74.1
No	8	14.8
No answer	6	11.1

74.1% of the participants explained that they were always aware when there are new acquisitions since they belonged to at least a whats-App social group where the information on the arrival of new books was posted. Others indicated that they learnt of new books from the librarian as well as current issues. Only 6 (11.1%) cited that they lacked information when new acquisitions arrived at the library

The librarian in her contribution said that inarguably:

*“The use of Social Media platforms boosted the current awareness of users to new library publication which, fostered library use. However, a few users who lacked the social media applications stood the chance to miss out on new acquisitions. Other CAS channels should be sought after, for best results.”*

#### **4.5.5 Infrastructure Needed for Provision of Resources**

In a bid to identify infrastructure needed to improve on the status of the current library, the researcher prompted the respondents to identify types of improvement. Most respondents replied that they disagreed that the library had adequate infrastructure to operate. The respondents identified the physical and some non-physical structures. Respondents identified the need to have a spacious and sound proof space for a library to be considered environmentally friendly for the users. On the other aspects the respondents cited the expansion of the range of books provided in the library and the means of acquiring reading materials such as provision of reliable internet connection, desktops and online library catalogue.

#### **4.5.6 Interaction with the Library**

The study sought to establish how users interacted with the library and what was not working for them.

**Table 4.12: Users Interaction with the Library**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Improve on book collection	20	52.6
Subscribe to more e-journals	30	78.9
Change opening and closing hours	4	10.5
Advocate for improved library public relation	4	10.5
Dust the shelves Improve shelving of books and journals	8	21.1
Increase computer terminals for accessing e-resources	6	15.8
Advocate for more staff capacity	2	5.3

Users answered that the print and electronic collection was very inadequate and improvement on the same was highly recommended. Informants in response added that electronic resources allowed for remote access to their information resources as today's libraries "*have no walls.*"

#### **4.6 Challenges of Accessing the Library**

##### **4.6.1 Challenges Encountered While Accessing the Library**

The study determined if users faced any challenges while accessing the information resources provided at the County Assembly library.

**Table 4.13: Challenges of Accessing the Library**

<b>Response</b>	<b>Frequency</b>	<b>Percent</b>
Inadequate space	10	18.5
Limited variety of books/journals	16	29.6
Lack of current information	8	14.8
No e-resources	12	22.2
No response	8	14.8
<b>Total</b>	<b>54</b>	<b>100</b>

From the table, it can be seen that most respondents cited that the lack of a modern library facility to curb space menace and inadequate information resources were the greatest challenges faced. In an interview with the leader of the Majority party he added that:

*“The library was located in a different premise from the Assembly buildings. The decentralization of the facility meant that few MCA’s got the time to follow up on the library as well as use its resources. I highly advocate for a library unit that is accessible and readily available to the members of the County Assembly for effective legislation decisions.”*

#### **4.6.2 Suggestions to Overcome the Challenges Identified**

The study attempted to obtain recommendations from the respondents on the challenges highlighted when accessing the library through this question. The responses are tabulated as follows:

**Table 4.14: Suggestions to Overcome the Challenges Faced**

<b>Response</b>	<b>Frequency</b>	<b>Percent</b>
Improve on space	16	30.8
Add more variety of books	24	46.2
Add online resources	12	23.1
<b>Total</b>	<b>52</b>	<b>100</b>

The findings above show that 24 (46.2%) respondents were keen to indicate that the variety of information resources should be added in all formats. This is in line with Ranganathan’s Laws which state that every book has its reader. Acquisition of a variety

of book will also foster a reading culture which was identified as a challenge encountered by Legislative Libraries.

Additionally, with the current sitting capacity of 15 people there is great need for a modern library with an adequate sitting capacity to accommodate as many users as there is in the County Assembly or at least 30 users. About 16(30.8%) of respondents concurred with Rugambwa (2013) that at least a sitting capacity of 30 members, reading carrels, internet connection, desktop computers would be paramount for any legislative library.

*“Information resources that directly targeted users and the nature of their work would come in handy and would result to a more vibrant library. However, the Legal informant commended the library for its work noting that it was not easy to keep up with the current editions due to the stiff budgets”*

#### **4.7 Chapter Summary**

The chapter four of this study presented, analysed and interpreted data collected from the MCA's and staff working for Nyandarua County Assembly. A total of 54 respondents were identified and from the data analysis, it was found that the respondents have various but related information needs the Nyandarua County Assembly library could meet.

