

**PROSPECTS FOR RESOURCE-SHARING AMONG
GOVERNMENT LIBRARIES IN NAIROBI**

BY

AMINGA, JOASH S.

**A Thesis Submitted in Partial Fulfilment of the Requirements for the Degree
of Master of Philosophy in Information Sciences of the Department of
Library, Records Management and Information Studies,
Moi University**

SEPTEMBER 2012

DECLARATION BY CANDIDATE

This thesis is my original work and has not been presented for a degree or examination in any study programme of any institution or University. No part of this thesis may be reproduced without the permission of the author/or Moi University.

Joash S. Aminga
(IS/MPhil/013/07)

Signature: _____ **Date:** _____

DECLARATION BY SUPERVISORS

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

Prof. J. Otike
Department of Library, Records Management and Information Studies,
School of Information Sciences
Moi University
Kenya.

Signature: _____ **Date:** _____

Prof. H. N. Kemoni
School of Social and Technology Studies,
The Kenya Polytechnic University College
Kenya.

Signature: _____ **Date:** _____

DEDICATION

This work is dedicated to Mothers of my children; Jemiah Dianah, Samson Aminga, Brian, and Adams Wendo who stood with me throughout the period of study.

To my late parents who encouraged knowledge seeking early in life.

*“Knowledge should be available to all as universally as the air we breathe,
the water that quenches thirst and the sun’s energy
that sustains the cycle of life”*

*Networking is more effective if you know why you are going there
and who you hope to meet.*

ACKNOWLEDGEMENT

I wish to take this opportunity to thank the entire Staff of Moi University who made every effort to see me through their guidance and encouragement throughout the study. Specifically my sincere thanks and appreciation goes to my two supervisors, Prof. Japhet Otike and Prof. H. N. Kemoni.

My kind regards to all those who contributed in one way or the other to the successful completion of this study especially my fellow MPhil Students in the School of Information Sciences, Nairobi Campus.

Finally, I pay glory to the Almighty GOD.

ABSTRACT

Government libraries in Kenya face many problems, which include inadequate funding, inadequate space, increasing cost of library resources, and high proliferation of information literature, challenges in acquisition of modern equipment and facilities, increased demand for information by users, poor remuneration and lack of adequate qualified personnel. This calls for resource sharing as a means of overcoming some of these problems. The aim of this study was to investigate the prospects for resource sharing in the provision of library services in Government ministries in Nairobi and ascertain the extent to which resource-sharing can assist to alleviate some of the problems they are facing. The specific objectives of this study were to establish factors affecting the performance of Government libraries in Nairobi; examine Government policies within which these libraries operate and how these relate to the problems of inadequate funding; establish the information resources and facilities available in Government libraries in Nairobi that can be shared among themselves; find out whether resource-sharing can assist to alleviate the problems they are facing and propose recommendations to enhance resource-sharing among Government libraries. This study is informed by a resource-sharing model by Sahoo (2009). The study used qualitative research method. Data was collected using face-to-face interviews, observations during the interviews as well as documentary evidence. Data was analyzed using qualitative and quantitative approaches. This study established that most government libraries in Nairobi do not share their resources effectively, they have inadequate information resources which are little used, limited accommodation space as well as lack of equipment and other facilities and, that no formalized library resource-sharing exists within government ministry libraries in Nairobi. The study demonstrates how resource-sharing can be used to harness and/or improve the provision of information services in Government Ministry libraries in Nairobi. It also presents a proposed sectoral coordinated network model for library resource-sharing among government ministry libraries.

TABLE OF CONTENTS

DECLARATION BY CANDIDATE	II
DEDICATION	III
ACKNOWLEDGEMENT	IV
ABSTRACT	V
TABLE OF CONTENTS.....	VI
LIST OF APPENDICES.....	X
LIST OF TABLES	XI
LIST OF FIGURES	XII
LIST OF ABBREVIATIONS.....	XIII
LIST OF ACRONYMS	XIV
CHAPTER ONE	1
INTRODUCTION	1
1.1 BACKGROUND INFORMATION	1
1.2 STATEMENT OF THE PROBLEM	4
1.3 AIM OF THE STUDY.....	6
1.4 OBJECTIVES OF THE STUDY.....	6
1.5 RESEARCH QUESTIONS	7
1.6 ASSUMPTIONS OF THE STUDY.....	7
1.7 JUSTIFICATION OF THE STUDY	8
1.8 SCOPE AND LIMITATIONS OF THE STUDY	10
<i>1.8.1 Scope</i>	<i>10</i>
<i>1.8.2 Limitation</i>	<i>10</i>
1.9 DEFINITION OF TERMS	10
CHAPTER TWO	14
LITERATURE REVIEW	14
2.1 INTRODUCTION	14
2.2 THEORETICAL FRAMEWORK.....	17
2.2.1 <i>Networking Model for Resource-sharing</i>	<i>19</i>
2.2.2 <i>Resource-sharing and organizational structure of networks</i>	<i>26</i>
2.2.3 <i>National resource sharing network model</i>	<i>27</i>
2.2.3.1 <i>Essentials of library networking</i>	<i>33</i>
2.2.3.2 <i>Other networking models</i>	<i>35</i>
2.2.3.3 <i>Government Common Core Network (GCCN)</i>	<i>38</i>
2.2.4 <i>Conceptual Framework</i>	<i>40</i>

2.2.5	<i>Definition and scope</i>	41
2.2.6	<i>Development of Government libraries in Kenya</i>	42
2.2.7	<i>Administration of Government libraries</i>	43
2.2.8	<i>Staffing</i>	44
2.2.9	<i>Accommodation and physical facilities</i>	45
2.3	RESOURCE-SHARING	46
2.3.1	<i>General definitions</i>	47
2.3.2	<i>Types of resource-sharing</i>	50
2.3.2.1	<i>Interlibrary lending</i>	50
2.3.2.2	<i>Shared acquisition</i>	50
2.3.2.3	<i>Exchange of personnel</i>	51
2.3.2.4	<i>Exchange of information materials</i>	52
2.3.2.5	<i>Use of information technology</i>	53
2.3.3	<i>Resource-sharing in Kenya</i>	53
2.3.4	<i>Resource-sharing in Government libraries</i>	54
2.4	BENEFITS OF RESOURCE-SHARING	54
2.5	REQUIREMENTS OF RESOURCE-SHARING	56
2.5.1	<i>Resources to be shared</i>	56
2.5.2	<i>Willingness to share resources</i>	57
2.5.3	<i>Resource-sharing agreements</i>	57
2.5.4	<i>Locational tools</i>	58
2.6	PROBABLE PROBLEMS	58
	CHAPTER THREE	61
	RESEARCH METHODOLOGY	61
3.1	INTRODUCTION	61
3.2	RESEARCH DESIGN	62
3.3	TARGET POPULATION FOR THE STUDY	64
3.4	SAMPLE AND SAMPLING METHODS	67
3.4.1	<i>Sampling procedures</i>	68
3.5	DATA COLLECTION METHODS	69
3.5.1	<i>Interview Schedules</i>	69
3.5.1.1	<i>Pre-testing of interview schedules</i>	71
3.5.2	<i>Observation</i>	71
3.6	DATA PRESENTATION, ANALYSIS AND INTERPRETATION	72
3.7	ETHICAL CONSIDERATIONS	72
3.8	SUMMARY	73

CHAPTER FOUR.....	75
DATA PRESENTATION, ANALYSIS AND INTERPRETATION	75
4.1 INTRODUCTION	75
4.2 GENERAL INFORMATION.....	76
4.3 LIBRARY ADMINISTRATION	88
4.3.1 Staffing.....	89
4.3.2 Staff recruitment and turn-over	93
4.4 FINANCE	95
4.4.1 Library budgets.....	95
4.5 LIBRARY ACCOMMODATION.....	98
4.6 SERVICES TO LIBRARY USERS	99
4.7 INTERLIBRARY RESOURCE-SHARING ACTIVITIES	102
4.7.1 Interlibrary resource-sharing problems	104
4.7.2 Interlibrary resource-sharing prospects.....	106
CHAPTER FIVE	108
SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS ...	108
5.1 INTRODUCTION	108
5.2 SUMMARY OF MAJOR RESEARCH FINDINGS.....	108
5.2.1 Library administrative systems.....	109
5.2.2 Library staffing: recruitment and turn-over	109
5.2.3 Objectives of Government libraries.....	110
5.2.4 Library stock.....	111
5.2.5 Library budgets.....	112
5.2.6 Library accommodation.....	114
5.2.7 Services to library users.....	115
5.2.8 Resource-sharing activities.....	116
5.2.9 Interlibrary resource-sharing problems	118
5.3 CONCLUSIONS ARISING FROM THE FINDINGS	119
5.3.1 Library administrative systems.....	119
5.3.2 Library Staffing: recruitment and turn-over.....	119
5.3.3 Objectives of Government libraries.....	119
5.3.4 Staff recruitment and turnover.....	120
5.3.5 Library budgets.....	120
5.4 RECOMMENDATIONS	121
5.4.1 Recommendations for Librarians	121
5.4.1.1 Objectives of Government libraries	129
5.4.1.2 Resource-sharing activities	130
5.4.2 Recommendations for policy/administrators	133

5.4.2.1 <i>Library Staffing: recruitment and turn-over</i>	133
5.4.2.2 <i>Library budgets</i>	134
5.4.2.3 <i>Library accommodation</i>	135
5.4.2.4 <i>Services to readers</i>	135
5.4.2.5 <i>Proposed Model for resource sharing</i>	135
5.4.2.6 <i>Proposed framework for managing resource sharing</i>	137
5.4.3 <i>Suggestions for further research</i>	141
BIBLIOGRAPHY	142
APPENDICES	147

LIST OF APPENDICES

APPENDICES:	147
APPENDIX A: TIME FRAMEWORK	147
APPENDIX B: BUDGET PLAN	148
APPENDIX C: INTRODUCTORY LETTER TO RESPONDENTS	149
APPENDIX D: INTERVIEW SCHEDULE FOR PEOPLE IN-CHARGE OF GOVERNMENT LIBRARIES IN NAIROBI	150
APPENDIX E: INTERVIEW SCHEDULE FOR USERS OF GOVERNMENT LIBRARIES IN NAIROBI	159
APPENDIX F: OBSERVATION SCHEDULE/CHECKLIST FOR THE RESEARCHER	161

LIST OF TABLES

Table 1: Government Ministries in Kenya (N=41).....	65
Table 2: General Information About Government Libraries – 65.85% (N=27).....	77
Table 3: Ministries Without Functional Libraries – 21.95% (N=9)	79
Table 4: Availability of Library Objectives (N=27).....	80
Table 5: Libraries That Provide Services to Outside Users (N=27).....	81
Table 6: Classification Schemes Used (N=27).....	83
Table 7: Information Collections Held by Government Libraries (N=27).....	84
Table 8: Staffing Levels in Government Libraries (N=72)	90
Table 9: Positions of People in-Charge of Government Libraries (N=27).....	92
Table 10: Possible Reasons For Lack of Adequate Funding For Ministry Libraries (N=27).....	97
Table 11: Different Services Offered by Ministry Libraries (N=27).....	99
Table 12: Resource-Sharing Activities (N=27)	103
Table 13: Resource-Sharing Problems (N=27).....	105

LIST OF FIGURES

Fig. 1: Network Structures (Decentralized, Centralized And Mixed Networks), (Unesco,1971).....	30
Fig. 2: Model Of The National Resource Sharing Network (Sectoral) As Propounded By (Sahoo, 2009).....	31
Fig 3: Proposed Sectoral Co-Ordinated Network Model For Resource Sharing Among Government Ministry Libraries In Nairobi.....	140

LIST OF ABBREVIATIONS

Ag: Acting

Dev: Development

Dip: Diploma

Dir: Director

Edu: Education

Inf: Information

Int: International

Mgt: Management

LIST OF ACRONYMS

AACR II:	Anglo American Cataloguing Rules II
BSC:	Bachelor of Science
BIT:	Bachelor of Information Technology
CAS:	Current Awareness Service
CD-ROM:	Compact Disk - Read Only Memory
DVDs:	Digital Versatile Discs
EAC:	East African Community
HOD:	Head of Department
HRM:	Human Resource Management
ICTs:	Information Communication Technology
GCCN:	Government Common Core Network
GITS:	Government Information Technology Services
ILL:	Inter Library Lending
IOM:	International Organization for Migration
LAN:	Local Area Network
LCSH:	Library of Congress Subject Headings
MA:	Master of Arts
MSC:	Master of Science
NGOs:	Non Governmental Organizations
OCLC:	Online Computer Library Center, Inc
OP:	Office of the President
PCs:	Personal Computers
SDI:	Selective Dissemination of Information
UK:	United Kingdom
UNESCO:	United Nations Scientific and Cultural Organization
UNISIST:	United Nations International Scientific Information System
USA:	United States of America
VHS:	Video Home System
WAN:	Wide Area Network

CHAPTER ONE

INTRODUCTION

1.1 Background information

Government libraries are special libraries attached to government ministries, departments and institutions in Kenya. They are maintained and supported by the Central Government and funded by the exchequer. Their main objective is to provide information to support the programmes running in their respective parent ministries. Government ministry libraries serve as a framework for collection, processing, safe custody and dissemination of information for decision making. These libraries also serve as focal points where all reference materials on Government operations should be accessed. In addition the libraries serve as induction points for new officers who join various ministries/departments. The majority of the users of these libraries are specialized staff engaged in activities that constitute part of the functions and mandate of their ministries.

Government libraries broadly fall into two main categories: special and public libraries. The majority of them are found in and around Nairobi. A number of them have branches in provincial and district headquarters where their services are needed. The Ministry of Agriculture library in Nairobi, for instance, has a number of branch libraries outside Nairobi, which include provincial, district and divisional offices in the countryside. Also found within and outside Nairobi are libraries of Government research centres; and a variety of training institutions. These include among others, Government training institutions located in Mombasa, Kabarnet, Embu, and Matuga; Kenya Industrial

Training Institute, Kenya Institute of Highways and Buildings, Kenya Institute of Mass Communication, the National Youth Service, the Kenya Water Institute, Kenya Medical Training Centres, technical and primary teacher training institutions and other field station libraries.

Government library services are generally restricted to users who are essentially Government officers. Accredited members of staff from government parastatals and other statutory bodies can also use these libraries subject to the existing rules and regulations and an approval from appropriate decision makers. Some Government libraries provide reference services to bona fide members of the general public particularly those whose professions qualify them to benefit from their services. A model example of a Government library is that of the Ministry of Industrialization in Nairobi with its training institution, Kenya Industrial Training Institute, zonal offices and affiliated parastatals. Their service orientation covers a wide scope of information resources.

Library and Information services have been recognized as having an important role to play in the Government for a long time and have been responsible for providing information for purposes of research and development. The performance of these libraries is threatened by inadequate funding. Their existence is also being challenged by developments in information and communication technologies (ICTs).

Government libraries in Nairobi and Kenya as a whole generally face a number of problems. These include inadequate funding, increasing costs of information resources, high proliferation of information literature, and challenges in acquisition of modern

equipment, increased demand for information, limited space, poor remuneration and inadequate and qualified personnel.

In order to help solve some of these problems, this study sought to establish how some of these problems can be solved through resource-sharing. In its widest sense, resource-sharing means the sharing of resources and the adherence to agreed standards, which make such an activity possible. In this context, resources include information materials, equipment and manpower, among others. Resource-sharing can be viewed as the co-operation between libraries of all kinds with the purpose of maximizing the use of its resources. This includes shared acquisition, processing and, inter-lending of information materials.

An implication for resource sharing is the need for library professionals to consider working on a closer basis than before. Government libraries can benefit from such an arrangement since they cannot afford to develop or overcome their problems in isolation. There is therefore need to pool their resources together to improve their services to users in particular and the nation in general.

There are currently forty-one (41) Government Ministries in Kenya with various Departments under them. However, not all have libraries since some were established or split under the National Accord and Reconciliation Act, 2008.

1.2 Statement of the problem

Libraries in government ministries face many problems among them being inadequate funding, limited seating and working space, increasing costs of information resources, high proliferation of information literature, challenges in acquisition of modern equipment, increased demand from users' needs, poor remuneration and lack of adequate and qualified personnel (Njuguna, 1991; Otike, 1985; Ng'ang'a J. M, 1980; Harrison, 1979; Scrivens, 1975; Njuguna J. R, 1969). These libraries are charged with the responsibility of satisfying their user's needs through provision of relevant information services. This being the case, they should be well funded. Though not an end in itself, resource-sharing is viewed as a partial solution to some of the problems these libraries are facing.

The budget is an important instrument that every Government uses to define the direction of its national policy, and the cost implications of its programmes. The basic functions of the budget therefore entail: collection and allocation of scarce resources to priority sectors; provision of public goods and services by the Government; and re-distribution of incomes. In addition, the budget strives to ensure economic stabilization, social order and harmony, as well as acting as a measure of Government performance and accountability. Although the concept of the budget as an indicator of performance is relatively new, it is steadily gaining ground.

In Kenya, the budgetary process proceeds through, drafting, legislation, implementation and audit stage. The contents of the budget include a policy statement and, inventory of programme priorities, distribution/allocation of the corresponding resources as well as budget implementation/evaluation reports for the previous budget cycle. In spite of the past attempts by the Government at reforming its budgetary process, the budget for Government libraries remains an unsatisfactory instrument for achieving its objectives.

The ability to avail relevant resources to users is extremely important in today's society and normally requires the support of an ideal budget. This is because we are living in the era of information explosion. There is so much information today and people need to keep themselves updated on what is going on around the world. There is need for Government libraries to share resources through co-operation in a variety of ways in order to satisfy their users' needs. This is because there is a wide disparity between resources available among the Government ministry libraries, increased user needs and lack of adequate and relevant information. There is therefore a dire need for resource-sharing.

Resource-sharing becomes a matter of paramount importance in the utilization of library resources. Effective and efficient resource-sharing encompasses all activities that help patrons in sharing available resources. Resource-sharing should therefore be effectively carried out by Government libraries and help sort out some of the underlying problems that they face. Experience has revealed that most Government libraries do not share their resources effectively.

They tend to use whatever is available in their own libraries which is varied with little attention that resource-sharing is a natural component of a library's services. In view of the foregoing, it was felt that these libraries be investigated.

1.3 Aim of the Study

The aim of this study was to investigate the prospects of resource-sharing among Government ministry libraries in Nairobi, and ascertain the extent to which it can assist to alleviate some of the problems they are facing and come up with proposals for improvement.