However, it's evident that despite the efforts that have been made by the assembly library to provide various resources and services to their users, these are not fully adequate or satisfactory as their information needs are not completely met. In addition, the assembly library remain underutilized as evidenced, due to the myriad reasons highlighted which

trickle down to the effective use of resources and services. It's paramount that these challenges be addressed to enable the assembly library meet its objective and be in line with the overall organization mission which is to represent, legislate and oversight for the development of the county. This cannot be achieved without a vibrant library that aids in decision making and informed debates. Several measures to be adopted were proposed in order to ensure the optimum utilization and provision of information resources and services by the assembly library.

## **CHAPTER FIVE SUMMARY OF RESEARCH FINDINGS, CONCLUSION AND RECOMMENDATIONS**

### **5.1 Introduction**

This chapter presents a summary of the main findings of the study in relation to the aim, objectives and research questions with a view of arriving at a practical conclusion. The aim of the study was to analyze the provision of information resources to staff and members of county assembly of Nyandarua, and come up with suggestions to enhance effective and efficient provision of information resources and services.

The research sought to find answers to the following questions;

- i) What are the information needs of MCA's and staff at the Nyandarua County
- ii) Assembly library?
- iii) What information resources and services are provided at the county assembly library?
- iv) How is information provided to users at the assembly library?
- v) What challenges are encountered in the provision of information services?
- vi) What measures can be taken to enhance the provision of information resources and services at the County assembly library?

### **5.2 Summary of Findings.**

#### **5.2.1 What are the Information Needs of MCA's and Staff at the County Assembly Library?**

To address the question, data was collected in relation to the information needs of the members and staff and their preferred library collection.

### **5.2.1.1 Information Needs of Library users at Nyandarua County Assembly**

From the findings, the study established that information required by the users was linked to the nature of their work. The finding indicated that information relating to legislative regulations, Acts, practices, policies, and procedures relating to each of the departments topped the list of information needs. Others included information on: devolution based resources, statistical data, topical information resources, Hansard reviews and novels on personal and career growth. The library, therefore ought to focus its acquisition on the identified information needs to adequately satisfy its users. Information needs of users have to be analyzed for effective provision of information resources.

### **5.2.2 What Information Resources and Services are provided at the County Assembly Library?**

Several factors determine the use of information resources in different organizations. The study disclosed that the library did not have the information resources required, which made users keep off from the library and seek the internet as an alternative option. This could be highly attributed to the lack of information resources customized to the information needs of users. Users indicated that among the information resources that would satisfy their information needs include: statistics relating to county and National governance, parliamentary procedure from the common wealth countries and well as local governance, academic papers, conference proceedings, minutes and digest mainly on governance policies, devolved systems of government, ministerial and governing bodies and regulations especially in the fields of human resource and finance.

Key informant from the library highlighted that:

*“A user needs analysis is paramount to any library that wishes to satisfy the information resources of its clientele. I have seen a number of library users interested in publications on topical issues for personal growth. The library should also stock such, and not only work related content to enhance a wholesome growth of its clientele”.*

Additionally, the study established that the library was categorized of underdeveloped library literacy programs, SDI, marketing and reference services. Resource sharing and user orientation programs were non-existent. However, the library had an Inter-library loan program with KNLS Olkalou community library which was helping to meet the user’s information needs as well as a CAS program that was conducted through the social networks. This means that the Assembly library could not adequately equip its users with skills to access and utilize library resources and services, adequately inform them of new acquisitions, nor enlighten them of the library and its value. The establishment and implementation of library policies and programs is a recommended way of solving the menace of ineffective service provision.

### **5.2.3 How is Information Provided to Users at the Assembly Library?**

The finding revealed that the provision of information at the assembly was below average. While the library stocked volumes of publications, only a few were consistent to users information needs. Respondents indicated that most of the content was not in line with their information needs. This also accounted for the low utilization of the library’s information resources especially by members of county assembly.

The study additionally revealed that the library operations were manual. No information systems had been set up to enhance the dissemination of content. Manual borrowing and acquisition registers are what informed the collection. The publications were all in print book format with electronic publications not in existence.

The researcher established that current awareness services (CAS) at the Assembly library, was partially conducted via the social media where users got informed of new publications at the library and create awareness of an information sources intended for use. Although CAS is conducted through the Assembly social media pages, the publications are in physical formats and little for the digital platform. This again fails to sufficiently meet the information needs of users in their preferred format. The finding also showed that selective Dissemination Information (SDI), indexing and abstracts were non-existent at the library.

The researcher found out that the lack of a digital platform curtailed hugely the provision of information resources that come as a result of technology.

#### **5.2.3.1 Methods of Information Seeking**

The researcher found out the internet was the major source of information used. Other users sought assistance from their friends with a few choosing to seek the library's information collection. The findings indicated ineffectiveness of the library in provision of the required information resources, thus the high usage of the internet. One key informant mentioned that the incorporation of ICT into the library would highly boost provision and dissemination of information resources to users. This would also market the library to the members and staff.