1.4 OBJECTIVES OF THE STUDY

The objectives of this study were to:

1. Establish factors affecting the performance of Government libraries in Nairobi.
2. Examine Government policies within which these libraries operate and how these relate to the problems of inadequate funding.
3. Establish the library resources and facilities found in Government libraries in Nairobi that can be shared among them.
4. Establish the challenges facing Government libraries.
5. Find out whether resource-sharing can assist to alleviate the problems facing Government libraries.
- 6.

1.5 Research questions

In order to achieve the above objectives, the following research questions were formulated:

1. What factors are responsible for the inadequacy of services rendered by Government libraries?
2. Why are Government libraries poorly funded?
3. What is the perception of policy or decision makers towards resource-sharing?
4. What types of resource-sharing exist in Government libraries in Nairobi?
5. What are the requirements for resource-sharing?
6. What benefits do Government libraries stand to benefit from resource-sharing?
7. What steps should be taken to improve resource-sharing activities in Government libraries in Nairobi?

1.6 Assumptions of the study

Assumptions are guesses, expectations, or suppositions that a researcher makes as a prelude to the study (Mugenda and Mugenda, 1999). They are facts that a researcher takes to be true without actually verifying them. They help in shaping the direction the research takes and are usually required for data analysis and conclusions. Although resource-sharing is often accepted as a very useful activity, this study was based on the following assumptions:

- Resource-sharing activities in Government libraries are not adequately undertaken despite there being an infrastructure among the libraries,

- Government libraries lack awareness on the potential of resource-sharing in improving their services to users, and
- Lack of appropriate information on the importance of resource-sharing hinders information professionals from establishing formal co-operative ventures.

1.7 Justification of the study

To the best knowledge of the researcher, the literature available on Government libraries in Kenya can best be described as not sufficient enough. Unlike university and public libraries in Kenya that appear to have been adequately covered, very few studies have been undertaken on Government libraries in the country. Literature on Government libraries in Kenya includes studies carried out by Njuguna (1991); Otike (1985); Ng'ang'a (1980); and Scrivens (1975). This study attempts to fill this lacuna by providing detailed information on the situation pertaining to Government libraries in Kenya and particularly in Nairobi.

Of even more significance is the fact that the recommendations that arise from this study will be used to enhance resource-sharing among Government libraries in Nairobi, and propose a decentralized network model for resource-sharing in Government libraries in Kenya as a whole. Government libraries play an important role in Kenya. They provide specialized information in support of the programmes running in various respective Ministries. The majority users of these libraries are specialized staff engaged in various activities that constitute part of the functions and mandate of their ministries. This study highlights the important role played by Government libraries, which appears not to have been realized by policy or decision makers.

Due to their specialized nature, Government libraries hold special collections and provide unique services that other libraries do not offer. This study indicates how resource-sharing can be used to harness and/or improve the provision of these services to people in need.

The increased need for information by ministries and independent users has created pressure on the services provided by Government libraries in Kenya. This study hopes to provide guidelines on how resource-sharing activities may be used to overcome this problem through networking.

The Government of Kenya has in the past pledged in its Development Plan (1989-1993) to engage in an expansion programme of libraries in the light of the important role they play in national development. The implication of the Government's development Programme for its libraries is the need to evolve a system for maximum utilization of available resources through a programme designed to achieve sharing of resources while at the same time eliminating duplication of efforts. This study emphasizes the need for planning as an ultimate prerequisite for effective service from Government libraries.

To the best knowledge of the researcher, formalized library resource-sharing does not exist in Kenya and within Government ministry libraries. It follows, therefore, that the present resource-sharing activities, if they are to provide solutions to the problems facing Government libraries in Nairobi, need to be critically examined in order to determine how resource-sharing activities are done. This study presents proposals necessary to establish a framework for library resource-sharing within Government Ministries.

1.8 Scope and limitations of the study

1.8.1 Scope

This study was limited to special libraries mainly found in Government Ministries in Nairobi. Although there are a number of other Government libraries within and outside Nairobi, and probably with different Departments and institutions these were not included in the study.

1.8.2 Limitation

Current literature on resource-sharing in Government ministry libraries in Kenya as a whole is scarce. Recently published literature is not adequate. Much of the available literature was published in or before 1990's. In addition to this literature the study relied on literature existing in other countries.

1.9 Definition of terms

Government libraries: These are special libraries usually found in various Government ministries. These have been developed mainly to serve the needs of the decision makers, administrators, and other employees of their respective Ministries/ Departments. They collect Government and other information relevant to the needs of their parent body, (Kamar, N., 2006).

Libraries of Government Ministries are libraries that are established and fully supported by Government. While their primary audience is Government, the actual audience served is normally broader. Under this definition a public or

university library, though it might have been created by Government or provide services to Government employees or the public, would be defined as a “Government library” because the primary audience would not be defined as a Government Department but the general public or the student and faculty population (Kamar N., 2006).

Information network: Two or more libraries engaging formally in a common pattern of information exchange through communication for some functionally independent purpose (International Encyclopaedia of Information and library science, 1997).

Multi-type co-operation: A multi-type library co-operation is a means of mobilizing total library resources to meet the needs of the user without regard to the type of library involved and without classifying the user as a public, school, academic, or special library patron (Jalloh, 1999).

Information technology: Information technology or IT refers to the “acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by means of computers and telecommunications” (Keenan & Johnston, 2000).

Interlending: This is the process of lending an item by one library to another (Keenan & Johnston, 2000)

Interlibrary loan: Inter-library loan refers to the transaction in which, upon request, one library lends an item from its collection or furnishes a copy of an item to

another library not under the same administration or the same campus. (Fong, 1996)

Library Co-operation: This combination of two or more types of libraries (academic, public, special or school) works together to achieve maximum provision of library and information services to their users, (Spies, 2001).

Library co-operation refers to a group of inter-dependent and autonomous libraries branded together by formal agreements or contracts which stipulate the common services to be planned and co-coordinated by the policy making body of the co-operative, (Jalloh, 1999).

Library Network: A network is a set of interconnected systems with something to share. Networking is the concept of sharing resources and services. A library network therefore is a group of libraries linked together and can exchange information and share resources (International Encyclopaedia of Information and library science, 1997; Keenan, 1996)

Resource-sharing: Resource-sharing is about libraries working together to share resources with one another. One part of resource-sharing is the more familiar interlibrary loan service provided by libraries (Spies, 2001).

Resource-sharing as used in this study refers to the building of an infrastructure that permits bibliographic access and delivery of one library's materials to another library in an agreement or consortium.

Muriuki (1991) defines resource-sharing as an activity that implies reciprocity and partnership in which each member has something useful to contribute to others and in which it is willing and able to make available when needed. Muriuki has also defined resource-sharing as ways of working together that involve the “sharing of resources, whether finance, staffing, services, accommodation and infrastructure support, or collections”.

Union catalogue: A union catalogue contains not only a listing of bibliographic records from more than one library, but also identifies the location and holdings of the different libraries (International Encyclopaedia of Information, 1997).

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter discusses the theoretical framework upon which the study is based as well as a review of the literature and empirical studies. It highlights the purpose of literature review in research and presents an overview of some of the existing resource sharing models. A literature review is an examination of the research that has been conducted in a particular field of study. Hart (1998) defines it as:

- The selection of available documents (both published and unpublished) on the topic, which contain information, ideas, data and evidence. This selection is written from a particular standpoint to fulfil certain aims or express certain views on the nature of the topic and how they were investigated, and
- The effective evaluation of these documents in relation to the research undertaken.

Mugenda and Mugenda (1999) argue that the purpose of literature review is to help the researcher gain considerable insights into the earlier studies related to the current study in order to avoid unnecessary and unintentional duplication, and to further understand the theories forming the study. In addition, it enables the researcher to compare and recognize contributions and/or shortcomings of various scholars who have done related studies before. Literature review is a summary of materials that have been published by

accredited scholars and researchers on a certain topic. In addition, it is meant to convey what knowledge and ideas have already been established as well as the strengths and weaknesses of those ideas. According to Fink (1998), literature review is a systematic and responsible method of identifying, evaluating and interpreting the existing body of recorded work produced by researchers, scholars and practitioners. Literature review assists the researcher to identify the gaps and attempts to bridge them. In writing a literature review, the researcher's purpose is to convey to the readers what knowledge and ideas have been established on a topic, and what their strengths are.

The rationale of incorporating literature review in a research undertaking is to assist the researcher articulately substantiate the authority of the relevant literature read in the course of the study especially that which has direct bearing on the problem investigated. The researcher undertook to describe what is known about the topic under study and show what others have done so far. By so doing, the researcher acknowledges their contribution and, shows the link between previous work in the area and the researcher's work.

Birmigham (2003) points out the following benefits of conducting a literature review;

- Placing the research in a context related to the existing research and theory;
- Providing a framework for establishing the importance of the study as well as establishing tools for comparing the results of the study with other findings;
- Ensuring that one's research would contribute to a better understanding of the phenomenon under study;

- Identifying the main methodologies and research techniques that have been used;
- Providing an opportunity to discuss relevant research carried out on the same topic or similar topics and;
- Helps to avoid pitfalls and mistakes made by others.

According to Kaniki (1993) in Kemoni (2008), there are various types of literature review namely:

- Historical reviews which consider the chronological development of literature, and breaks the literature into stages or phrases;
- Thematic reviews which are structured around different themes or perspectives, and often focus on debates between different schools;
- Theoretical reviews which trace the theoretical development in a particular area, often showing how each theory is supported by empirical evidence and;
- Empirical reviews which attempt to summarize the empirical findings on different methodologies.

In this study, the literature review sought to describe, summarize, evaluate, clarify and integrate the content of relevant journal articles and books on resource-sharing in Government libraries. Others included: key professional text books, scholarly journals and conducted internet searches, among others. The literature was reviewed to establish information sources and content in relation to the research problem of the study. Under this study the literature reviewed was divided into sections that focused on themes and concepts that related to the objectives of the study and the research questions.

2.2 Theoretical framework

A framework is simply the structure of ideas or concepts and how they are put together. A theoretical framework therefore is an attempt to show the existence of self-formulated theories in so far as they relate to research objectives and questions in connection with variables and propositions. This study was modelled on the concept of resource-sharing, its benefits and importance in today's life and changing role, the various initiatives taken at different levels and techniques used for resource-sharing. It also lays stress on new information technology, which has generally changed the scenario of resource-sharing among libraries worldwide. Models can be used to explain theories (Kemoni, 2008).

The role of theories in scientific research has been highlighted by various scholars (Mugenda and Mugenda 1999; Stacks and Hocking 1999; Cozby, 2001). Mugenda and Mugenda (1999), view a theory as a system of explaining phenomena by stating construction and the laws that inter-relate these constructions to one other.

The voluminous growth of published documents in the recent past, increasing cost of information resources, techniques, advancements that offer newer methods of information processing, retrieval and dissemination are some of the factors which have made resource-sharing a necessity. Library co-operation is an old concept and a form of resource-sharing (new concept). Library co-operation has many elements to it and varies from one place to another, even among libraries that participate in it. It is achieved not only among libraries of the same type but those with required resources not available among the co-operating libraries.

Libraries realized the need for effective and efficient resource-sharing as a long time goal. Besides entering into Inter-library practice, libraries also thought seriously of resource-sharing in many other areas, such as acquisition, technical processing and staff exchange. Inter-library lending is severely affected by barriers of information communication, such as apathy of the lending libraries, distance, time and cost among others. At the same time, traditional interlibrary lending has remained one of the strategic services. The social, economic, and technological complexities of both the new mechanisms and the traditional roles of libraries provide both opportunities for cooperation.

This study's main interest was resource-sharing among Government ministry libraries in Nairobi, which has a varied group of users. In essence, resource-sharing entails the concept of networking. In view of the fact that the consequences of networking are far reaching, the government ministries will naturally adopt healthy and favourable attitudes towards networking and thinking of themselves as being part of a cooperative venture.

Since this study seeks to investigate the prospects of resource-sharing in Government libraries in Nairobi and ascertain the extent to which resource-sharing can assist to alleviate the problems they face, the study attaches a lot of importance to resource-sharing with a view to proposing a relevant model to ease the problem. For this reason, this study was based on a decentralized network model.

2.2.1 Networking Model for Resource-sharing

A model is a simplified representation of a real situation, including the main features of the real situation it represented. There are two main purposes of a model, namely: analysis and prediction (Koutsoyiannis, 1979). The validity of a model could be judged on several criteria, namely: its predictive power, the consistency and realism of its assumptions, the extent of information it provided, and its generality and simplicity.

According to Stockburger (2004), a model is a representation containing the essential structure of some objects or events in the real world and the representation of models may take two major forms, namely: physical and symbolic. Furthermore, the construction and verification of models involves four steps, namely: simplification/idealization, representation/measurement, manipulation/transformation, and verification. A model is a description of phenomena that is abstracted from the details of reality (Katz and Harvey, 1994). "Abstracting" from details means ignoring those details, that are not directly essential to the understanding of the phenomenon at hand, hence enabling individuals to concentrate on important factors. Katz and Harvey (1994) established the link between theories and models by quoting the great theoretical physicist, Stephen Hawking, who noted that a theory was a good theory if it satisfied two requirements: accurately describing a large class of observations on the basis of a model that contains a few arbitrary elements and making definite predictions about the results of future observation.

The relevance and applicability of models to the real world depends on three factors, namely: realism of the model assumptions, consistency of the assumptions with one

another, and accuracy of the data to validate the assumptions (Dwivedi, 2001). Kebede (2002) posited that models are useful for specifying what constituted the phenomena of interest, identifying research focuses, and advancing theory in relation to the phenomena they modelled.

Models are sets of properly argued ideas intended to explain events. They are the principles upon which a subject is based and are useful as far as they serve to assist and to guide the development of further understanding of practical activities. Theories are normally developed through research.

Networking model for resource sharing forms the theoretical foundation of this study. In this regard, a library resource sharing network is essentially a means of linking a variety of resources to a variety of users. This definition starts from the concept that each source is based on a resource and that each resource, though perhaps created for a limited purpose, should be made available to all who can profit from it. It follows from this definition that networks are not new: they existed from the time that researchers began to assist one another by exchanging private communication.

Martin (1986) defines a network as a “group of individuals or organizations that are interconnected to form a system to accomplish some specified goal. This linkage must include a communication mechanism and many networks for the express purpose of facilitating certain types of communication among members.

Becker (1979) suggests that, “when two or more libraries engage formally in a common pattern of information exchange, through communication, for some functionally interdependent purpose, we have a library network.”

Employing the network concept to support library services is an old idea, of which two examples - inter-library lending and centralized cataloguing - are found throughout the world. What is new is a widespread growth of interest in improving operations by interconnecting information systems and services, as well as library operations.

Such a network generally means more than two libraries interrelated by continuing transactions, often in support of a common operation or service. The idea appeals because of its potential for improving services and reducing costs.

A library network is broadly described as a group of libraries coming together with a view to satisfying the information needs of its clientele. UNISIST II working document defines a network as a set of inter-related information systems associated with communication facilities, which are cooperating through more or a less formal agreement in order to implement information handling operations to offer better services to the users. The National Commission on Libraries and Information Science of India in its National Document (1975) defines a network as; two or more libraries engaged in a common pattern of information exchange, through communications for some functional purpose.

Planning and implementing networks are management problems. Diverse groups of library services must organize, arrive at common objectives, and then assemble and direct resources or men, money, machines, methods and management skills to do the work. Networks and network organizations make a series of new demands of persons who perform as systems negotiators, brokers, network managers or facilitators. There are no intrinsic rules determining who can initiate and who can operate library networks. The intrinsic pre-requisites are competence; involvement with, and the knowledge of, operations and users needs; and genuine dedication to the information community's requirement for integrated network services, whether coming from local, regional, national or international levels.

Library networking as a means of resource-sharing had its beginning in the 1970s and developed during the 1980s. Libraries in most countries of the world have adopted some form of networking. In developed countries, resource-sharing networking was started a long way back. USA is the birthplace of library networking and by now libraries in each state are networked to local, regional and national network. OCLC was founded in 1967, and introduced an online-shared cataloguing system for libraries. The interlibrary lending service was introduced in 1979 and since then, has been used for more than 114 million loans among 6,700 libraries around the world. Over the past decades libraries have witnessed the impact of information technology that has been affecting the structure of services to a great extent (Balakrishan, S. and Paliwal, P. K.; 2001). Moreover, the problems of space, standardization, professional development of staff, challenges posed by new technologies, drastic cuts in the library budgets have aggravated problems of the

present day librarianship. However, the solution to the problems of information explosion, ever changing needs of users and diminishing library budgets can best be overcome upon establishment of networks for resource-sharing at different levels by use of computers and national and international databases and full text CD-based systems.

Librarians network on behalf of clients, for their own professional growth, and to increase their knowledge of information sources and trends. Every person that the networker makes contact with has a network of their own which the networker can tap into through their contact. Librarians traditionally have access to a wide range of networking opportunities both inside and outside their corporate environment. Exploring client networks effectively within the corporate environment is an effective way to extend the boundaries of power and influence of the information service.

Areas of networking include the following:

- Internet as a tool that is widely recognized and gaining in popularity. It creates the ability to exchange ideas internationally, relatively cheaply, within specified areas of interest and with a wide cross pollination of ideas between professions and individuals. Any user is free to contact another. Issues of particular interest or importance can be followed up directly with the originator of the message.
- Traditional areas of networking for librarians include conferences, library and information association seminars as well as special interest group meetings.
- To effectively extend their networks, librarians should look at professional organizations outside of librarianship such as institutes of management and other

professional groups. Networking with groups outside them also offers opportunities and encouragement for librarians to think outside the “parameters of the information world” and select innovative problem solving and management strategies that can be successfully transferred to information management.

Various resource-sharing networks have been observed at local, provincial or regional, national and international levels. Normally, three levels of national resource-sharing networks exist:

- (a) **Local:** Information is stored in the local libraries in the form of Union Catalogue for local collection available in local libraries
- (b) **Provincial/Regional:** Information is stored in regional/provincial libraries and services are provided on broad subject area basis
- (c) **National:** National Union catalogue is prepared on national basis and services are provided to users based on national resources.

There are a wide range of benefits which can be gained from networking. Government ministry libraries should be committed to providing and making accessible the best possible information services to the citizens through networking. Government library’s most important technology goal should be to give access to information and services regardless of format, and regardless of where the information is stored.

A network is an essential partner in this exercise because it facilitates access to vast information services. Networks have a potential to improve library services in several ways. Libraries and their users get benefits from accessing databases, discussion groups, full text access, and document delivery through resource-sharing. The continuous improvement in networking technologies reduces the cost of information provision, thus creating new opportunities for the library networks to play their role in information provision to end users.