#### **5.2.4 What Challenges are encountered in Provision of Information Services?**

One of the challenges identified by the members and staff was that the library lacked a conducive space to operate from. The library also lacked enough furniture, reading space or discussion places where members could sit to read, discuss and finally deliberate on issues pertaining to legislation.

In terms of use of ICT as a resource, the study revealed no ICT systems existed within the library. The library operations were manual, which meant users could not access library services or resources without physically visiting the library.

Another challenge identified was the lack of library programs and policies. Without an operations manual, the library could not be in a position to provide services such as CAS, SDI, resource sharing, library literacy or even library open days.

Inadequate and erratic budgetary allocations were the other challenges revealed by the study. The inadequate budget hampered acquisitions of current information resources as requested by the users. The library could not also subscribe to online databases and journals as finances were largely unavailable.

#### **5.2.5 What Measures can be taken to enhance the Provision of Information Resources and Services at the County Assembly Library?**

The following measures are hereby suggested to enhance provision of information resources and services at the assembly.

### **1. Provision of information resources relevant to the needs of users**

The study finding revealed that library should provide for relevant information alongside user information needs, accommodate various formats of information, and carry out user needs analysis. Having up to date information materials will also enable the users to get current and updated information. The information professionals also require regular training to equip them with the modern ways of acquiring sources and resources.

### **2. Re-engineer the provision of information services**

The study found that provision of information goes hand in hand with the information services available and those that the users are able to utilize. From the findings, the county assembly library had not incorporated information services to help many users to acquire relevant and accurate information to their field of research. The study suggested the incorporation of vibrant programs such as: current awareness services (CAS), selection and dissemination of information (SDI), reference services, loan services to staff members, online database research, cyber and internet services, guided tours, telephone and email query response and support services to users for example photocopy and scanning. These services would come in handy in meeting the information needs of the assembly members and staff.

### **3. Introduce electronic information systems for information dissemination**

This was also identified as a strategy that could promote access and utilization of the library. Use of library systems will tag along a remotely accessible library where users can adequately enjoy library services and resources without necessarily visiting the premises. The use of internet for example has reduced the gap in between those

who have the information and those who do not have. Ellis and Oldman (2005) quoted in Gakibayo, Ikoja-Odongo and Okello-Obura (2013) noted that through the use of electronic resources, researchers and students now have access to global information resources, particularly the Internet for their scholarly intercourse.

The introduction of digital platforms in the library will enable many users to download journal articles, initiate questions and participate in discussions online especially on policy issues. The use of web casts, podcasts and other audio visual products ensures that users do not have to be there physically to listen to a conference.

#### **4. Formulate library management policy.**

It is paramount to develop a library policy and procedure book. Policies are the guiding factors and upon which solutions emanate. A library policy booklet will enable smooth operation of the library as it forms the basis for all library activities. It is in the policy that directives are given including on information provision. A guidebook will give directions on how to approach the subject area. Implementation of the policy will go a long way in enhancing provision of information services and resources. The policy will also help negotiate for more budget allocation acquire and subscribe to relevant and up to date information resources.

#### **5. Benchmarks for best practices**

It is always a good practice to borrow a leaf from the predecessors. The county assemblies are a smaller version of the National parliament. This thus serves as the best benchmark. The librarians could visit the National parliament and borrow their

practices in regard to provision of information which can then be incorporated back home.

### **5.3 Conclusion**

The study aimed at analyzing the provision of library information services at Nyandarua County Assembly library to staff and members at and come up with suggestions to enhance effective and efficient provision of information resources and services. In view of the foregoing, the study generally concluded that there was no optimum provision of the library information services and resources. The purpose of any library or information organization is to meet the information needs of its users (Eisenberg, 2008). This was a concern as the library had made attempts to provide information resources to a user group that had the prerequisite competencies in use of the library. The library was established to meet the information needs of the members of the county Assembly and the staff to help in pursuing the goals of the parent organization. The study was based on the assumption that the MCA's needed to use the library so as to enrich their debating ability and development of legislation to govern the county. However, as evidenced, the MCA's and staff hardly used the services of the library thus underutilization of the same. This formed the root of the study.

Based on the study findings, the value of the library has been undermined making it difficult to serve effectively as the institutions information repository. Furthermore, the work activities of the MCA and staff required a lot of information to be accomplished. Their work also generated a lot of information which formed the basis of reference publication of the library. The information resources provided were not in line with the

expectations of user's needs both at work and for general information. This was an identified gap that also explained why most resources remained un-utilized or had not been borrowed out since their acquisition. The study publicized that, majority of the collection were unsuitable to the information needs of the library users. Additionally, most of them were identified as being out of date, unsuitable format and irrelevant. This drove the members and staff from seeking for them.

In order to effectively maximize use of the library, the assembly library should develop a collection that best suits the need of its users. It should also, adapt to the changing information needs as well as incorporate all the departments before acquisitions are made.

The study also revealed that in addition to a collection that didn't suit the uses information needs, a large number of county assembly members lacked knowledge of the existence of the library. There was thus need for current awareness and library open days to create wakefulness of the facility and undeniably its resources.

Induction as Morgan (2004) notes, is a perfect opportunity for the library staff to promote the library service and present it in the best possible light. It is a chance for the librarians to make an impression and impact. If it is done right the librarian would have opened a doorway to a new world of information to the participating users. Regular library induction and literacy programs to users will minimize user's lack of awareness of what the library stocks and does. Yu & Young (2004) assert that information literacy empower information seekers with greater control of their information needs while making more

effective use of information services and resources. It also reduces one's vulnerability to overzealous information providers and fraudulent information services.

There were challenges that needed to be addressed to optimize utilization of the Assembly library by providing the required information resources and services. Infrastructural challenges were identified and it's worth noting that it was a general challenge across the organization as other departments also highlighted the same. This however cannot be said to fully hinder the provision of required information resources and services to users since, as identified, most users are competent and knowledgeable thus inexcusable. Furthermore, a foundation for an office block was already in construction where the library would be incorporate with adequate operating space.

Generally, the study concluded that there is potential for the library as it's still partially sought after by few users. Among the strategies that can be employed to foster utilization and provision of information resources and services is the integration of ICT and Information systems and adoption of marketing strategies for the library. This will kill the space menace by providing remote access of information resources and boost the library functionally. 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. The library is the organizations steering wheel.

#### **5.4 Recommendations.**

In line with the aim of this study which was to analyze the provision of information resources to staff and members of county assembly at Nyandarua County and propose

suggestions to enhance effective and efficient provision of information resources and services, based on the study findings, the following recommendations are suggested.

#### **5.4.1 Regular Assessment of Information Needs of Users**

The study revealed that MCA's legislate on a variety of developmental issues including agricultural growth, roads maintenance, provision of health services, devolve units and funds, tourism, land issues among others. Additionally, The MCAs are tasked with approval of county government budgets and allocation of funds for various development projects, and legislation of laws to improve service delivery to citizens. With the changing economic times, nothing remains static and hence MCAs will require up to date information to discharge their duties effectively. The result of this is that quality information is an essential tool for legislation and generally social, economic and growth of the county. The Assembly library therefore, need not only to stocks extensive collections, but there is a need to give more specialized information resources and services to cope with the diverse information subjects and user needs.

To this extent, a regular assessment of the MCAs information needs will help the assembly library to evaluate, plan and improve efficiency and effectiveness of their services. Carrying out user studies would help during acquisition of new information resources that directly address user needs. This in turn would be of benefit to users as well as ease the provision of resources as users would be acquainted with what the library stocks. Information needs of users should be the central concern of the information providers.

#### **5.4.2 Provision of Relevant and up to date Library Resources**

The assembly library should strive to acquire and stock not only content that is relevant to the various subject area needs of the MCA's and staff, but must also make sure the content is current. The currency and relevance of information resources attracts users to the library and even enhance the usage of information resources. The economic growth of any county and Nation at large is dependent on current information that is precise and concise to make a difference. The need for up to date information resources is therefore paramount to any library. Additionally, the MCA and staff still consider the library as a reliable information source, and hence, only the lack of relevant content drove them away. The study also established that the lack of relevant content was as a challenge to the effective provision of library resources. This can be cured by ensuring all departments information needs are taken into account before any acquisition is done.

A few research organizations, as established from the study, also donate publications to the assembly library. Whereas this is a considered method of acquisition in this era of meagre budgets to libraries, care should be taken to not create a dumpsite of the irrelevant content at the library. Only publications that support the mission and vision of the Assembly and those in line with the user's information needs should be received. Moreover, inter library loan programs should be encouraged across other County assemblies and even with the National parliament. Today, information exchange programs have been customized through technology and the assemblies can share databases of information all for the benefit of their users. Information provision and sharing have never been easier with technology.

### **5.4.3 Design and Implementation of User Education Programs**

The study revealed that users had not undergone orientation programs that created awareness of the library, its services and resources. User education programs educate users on the library's collection and accessibility of library resources especially for large libraries. Users also get to learn of the various information services that are offered at the library while also asking questions that pertain to access and provision of information resources. This program, teaches users how to become more effective, efficient and independent in their information searches. The MCA's are a busy group of library users, as their work is mainly cantered on interacting with voters at the grassroots level. This means that little time is left for then reading or even visiting libraries to search for information. With regular user programs, a familiarity of the library collection, access and sources of specific information is enhanced. This will save time for the users while accessing information and also improve efficiency in the provision of information to users.