Given the wide scope for exploiting resources and facilities available in Government ministry libraries, it is possible to work out a number of models for developing resource-sharing programmes among the libraries themselves.

A network can be local, regional, national or international. It is for the electronic transfer of information between two or more points irrespective of distance. The proposed model that can be used for networking as well as resource-sharing in Government ministry libraries can be developed in stages.

At first stage, the model of resource-sharing includes the following:

- Inter-linking Government ministry libraries within themselves
- One of the Ministries should take the initiative to act as a hub (a central node) for coordinating all networking activities.
- Central node is supposed to get information from other ministry libraries.

At the second stage, the central node accumulates the information from all participating ministry libraries within Nairobi and to be disseminated to other libraries within the network. To make this process of information dissemination more effective and useful, the two-way communication should be encouraged.

At the third stage, after networking among Government Ministries, situated within Nairobi (regional level), ministry libraries will disseminate information from the National level to departmental libraries at the national, regional and, finally to the local levels.

At present, this network needs to start from the first stage of operation. To make this network successful, there is a need to develop physical and human resources. The nodal library shall take the initiative for co-ordinating and integrating the network system.

This is basically what the study was set out to do i.e. to investigate the status of Government ministry libraries in Kenya and gather the benefits of resource-sharing with an aim of enhancing their values to the users being served by these libraries through networking.

2.2.2 Resource-sharing and organizational structure of networks

According to Nfila, R. B. and Darko-Ampem, K. (2002), Alexander, A. W. (2002), Xenidou-Dervou, C. (2002), since early 1960's there has been the hallmark of libraries for cooperation, coordination and collaboration between groups of different levels. In India, for example there are networks established between special libraries at different levels, which function effectively towards sharing the resources among many specialized

libraries (Vagiswari, 2001). As a matter of fact, these changes have necessitated librarians to change their role of keeper of library documents to that of navigator of information and come closer willingly for actively sharing resources.

Resource-sharing and networking in their most positive aspects entails reciprocity implying a partnership where each member has something to contribute to others. Networking is shifting the emphasis from local ownership of materials to providing access to the collections held by others. There are three critical pre-requisites for effective library resource-sharing:

- Possession of shareable resources;
- A willingness to make a commitment to share these resources, and
- A planned mechanism for collaborative use.

The long-range goal is the development of a system of libraries which responds to all the needs of users with reasonable speed, accuracy and completeness. The functions of the network components will be carried out according to the configuration network adopted, but the main ones will be:

- Providing the existing resource where needed by other network components, and
- Collaborate fully in the national projects coordinated by the national focal points.

2.2.3 National resource sharing network model

This study was based on a National Resource Sharing network model as propounded by (Sahoo, 2009). Networking in library service is an old concept. A library network is any

technique or procedure which links together for mutual benefit a group of users, resources and services of a group of libraries.

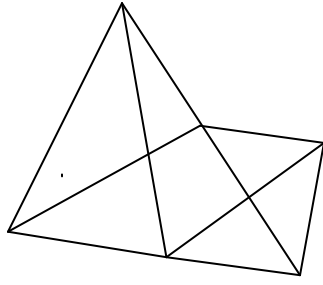
Through this model the central government is encouraged to promote the development of resource sharing network at national level and ensures the development of an infrastructure to support a decentralized service model.

In this model the Government promotes the development of a resource-sharing network at national and regional/county levels as well as at district levels and should ensure the development of an infrastructure to support a decentralized service model. This establishes a nationwide library network with branches nationwide. The network will have the objective of establishing a computer/communication network for linking Government/Department libraries. The network scope can be extended to design a national resource sharing network on the following model which includes:

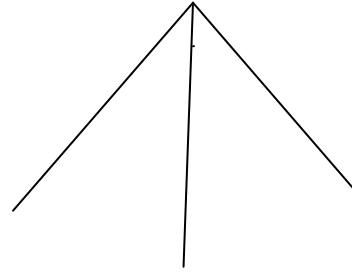
- Development of a National resource-sharing network by the Government under one of its ministries as a hub for coordinating all networking activities.
- Automation of library collections and their bibliographic and accessible database through the network.
- Each library connects to their nodal network
- Development of different specialized sectoral networks in various fields and specialized subjects
- Each nodal network designs its subject gateway with the help of librarians and subjects specialists.

- The nodal network provides a common database of electronic publications to its participating libraries
- Connections to other networks within the country.
- State-wide public/national network which should encourage cooperation among respective ministries libraries
- Central network is supposed to get the information from the libraries through the regional/county network, sectoral and other networks.

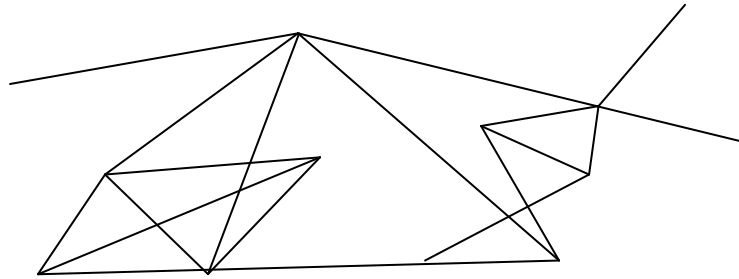
The structure (or configuration) of networks is an important consideration, since it affects the manner in which the information is communicated that is, how it actually circulates. There are various possibilities: there are decentralized networks, in which all member units communicate directly with each other. They have more communication channels and the links are often more direct but management of the system is more difficult. This type is illustrated by the interlibrary lending networks. There are also centralized networks, in which the units communicate through the centre. The system is hierarchical and an example would be a central library with its associated libraries or departments. Finally there are mixed networks, in which certain functions or certain geographical sectors are decentralized and others centralized.



Decentralized network



Centralized network



Mixed network

Fig. 1: Network structures (Decentralized, Centralized and Mixed networks), (Unesco,1971)

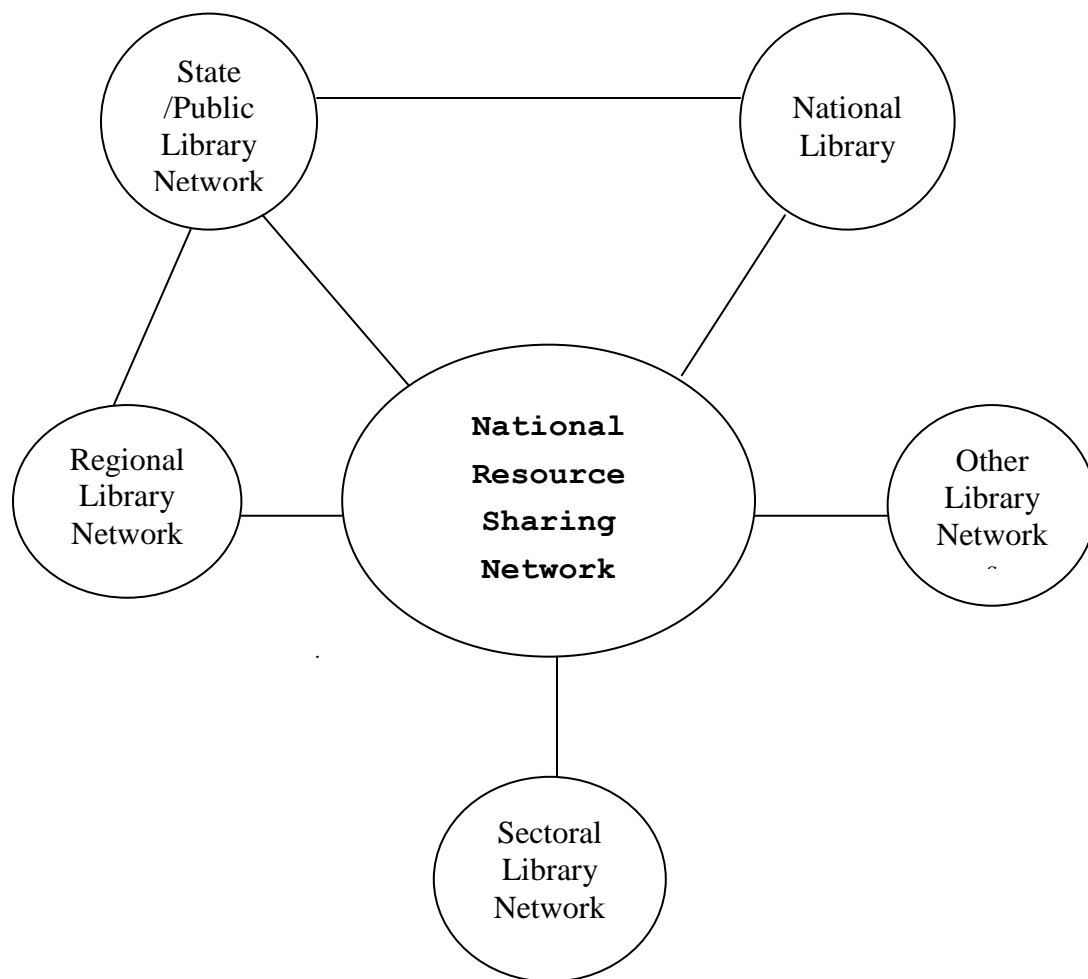


Fig. 2: Model of the National Resource Sharing Network (Sectoral) as propounded by (Sahoo, 2009)

Whilst we hear that resource sharing is the norm in developed countries, it is definitely not the case in most developing countries – where in fact there is a greater need. Rosenberg (1993) attributed this to inadequate information infrastructure and lack of a functional national information policy to guide development. The success of a national

library and information network depends upon coordination but a major pivotal role has to be played by Government.