Information literacy on the other hand improves on the skills of users to access and also makes them interested in the library. It sharpens their skills and reduces frustration when accessing information resources. This makes provision of information resources simpler to users as most libraries today are equipped and require less human assistance to access information. From the study, the librarian retaliated that the library literacy and user education programs were non-existent despite libraries nowadays investing huge amounts of funds to purchase reading material and subscribing to periodicals and online databases to fulfil the needs of their users. Investing such amounts for the resources, the usage of these resources should also increase.

There are several ways to promote library literacy programs as highlighted by (S.KPatil, & Pranita 2014). They include;

- Organization of information literacy programs on regular basis at various level.
- Organization of workshops/ training programs about awareness of resources available in the libraries and information centres.
- Organization of training programs to library staff with modern technologies and expertise people.
- Attract the people by organizing book exhibitions of new books with the help of vendors or the material available in the library and displaying them at prominent places.

#### **5.4.4. Introduce and Implement Appropriate Library Services**

The study analyzed the available services and how they impacted on users in the provision of information. Circulation of resources, ILL, documents acquisitions, flexible operating hours and CAS were some of the library services analyzed. The findings indicated that users were partially contented with a few of the services. However, the assembly library can adopt other library services that would help to boost its information provision. These are suggested in subsequent paragraphs:

##### **5.4.4.1 Compilation of Subject Bibliographies**

The greatest benefit of subject bibliographies is the ease at which users get to tell what content is available on a given subject area. As revealed earlier, the MCA's and staff of Nyandarua County Assembly have vast information needs as a result of their various job description and requirements while discharging their official duties within the county.

Therefore the compilation of subject bibliographies would enable them know and easily access what the library has on a given subject area.

#### **5.4.4.2 Introduce Abstracting and Indexing Services**

Abstracting is a method that concerns itself with brief summaries of publications or a group of subjects. Indexing on the other hand, assigns descriptors and other access points to the documents. These services provide shortening of documents for ease of reference. The study revealed that none of the services was available at the assembly library despite their numerous advantages. Application of these services at the assembly library will be a way of informing users on the availability of information resources, motivate them to seek for information, and use descriptors to correlate different information sources covering a similar subject.

#### **5.4.4.3 Marketing of Library Resources and Services**

The assembly library should go out of its way to make known its services and resources to the MCAs and staff. The study discovered that indeed the library had gone extra miles to purchase information resources. However, the presence of these resources were unknown to their potential users and hence remained unused thereby continue gathering dust on the shelves with minimal usage. Provision of these resources was ineffective as they did not reach the intended users.

Incorporating current awareness services, selective dissemination of information, library blogs, have library open days, and word of mouth marketing are some of the marketing strategies that the Assembly library could integrate to foster efficiency in provision of its information resources.

The benefits of marketing the library resources and services are summarized by S.K. Patil & Pranita (2014) as:

- Promoting the use of available reading material in the library and create awareness among the users;
- Optimizes the use of information within limited resources and manpower;
- Limited budget for library needs to market services and generate funds for library; and
- It improves the image of the library.

#### **5.4.5 Full Integration of ICT In Information Provision**

Manual issue registers, circulation, books reservations, accession registers, book volumes are what composed the assembly library's operations. ICT had not been integrated in whatsoever way in the provision of information resources. The Kenya ICT Policy (2006) define ICT (Information Communication Technologies) as the technologies including computers, telecommunication, and audio visuals that enable the collection, processing and transportation and delivery of information and communication to users. The Assembly library should prioritize full automation of the library services while acquiring information systems suited for the operation of the library. In addition, subscription to electronic databases, information systems, digital repositories, web- based information catalogues and Electronic Document Delivery Systems should also be incorporated to steer the provision of effective and efficient information resources and services. Competent and well trained staff is also paramount for the achievement and optimization of ICT resource in the library.

#### **5.4.6 Development and Construction of a Modern Library**

One of top challenges cited by users was the lack of a working area or study area at the library. The study revealed that there is no location or space set aside for the serve as the library. What exists is a small room where a photocopying machine sits with a few chairs that only accommodate five users at a go. The space was cited as non -conducive for any form of study or research. The lack of space has also resulted to congestion of information resources leaving no room for staff and users. The construction of a modern library with adequate sitting and storage space would be the only starting point for the effective dissemination of information. This being a legislative library purposely created for MCA's, a common space to accommodate about fifteen people would be appropriate to serve as consulting or debating section. Additionally, the modern library could see to it that an area for special collection publications is established, a reading space to accommodate about twenty users, and about five reading carrels for researchers.

With a working space, users can visit the library, peruse resources and also enjoy an array of displayed content that could match their information needs. Provision of space will also allow users to interact with library services available while still forming discussion groups with other users on various subjects. The library will also have a small archive within the library where non-current resources are stored. This will create more room for new acquisitions and also attract users to visit the library. All this will promote provision of information resources.

With a modern library facility a social place for interaction and knowledge exchange will be create where members and staff can exchange ideas for the betterment of the County.

Additionally, it will create a peaceful area for study and reference away from the noisy machines and can also promote one-on-one assistance with the librarians around the library. A modern facility will attract users to the library and its resources.

#### **5.4.7 Establishment of Legislative Libraries Consortiums**

Library consortium as defined by [https://definedterm.com/library\\_consortia](https://definedterm.com/library_consortia) is any local, regional, or federal cooperative association of libraries that provides for the methodical and actual organization of the resources of schools, public, academic, and special libraries and information centers, for improving services to the clientele of such libraries. The research found out that the Assembly has partnered with the local KNLS community library where it gets access to general information. However, as established, information resources that lacked were those on parliamentary procedures which formed the core function of the Assembly. The consortium may collaborate under the following areas:

- Cooperative acquisitions for print and electronic resources
- Adoption of common library management standard to enable them share databases and catalogues
- Information resource sharing through inter library loans and collective subscription to e resources
- Library and information human resource capacity building

Thus, from the foregoing, the Assembly library should establish partnerships with other Legislative libraries more so across other counties and in Africa. APLESA was identified in the reviewed literature as an existing body that unites parliament libraries across the

Africa countries. KLISC is also a local consortium that could be adopted. The County Assembly can follow through to seek for partnership among others.

#### **5.4.8 Provision of Adequate Fund**

Adequate funding cannot be over emphasized in promoting the acquisition of up to date information resources in libraries across globe. Nyandarua County Assembly library, similarly, relies heavily on the allocated funding to foster growth of its collection and steer establishment of electronic resources. Currently the library received an annual budget of Kes. 500,000(Five Hundred thousand). This budget only caters for the purchase of up to a hundred publications and five different monthly journal subscriptions, in print format. The exploration of electronic journals, scholarly databases and a library system cannot be fulfilled with the available budget. However, an additional of Kes.600,000 could sustain electronic subscription and continuous update of the library systems to enhance current awareness services.

As such a gap exist in fulfilling the subscription to electronic resources and scholarly databases that users may find important. As such money can be considered a soul for the library. Inadequate monies impede the effectiveness of the library (Anafulu, 1997). Whereas funding is primarily for acquisition of information resources, we cannot rule out donations to libraries. However, for the Assembly library to fully satisfy its users' information needs, an adequate budget is paramount. Continuous lobbying for additional budgets is the key and this is well achievable with a vibrant library.

#### **5.4.9 Establishment of Policies Governing the Use of the Assembly Library**

The assembly library's primary role is to select, maintain and provide access to relevant and representative information resources. However, to achieve this, there needs to be parameters that govern the same. Formulation of library policies is integral as it will detail the acquisition of resources in accordance to users information needs. Sample policies of the library include: Collection development policy. The assembly can formulate this policy as it will help random purchase of resources that are not in line with the library's mission or meeting the needs of users.

Other important information policies include policy on access, circulation, inter library loan, and code of conduct. Such policies when formulated, will help to ensure effective and efficient use of information resources. The policies would need to be reviewed regularly to reflect the changing information needs when necessary. Their implementation would help the assembly library to know how to manage and enhance the provision of their resources.

#### **5.5 Suggestions for Further Research**

The study came across related areas which needed further interrogation. The specific areas include:

1. Determine if there exist a similarity in the information needs of members and staff across other counties in Kenya noting that each county had a unique development agenda.
2. Establish the role of county assembly libraries in promoting good governance and legislation across counties in Kenya.

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**APPENDIX I: LETTER OF INTRODUCTION****Moi University (Nairobi Campus)**

P.O BOX 3900

ELDORET, KENYA

Dear Respondent,

**SUBJECT: INTRODUCTION LETTER**

My name is Martha Wacuka, a student at Moi University in Kenya Undertaking a Master of Science degree in Library and Information studies. This questionnaire is part of the research I am undertaking on analyzing the provision of library and information services to members and staff at the County Assembly in Nyandarua. This study aims at determining the required information resources and services at the up-coming County Assembly Library by all library users. Your kind response to the questions will be appreciated as they will permit me to successfully complete the project. The provided information will be used for academic purposes and shall be treated confidentially.

Thank you for your co-operation.

Warm regards,

Martha Wacuka Ndungu

## APPENDIX II: QUESTIONNAIRE FOR ALL STAFF

### SECTION 1: PERSONAL DATA

For each of the following questions, please fill in or indicate your response with a tick appropriately.