Information technology has today made resource-sharing a reality. Therefore, it is necessary to build a national resource-sharing network in Kenya for government ministry libraries. The country has basic infrastructure for creating of a national resource-sharing network. So this model can be considered as a cost effective model for developing resource-sharing network in Kenya. Today Internet has reduced the whole world into a global village; this internet also has the capability to integrate all the Government ministry libraries to a single national library with the development of a national resource-sharing network.

This study provides direction for the establishment of a national network of Government libraries in Nairobi under a sectoral library network. The lack of such a network has delayed the establishment of other networks for Government libraries at regional/county and district levels. Such a network can not only enhance access to information resources, but also, provide sustainable access to Government information and other resources. This process enhances the achievement of Government objectives. It will also help build a coordinated database of library resources for the Government nationally and within Nairobi city.

The library resource sharing network model provides economies of scale in obtaining the best possible solution, as well as access to a wider range of library services for the Government Ministries in Kenya.

This study was concerned with establishing problems affecting provision of library services in Government ministry libraries in Nairobi and how to improve their value to become undisputed instruments of improving services to users seeking information for development. The study fits well in the design of a networking model.

2.2.3.1 Essentials of library networking

According to Kaul, H. K. (1999), the following are some of the basic essentials of a resource sharing library network:-

- Library networking is meant to promote and facilitate sharing of the resources available within a group of libraries in order to provide maximum information to be used, to lower operational costs and also to make a optimum use of national resources.
- In order to do so it is necessary to create bibliographic tools like union catalogues and union lists based on the resources available in the participating libraries and these tools have in turn to be used for resource-sharing and reference purpose.
- Rationalization of acquisitions needs to be undertaken
- Inter-library loan services should grow and may be interlinked with the search of the Union catalogues. Delivery of documents should be fast, either electronically, through fax or through courier or email

- The libraries selected to join a network should be willing partners, ready to buy hardware, etc and should be willing to send professional staff for professional training. They should be willing to pool bibliographic records to the central host of the network besides adhering to other network obligations.
- In-house functions like acquisition, cataloguing, classification, serials control, circulation, selective dissemination of information (SDI) and current awareness service among others should be undertaken by the individual libraries. The network software may or may not support these operations of the libraries in the beginning but eventually the network software should not only be able to create union catalogues and full-text databases but also be integrated with in-house operations.
- The network should be able to recommend to participating libraries the type of hardware they need for their in-house functions and for networking purposes. Hardware should be selected considering the number of entries the participating libraries can generate within the next 3-5 years. The hardware at the central host will have to be updated regularly depending upon the speed with participating libraries generate records and the network pools then into the central host.
- All libraries should follow a standard format, cataloguing code, thesaurus e.t.c. uniformity.
- Electronic mail and internet facilities should be established between libraries and they should be able to access international databases preferably individually or through the network host to begin with.

- Although effort should be made to have one classification scheme in all participating libraries but use of different class numbers would not be a hurdle as search requests are mostly by authors, titles, editors and subject descriptions.

2.2.3.2 Other networking models

Library networks have grown with the main purpose of sharing resources so that the unnecessary wastage of limited finance with them can be avoided. In order to achieve this and the satisfaction of users, different types of networks came into existence. David Wood at the British Library Document Supply Centre has developed several diagrammatic models which demonstrate the various cooperative situations.

a) Centralized collection development and services at national and regional level

This model aims at providing the cooperation between libraries, which are geographically scattered within a region or the country. The resources, which the model intends to share, are acquired centrally and stored at a single site. For running the proposed facility, the participating libraries contribute towards the capital funds and the recurring funds. The facility provides for an organizational structure for its control and governance. The structure also includes an apex body. Creating a new facility is central to the concept of this model. National Lending Library of UK illustrates the example of such a model.

b) Centralized collection development and services by subject

This model aims at developing the specific subject collection of documentary resources on shared basis. City, region, or the country may limit the geographic distribution of libraries cooperating in such a venture. The subject collection is acquired centrally and stored at a single site. Examples of such a model result in consortia i.e. National Science Laboratory at INSDOC of India.

c) Centralized collection development at organizational level

This model aims at developing a shared collection of documentary resources by limiting the scope of cooperation to libraries belonging to a single bigger organization such as the Indian Space Research Organization (ISRO) and Centre for Scientific and Industrial Research (CSIR). The shared collection is acquired centrally at a single site. The participating libraries contribute towards the central funds for building the shared collections as well as for providing services.

d) Coordinated collection development at institutional level

In this model a group of participating libraries take the initiative to coordinate their acquisitions. Their objective is to eliminate duplication in acquisitions to the extent it is possible. Further, the member libraries undertake to give services such as information access and document delivery. This model leads to the concept of decentralized development of collection at the level of participating libraries and also to decentralized system of giving services. The individual libraries, participating in the programme, determine their level of support to the programme for building the shared resources. The higher their budget, the higher the support.

User libraries are required to pay for services they avail. The geographical area of cooperation could confine to a city, region or country. This model is in operation in most of the resource sharing programmes started by various library networks such as Developing Library Network (DELNET) and Bombay Library Networking (BONET).

e) Interconnecting library homepages

In this model, which is the simplest, the home pages of the participating libraries will be linked. Home pages are designed and libraries made a part of their homepages. Similarly, member libraries have their independent web pages that are accessible on the internet.

f) Creating integrated library databases

In this model, the databases of all individual libraries are merged. The merging of books and journals is effected with the help of a unique feature like the ISBN number. Since the physical location is one of the fields in the data entry form, it is not difficult to reflect it in the merged database. This has a major advantage from the user's point of view. It is less time-consuming, since can only access one server where the integrated database is located

g) Establishing connectivity using search-engine architecture.

This model is a sophisticated one, because databases are connected with the help of search-engine architecture.

2.2.3.3 Government Common Core Network (GCCN)

GCCN is a government cable network that connects all Government of Kenya buildings in Nairobi through fibre connectivity whereby fibre optic cables are used. The network transparently connects the identified government offices to each other with high quality e-services that enable the respective offices share resources.

GCCN supports critical government functions and for thus is immune from malicious service and/or functional disruptions to which shared public networks are vulnerable (i.e. cyber attacks). This network offers bandwidth on demand services at user locations and is scalable to meet growth in overall network demand and/or peak requirements. It also has a high level of reliability and availability including trunk and access diversity and rapid response times for customer outages. It also facilitates ICT business planning, shared infrastructure and skills and leverage for new technology opportunities.

The GCCN encompasses twenty-nine (29) buildings consisting of a total of thirty-four (34) links in seven (8) rings. Some of the Government buildings covered are:

- Treasury -Ministry of Finance, Ministry of Planning, National Development & Vision 2030
- Old Treasury -Ministry of Foreign Affairs
- Jogoo A -Ministry of Home Affairs, Ministry of Local Government
- Jogoo B -Ministries of Education, Higher Edu. Science and Technology
- Afya -Ministry of Medical Services, Ministry of Public Health

- Nyayo House - Ministry of Energy, Ministry of Immigration & Registration of Persons.
- Ardhi - Ministry of Lands, Ministry of Housing
- Harambee House - Office of the President, Ministry of Public Service, Ministry of Provincial Administration & Internal Security.

All these buildings have Local Area Network (LAN), and both email services and internet that helps them share information.

Pensions department for example, has its primary site in Herufi House and the secondary site in Treasury. These both connect to one hundred and fifty (150) personal computers which are based in Bima House where the Pensions department is located. From these PCs, resources such as printers can be shared and also human resource whereby one or two individuals are charged with a specific duty.

Though the main unit i.e. networking unit is based at the Treasury under Ministry of Finance, GITS department, Government ministries are able to share resources especially when dealing with matters such as design of LAN and WAN, provision of connectivity within the ministries and various Government departments and surveying of sites, preparing drawings for the sites and also preparing design documents used for bidding. This is especially important because it is a professional and technical area that requires a lot of expertise. Staff within the same unit also supervises the installations up to the point

of testing and commissioning of the networks. Similar services are also provided to government bodies that wish to undertake similar projects.

2.2.4 Conceptual Framework

The concept of resource sharing has been used in the developed countries as a means to alleviate the resource inadequacies of individual libraries. In Africa, it has been seized upon as a way of sustaining information services. Rosenberg (2001) in her paper, “The sustainability of libraries and resource centres in Africa” quoted a Kenyan librarian who concluded that “there is no doubt that resource sharing programmes have a significant role to play in developing countries, given the problem of scarce resources” and “if libraries are to continue to meet the demands of their users, increased cooperation and resource sharing are vital”. Rosenberg (1993) continues to note that on the ground there is little in the way of resource sharing. In some ways the situation has deteriorated, as systems that used to work have collapsed. The survey (Rosenberg, 2001) of university libraries in Africa found that interlibrary lending is the main, if not only, form of resource sharing practiced but was also minimal. Such evidence suggests that there is a lot that needs to be done in order to bring a change about the idea of resource sharing.

The conceptual framework for the proposed study is based on the above theoretical framework. Emphasis is on access and communication to information service/resources for the benefit of individual Government libraries and their users using both print and electronic communication for feedback. In the context of this study, the conceptual framework shows how the variables under study are interrelated and expected

contributions towards effective and efficient communication and use of available resources and services in resource-sharing by avoiding unnecessary barriers which depend on many factors and stakeholders.