1. What is your department .....
2. In which area do your work
  - a) Research Services [ ]
  - b) Committee Services [ ]
  - c) Legal area [ ]
  - d) Support Services [ ]
  - e) Budget and Accounting [ ]
  - f) Any other (specify).....
3. Your Academic qualifications.....
4. What is your gender i) Male [ ] ii) Female [ ]

### SECTION 2: INFORMATION RELATED TO LIBRARY USER NEEDS (please answer where appropriate)

1. Are you aware
2. Which type of information do you require when visiting the library?  
 .....  
 .....
3. Have you visited/accessed the information services at Nyandarua County Assembly library?  
 Yes [ ]  
 No [ ]

4. If your answer to No. 4 is yes, how did you learn of the library and its information services?

.....  
 .....

5. Does Nyandarua County Assembly (NCA) library cater for your information needs satisfactorily?(tick appropriately)

Yes [ ]                      No [ ]

6. Which information resources would you expect/recommend to NCA library?

.....  
 .....

### **SECTION 3: INFORMATION RELATED TO ACCESS OF INFORMATION RESOURCES**

1. How would you describe access to information resources at the library?  
**(please tick appropriately)**

a) Excellent            [ ]

b) Very good            [ ]

c) Fairly good            [ ]

d) Poor                    [ ]

2. Which information source do you rely on when looking for information?

a) Library books

b) Journal periodicals

- c) Internet sources
- d) Personal books
- e) Others (please specify).....

3. Which source do you turn to when you can't get the information you require?

(Using a scale of 1 to 3, please rate your response)

- a) The library
- b) The Internet
- c) Ask from friends

4. Are you satisfied with the type/subject type of information resources available and their access in NCA library? (tick appropriately)

Yes [ ]

No. [ ]

5. If your answer to question is 3 (i) above is No, please explain.

.....  
 .....  
 .....

Which other subject areas would you recommend to the library to satisfy your information needs?

.....  
 .....  
 .....

6. What do you perceive to be your level of awareness of the library and its service? (a)

Not aware [ ]

b) Slightly aware [ ]

c) Aware [ ]

d) Quite aware [ ]

7. What challenges do you encounter while accessing the information resources at the library?

.....  
 .....  
 .....

8. How can the library help you overcome the challenges to ensure your information needs are met?

.....  
 .....  
 .....

**SECTION 4: INFORMATION RELATED TO PROVISION OF INFORMATION RESOURCES (Please tick where appropriate)**

1. Have you participated in giving suggestions in the information resources that your library should acquire?

Yes [ ]

No [ ]

2. Do you think your involvement in the determination of the library's collection of resources would help in satisfying your information needs?

Yes [ ]

No [ ]

3. If your answer to question 2 above is yes elaborate briefly.

.....  
 .....  
 .....

4. Which is your preferred format for the delivery of information resources  
(tick appropriately)

Type of collection	Books Form	Electronic form
Books		
Journals/periodicals		
Reference Collection		
Special collection		

Other (please specify) .....

- 5 How well stocked do you think your library is in your area of  
**specialization (please tick)**

- a) Resources Adequately available [ ]  
 b) Resources Moderately available [ ]  
 c) Inadequately stocked [ ]  
 d) Don't know [ ]

- 6 What do you think about the relevance of the information resources and  
services available in your library?

- a. Relevant [ ]  
 b. Not Relevant [ ]

- 7 Please rate your level of satisfaction to the following library services(  
**Please tick appropriately)**

Type of Service	Very satisfied	Satisfied	Dissatisfied	Very satisfied
Library Orientation				
Assistance to queries				
Opening hours				
Current awareness Services				
Loan Services				

Document acquisition				
Circulation Services				

**SECTION 5: INFORMATION RELATED TO PROVISION OF QUALITY SERVICES.**

1. Are you satisfied with support and services you get from the library?

Yes [ ]

No [ ]

2. If your answer is No to the above, suggest ways of improvement

.....  
 .....  
 .....

3. How are you informed of new information resources and services in your subject of interest?

.....  
 .....  
 .....

4. Is there infrastructure in place to facilitate provision of quality and better services to library users?

a) Yes [ ]

b) No [ ]

5. If your answer to the above question is No, which type of infrastructure would you recommend to improve on library services?

.....  
 .....

6. If you could change one thing that affects your interaction with the library or other

Information resources, what would it be? (**tick as many**)

- Improve on book collection [ ]
- Subscribe to more e-journals[ ]
- Change opening and closing hours [ ]
- Advocate for improved library public relation[ ]
- Dust the shelves Improve shelving of books and journals [ ]
- Increase computer terminals for accessing e-resources [ ]
- Advocate for more staff capacity [ ]

Others (please specify).....