Heads of Government Ministries and Departments must first be willing to support library activities financially. Such support may be in the form of provision of adequate funds to enable the library procure the necessary resources and facilities, and motivate staff through attractive remuneration. Administrators or person's in-charge of these libraries should provide services geared towards specific user groups with which resources can be shared adequately and with little hindrances. They should liaise with their user groups to reach to receive or give adequate support required to each group.

Through the application of technology and other means, libraries sharing resources should ensure efficient and effective access and use of these services and resources among themselves.

In the above conceptual framework, communication and feedback on sharing library resources is the dependable variable because it depends on the contribution of the independent variables (ministry administrators, Government libraries, librarians or persons in-charge of these libraries and their clientele) in order to be successful.

2.2.5 Definition and scope

The area of resource-sharing has not received much attention in Kenya. Most studies on Kenya Government libraries subsume this area under the broad subject of special libraries. There has been little attempt made to discuss resource-sharing in Government

libraries as such independently. Consequently, the problems of these libraries have tended to be examined within the broad spectrum of problems of special libraries.

Ng'ang'a (1980) and Otike (1985) in their definition of Government libraries are in agreement that they are special libraries attached to the Ministries or Departments of the Government. Their function, according to these writers, is to provide specialized information to support the programmes running in their respective Departments or Ministries.

2.2.6 Development of Government libraries in Kenya

Government libraries are some of the oldest information institutions in Kenya. Some of them were developed with the origins of the colonial Government in Kenya. Most of these libraries vary in size and importance. This aspect of development of Government libraries, their effectiveness and appreciation of their services is marked by extraordinary variations. This is partly explained by their difference of relevance with regard to their priorities.

The situation in Kenya is not unique; the same observation has been made by Harrison (1979) on the variance in size and importance of Government libraries in Britain. He observes that Departmental libraries in various Ministries such as their Home Office vary considerably in their size and importance.

The above statement in relation to the development of Government libraries both in Kenya and Britain bear an indication of an uneven form of development. Since the inception of these libraries, there was no coordinating body to supervise their development up to 1965 when the Kenya National Library Services Board was established. This has one of its functions to plan and coordinate library, documentation and related services. But unfortunately, the situation has not improved to date.

2.2.7 Administration of Government libraries

A major problem facing Government libraries in Kenya has been identified as that of their administration. Some of the administrative problems encountered by these libraries have been attributed partly to the lack of involvement of librarians in the initial planning and establishment of these libraries by the heads of Ministries or Departments. In view of these sentiments, Otike (1985) observes that in the majority of organizations maintaining Government libraries, the librarian is not employed until the library institution has been formally established and the book collection has reached such proportions that the services of a qualified librarian are considered necessary.

Even after the establishment of Government libraries and the services of a librarian have been accomplished, the administration of the library is further hampered by the ignorance of the administrators in their respective Ministries or Departments on their objectives in relation to the roles of these libraries. Otike (1985) further asserts that it is clear in some Government Ministries or Departments, the senior administrators are themselves ignorant of the basic objectives of the organizations. Since such administrators under whom

librarians in Government fall cannot state categorically the objectives of their organization, the librarians similarly cannot formulate precise objectives and policies for their libraries. One of the greatest stumbling blocks to the administration of Government libraries in Kenya is that of inadequate funding. This problem has been persistent for a long time. Writing as far back as 1969 on the funding of Government libraries, Njuguna (1969), states that as a rule, “all Government Departmental libraries suffer from lack of sufficient funds”. Lack of sufficient funds can hinder not only the development of comprehensive collections in the libraries concerned but also, the development of other services.

The administration of Government libraries should be most effective if these libraries hope to attain high standards of service provision to their clients. Consequently, Kenya Government Libraries should set standards of administration.

2.2.8 Staffing

In any library, the librarians should possess a minimum number of required professional personnel with adequate qualifications and experience. The librarian should be responsible for all management and professional duties in the library which include administration, planning, evaluation and revision of systems and procedures, selection and organization of resources, reference and bibliographical services, supervision and in-service training of non-professional staff. The Librarian should participate in meetings concerned with library policies, recruitment of library personnel and in activities of

relevant professional societies. Non-professional staff should be responsible for the clerical tasks that support the professional's work.

The above observations cannot be said to apply to Government libraries in Kenya. These libraries have had a number of staffing problems. Understaffing is a chronic problem and there has never been a time when anyone of the Government ministry or departmental libraries had enough staff. These libraries are often understaffed and some have never been under the charge of a trained librarian.

There have been a number of reasons for the lack of trained librarians in the Government libraries. In the first place, Kenya as a whole suffers from lack of professionally trained librarians for all types of libraries. Secondly, Government salary scales for librarians are the lowest in the country, and therefore the least attractive. Not only are salary scales low, but also, chances of being promoted in Government libraries are scarce.

2.2.9 Accommodation and physical facilities

Library accommodation and physical facilities are of interest in several respects. They reflect the changing role of the library in its organization, and deserve study to help clarify the development of attitudes between librarians and their library users. It follows that if the Government of Kenya is to systematically approach the planning of its libraries in order for them to provide a reasonable library service, there are a number of guidelines to consider. Issues of concern in the planning of libraries include knowledge of what libraries have to accommodate; the number of users to be catered for; physical conditions

such as light and ventilation to be provided; security required; and finally how much money is available for adequate space.

In Kenya, however, it is apparent that many Government libraries' accommodation has not been sufficiently planned for. Generally, Government libraries have continued to experience acute problems of accommodation. Otike (1985) has highlighted this problem in the following words:

“The suitability of existing library accommodation in Government Ministries and Departments is particularly serious. A number of the present Government library buildings were constructed a long time ago, some during the early years of the colonial administration. The space provided by these buildings is no longer adequate. Some Government buildings were constructed with no consideration of library requirements. Libraries are allocated rooms with little regard for their suitability.”

To avoid accommodation problems, Otike (1985) recommends that librarian's involvement in the initial planning of the Government library is a must. This, he argues, will ensure that the library's accommodation will be purpose built structures.

2.3 Resource-sharing

Resource-sharing is not a new concept among libraries today since most libraries in one way or another share their resources. Resource-sharing is a term used by libraries working together in order to satisfy the needs of their users. This involves two or more

libraries working together by sharing the available resources that they have. Resource sharing is a fundamental source of efficiency, but it is difficult to implement, because it requires both technological and organizational adjustment.

It is everybody's sharing knowledge that resource sharing is most talked and least acted area in librarianship. There is a lot of hue and cry of theoreticians about library networking and resource sharing. Resource sharing is less practiced than said. Resource sharing assumes underutilisation of resources and intends to maximise use of scarce resources. Resource sharing assumes that needs of users are increasingly diverse, interdisciplinary and ever expanding and hence improved or enhanced access to needed information and to greater range materials and or better depth in a subject area (not necessarily mean faster service) is a necessity. Resource sharing also assures that there is economy in cooperative common operations and procedures and there is a need to avoid unnecessary duplication of work. Proposing cooperative system as an alternative to centralised system expects improvement in working relations between cooperating libraries and enable library to have better knowledge of its collection. It is also assumed by resource sharing philosophy that new technologies open up new avenues for cooperation and resource sharing and offer greater staff specialization, better overall performance, better or additional service and greater user satisfaction.

2.3.1 General definitions

Resource-sharing refers to the sharing of resources amongst a group of libraries. This sharing enables users to maximally use the available resources. Resource-sharing enables

libraries to achieve their objectives by working together in a co-operative or partnership mechanism (Spies, 2001).

Resource-sharing in the information field has become a very important factor today. This is simply because no single organization can be self sufficient in meeting information demands of its clientele. Ifidion (1985) concluded by saying that no library however rich in financial and bibliographic resources can ever expect to purchase or meet all demands of its clientele.

There is a dire need for sharing resources among Government libraries. No single Government library is self-sufficient. There is satisfaction in sharing what one has and receiving from others. This point is confirmed by Allot (1982) who says that there is no library in the world which is totally self sufficient, an island by itself, even if it has countless millions of volumes or thousands of journals. In the USA, the Library of Congress, for all its wealth of material, borrows books from other libraries as well as lending items to them. So too does the British Library in London, it is both a borrower and a lender through the interlibrary loans.

Odini (1993) sees resource-sharing as a term used by institutions working together for the benefit of users: resource-sharing may seem as a term used for working out inter-institutional relationship for the benefit of users in a profession which is frequently described as changing from material oriented to client oriented.

Government libraries should engage themselves in working relations and share their resources. They should forget about 'Empire Building' because with the era of information explosion, no one library can acquire all information to satisfy all the users. Most information materials are very expensive and cannot be acquired by these libraries due to lack of funds. Mwaro (1997), states that, in view of dwindling resources and increasing donor fatigue, information centres should establish proper working relations. These will promote resource-sharing and avoid a lot of spending.

If libraries are to succeed in their mission and supply of what is needed rather than offer only what they have, resource-sharing is essential. Resource-sharing provides means to strengthen library's services, aid in cost effectiveness and provide the user with expanded access to other libraries and information resources. This is because resource-sharing involves reciprocity.

Libraries should justify their operations if any resource-sharing is to take place. Resource-sharing implies that the participating libraries should benefit in the program so as to be able to satisfy their users. This is by providing the available resources to them satisfactorily.