**SECTION 6: CHALLENGES ON USING THE LIBRARY**

1. Please indicate any challenges you encounter while using the county Assembly library.

.....  
.....  
.....

2. What recommendation do you suggest to improve the provision of information services at the Library?

.....  
.....  
.....

**THANK YOU FOR YOUR CO-OPERATION**

**APPENDIX III: INTERVIEW GUIDE FOR MCA'S**

1. Are you a member of any of the County Assembly Committees?

Yes [ ]

No [ ]

2. Which committee membership do you belong to?

a. ....

b. ....

c. ....

d. ....

e. ....

3. Are there occasions in your line of work that you require information to fulfil an information need?

.....  
.....  
.....

4. What type of information do you usually need to carry out your work?

.....  
.....  
.....

5. How often do you rely on the County Assembly library to fulfil your information needs

.....  
.....  
.....

6. What types of information resources would you expect/recommend for the library to meet your everyday work needs?

.....  
.....  
.....

7. Which information sources would you prefer or expect from the library to meet your needs?

.....  
.....  
.....

8. Comment on the effectiveness of the various formats of information resources offered at the Assembly library?

.....  
.....  
.....

9. In your opinion what is the impeding/hindering factor in the utilization of information resources in NCA library?

.....  
.....  
.....

10. What measures should be adopted by your library to improve the use of its information resources and services?

.....  
.....  
.....

**THANK YOU**

**APPENDIX IV: INTERVIEW GUIDE FOR KEY INFORMANTS**

1. What position do you hold at Nyandarua county Assembly?
2. Please comment of the following aspects of your Assembly library services
  - Circulation Services
  - Reference services
  - Marketing of the library resources
  - User education and Information
  - Resource sharing and inter library loans
3. How do you determine the information needs of your department?
4. Which information resources and services are available at the Assembly library?
5. Which additional information resources would you recommend to be acquired?
6. Comment on the effectiveness of the various formats of the information resources.
7. Give any information access and policies that govern your Assembly library.
8. Which ICT measures have been adopted for the library?
9. What is your opinion on the impeding factors in the provision of information resources and services at the library?
10. What measures should be adopted by your Assembly library to improve on the use of its information resources and services?

### APPENDIX V: PRE-TEST CHECKLIST

1 (a) Does the questionnaire contain any typographic errors?

i) Yes [ ]

ii) No [ ]

b) If yes, please indicate them in the questionnaire

2. a) Are there any miss-pelt words in the questionnaire?

i) Yes [ ]

ii) No [ ]

b) If yes, please indicate them in the questionnaire

3. a) Are the questions relevant to the respondent?

i) Yes [ ]

ii) No [ ]

b) If no, please give suggestions

.....  
 .....

4. a) Does the questionnaire contain direct questions?

i) Yes [ ]

ii) No [ ]

b) If Yes, please provide suggestions

.....  
 .....  
 .....

5. a) Are the questions easily understood?

i) Yes [ ]

ii) No [ ]

b) If No, please provide suggestions below

.....  
.....  
.....

6. a) Is the questionnaire too long?

i) Yes [ ]

ii) No [ ]

b) If yes, please provide suggestions for improvement

.....  
.....  
.....

7. Kindly provide any additional suggestions that will help improve the quality of the questionnaire

.....  
.....  
.....  
.....

**THANK YOU**

## APPENDIX VI: RESEARCH PERMIT FROM NACOSTI

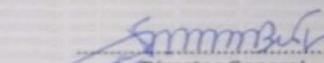
THIS IS TO CERTIFY THAT:  
**MISS. MARTHA WACUKA NDUNGU**  
 of MOI UNIVERSITY, 720-20303  
 Nyandarua-ol kalou, has been permitted  
 to conduct research in Nyandarua  
 County

Permit No : NACOSTI/P/18/94333/24545  
 Date Of Issue : 24th August,2018  
 Fee Recieved :Ksh 1000

on the topic: **ANALYZING THE  
 PROVISION OF LIBRARY INFORMATION  
 SERVICES TO STAFF AND MEMBERS OF  
 NYANDARUA COUNTY ASSEMBLY,  
 KENYA**

for the period ending:  
 23rd August,2019

  
 Applicant's  
 Signature

  
  
 Director General  
 National Commission for Science,  
 Technology & Innovation

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## APPENDIX VII ANTI-PLAGIARISM REPORT



### Plagiarism Originality Certificate

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Title: Analysing the Provision of Information to Staff and Members of Nyandarua County Assembly

Author: MARTHA WACUKA NDUNGU

Date: Tuesday, February 15, 2022

Statistics: 3993 words Plagiarized / 29423 Total words

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