Resources shared include staff, information resources, buildings, funds, etc. This shows that staff cannot be set aside when discussing resource-sharing. According to Havard-Williams (1978), the staffs are a major resource. He reckons that in discussing resource-sharing, personnel is a major resource and staff input as a resource cannot be separated from other resources such as books and other materials.

2.3.2 Types of resource-sharing

2.3.2.1 Interlibrary lending

This is a scheme where libraries lend materials to other libraries. Each library determines the classes of resources it lends out on interlibrary loan and on what terms. According to Njuguna (1991) resource-sharing is the core of interlibrary co-operation. This is done through the exchange of information resources. Interlibrary lending is the most common form of resource-sharing. It is intended to make available library resources not available in a given library. Interlibrary lending is the oldest form of resource-sharing. Information workers have been known to practice inter-lending as far back as the year 200BC when the library at Alexandria loaned books to the library at Pergamum.

2.3.2.2 Shared acquisition

Acquisition of information materials is vital to the success of any library. This is because acquisition determines the success or failure of the library. This is because all other libraries' activities revolve around the stock available. These activities include cataloguing, classification, lending and staffing.

Shared acquisition is a means by which libraries join up in the effort of acquiring information materials. This is important because most libraries are faced with the problem of acquiring information materials possibly due to lack of funds or due to the increasing cost of information materials. Shared acquisition can cut down on expenses. This can produce results if well organized.

Participating libraries may devise methods of joint acquisition. For example, Njuguna (1990) gives an example of how this can be done when libraries agree that they individually specialize in a comprehensive acquisition of materials in given subject areas from all over the world, leaving the rest to be covered by other libraries as agreed.

It can also reduce unnecessary duplication of information materials. For this reason Njuguna (1990) asserted that cooperative acquisition in Kenya can be practiced by special libraries as well as university libraries which are known to be biased towards certain fields. This system can help to avoid unnecessary duplication of expensive items such as reference sources and some periodicals

Another method of shared acquisition can be joint purchase. This means that libraries come together in the purchasing of materials jointly. Odini (1993) expounds on this method as a joint purchase method of acquisition that varies from centralized to purchase in that two or more libraries combine to share the cost of very expensive items, and users of each of these libraries have access to one another but must of course be located in one place only, usually selected to be close to related materials.

2.3.2.3 Exchange of personnel

Staff can also be shared. Staff can be physically exchanged in an attempt to transfer their expertise to other libraries. Some libraries that lack professionally trained staff can be assisted by professionally trained staff from other libraries. The professionally trained staff can assist in the technical processing of information materials in libraries that are lacking trained personnel. This realization made Havard-Williams (1978) in a discussion

on resource-sharing to assert that in discussing resource-sharing, personnel is a major resource and staff input as a resource cannot be separated from other resources, such as books and other materials.

Human resources can also be shared in terms of ideas. Njuguna (1991) concurs that this can be done through seminars, workshops, conferences etc. During these gatherings, papers on professional issues are presented and discussed – thus affording participants an opportunity to exchange views. Apart from those organized nationally, some individual institutions also hold internal seminars that draw speakers from both outside and inside the institutions for the benefit of staff.

2.3.2.4 Exchange of information materials

Exchange of information materials can also be used as a method of resource-sharing. Many libraries receive publications in form of donations and gifts mainly from abroad or even within the country. Most of these materials are received without having been selected or requested for. Most of them may not be of any relevance to the library at all.

Upon receiving such materials the libraries should distribute them to other libraries where they can be relevant. Njuguna (1990) suggests that a better method of disposing off such unwanted gifts would be preparation of their lists and circulation of the same to other libraries to establish what would be of interest to request from the lists. Likewise lists of “materials wanted in certain areas” more commonly referred to as “desiderata” could be exchanged by co-operating libraries so that any extra materials that may be thought to be of interest to any requesting library can always be sent to others.

2.3.2.5 Use of information technology

This can be done among the libraries that have embraced information technology and installed computers. The exchange of information carriers such as flash disks, diskettes, CD-ROMs among themselves can enhance closer working relations. This therefore calls for co-operation among libraries because they can be able to exchange information among themselves.

Databases of the participating libraries can also be accessed through resource-sharing. The databases mostly contain bibliographic information. A library catalogue is an ideal example of a bibliographic database. Such a database helps the user know the holdings of specific libraries and also know where the specific materials required are found.

There is need to co-ordinate databases in order to satisfy various library users. There are quite a number of databases that need to be co-coordinated. Were (1990) asserts that the need to coordinate databases in Kenya is crucial. A lot of information is being pumped in the country in terms of donations yet not much effort is being done to coordinate these donor activities.

2.3.3 Resource-sharing in Kenya

In Kenya today, like in other developing countries of the world, probably more than ever before, our salvation lies in co-operative activities and particularly resources sharing. There are several reasons for this. Firstly, our resources are scarce and therefore our budgets are not only dwindling but are becoming more uncertain every year as the prices

of all types of publications in such metropolitan countries like the United Kingdom are rising every day. The implications of these and many other related problems are obvious to the information professionals in Kenya. All what this means is that librarians continue to acquire fewer information carriers while the demand for reading materials continues to rise steadily.

2.3.4 Resource-sharing in Government libraries

Literature on resource-sharing which is a new concept in Government libraries indicates that library cooperative activities in Kenya are undertaken on a “gentleman’s agreement”. There are no formal or binding agreements, to a large extent, that guide the conduct of these activities as pointed out by Ng’ang’a (1984). Library cooperation in Government libraries is mainly enhanced through meetings, workshops and seminars such as those held by the Association of Government Librarians. It is hoped that this new trend continues to prevail and expand to embrace Government libraries in Kenya.

2.4 Benefits of resource-sharing

The following are some of the benefits of resource-sharing: -

Unnecessary duplication of expensive resources can be avoided and thus prevent calls for additional finances for this purpose. There is a possibility of users having access to a wider range of materials, collections and services. Odini (1993) supports this point by adding that users of existing services will have access to a wider range of materials, collections and services. This not only helps individuals to achieve their objectives, but it

also produces socially desirable conditions by reducing areas of information deprivation and contributing towards a more equitable social environment.

National and organization objectives can be satisfied through resource-sharing. Since there is no library that is self-sufficient, it is only through resource-sharing that national and organization objectives can be satisfied, that is through the provision of information materials and improved working relations can be enhanced between the co-operating libraries. It becomes possible to appreciate problems of other libraries when working together.

Better knowledge of collection is enhanced. In resource-sharing, libraries are forced to have a better knowledge of their collection and that of co-operating partners. This finally facilitates sharing problems of selecting, collection and development.

There is a possibility of stretching limited resources. This is because libraries share what they have. By doing this the users can be able to get access to what is not in their specific libraries. A well-organized resource-sharing effort allows more specialization, better services, and more time to do things effectively. It requires hard work in identifying areas where each potential member has something to gain and something to contribute. What a library gains and what it contributes should be equal.

2.5 Requirements of resource-sharing

According to Weche (1996), in considering resource-sharing one needs to look at various principles that govern and make it successful as a fair game to all participating partners. This may include having resources to share, willingness to share and respect on agreements reached in resource-sharing plans. Resource-sharing in its most positive aspects entails reciprocity, implying to a partnership in which each member has something useful to contribute to others, and which is willing and able to make available when needed and having a plan for accomplishing resource-sharing.

2.5.1 Resources to be shared

Resources that can be shared are many and varied. These include materials such as books, documents, monographs, journals and, periodicals. They also include services such as bibliographic access to the library holdings such as online or circulation. Human resources can also be shared.

Resources that are likely not to be shared include books or materials frequently used, official secrets of industries that need protection, materials that cannot be moved, Government records and reference materials to name a few.

In reviewing the range of possible resource-sharing activities, it is useful for libraries to identify the type of information resources to be shared.

2.5.2 Willingness to share resources

This should be between participating libraries. Each Library should be willing to make available information materials when required by other libraries. They should also be willing to make a commitment for sharing their resources. Ng'ang'a (1984) has stressed the willingness to resource-sharing as a condition for its success.

2.5.3 Resource-sharing agreements

Libraries after deciding what can be shared and what cannot be shared should come up with some agreements. Most libraries deal mainly with documentary materials such as books, journals, periodicals and monographs. Agreements signed should include; how to share currently owned materials, permission to access by other partners, loaning period, compensation of lost materials and, other house chores.

The agreements should also spell out acquisition policies, limitations and priorities. Weche (1996) suggests that in considering resource-sharing one needs to look at various participants that govern and make it not only successful but fair game to all participating partners. This may include having the resources to share, willingness to share and respect on agreements reached in resource-sharing plans.

Resource-sharing in its most positive aspects entails reciprocity, which implies a partnership in which each member has something useful to contribute to others, and which it is willing to make available when needed and having a plan for accomplishing resource-sharing.

2.5.4 Locational tools

The ultimate aim of resource-sharing is to make effective use of existing information resources. Through locational tools such as catalogues, bibliographies and, accession lists, libraries can be able to know what information materials are available in the participating libraries. These tools are very important because they show the holdings of a given library. This helps other libraries have an advantage of knowing what they are going to share with others.

2.6 Probable problems

Resource-sharing programme in most libraries has not been successful because of a number of likely problems: -

Njuguna (1991) asserts that in the past lack of formal agreements on interlibrary co-operation is to blame for the low level of resource-sharing in Kenya. The contention that such agreements are bound to be more restrictive and bureaucratic would be to the detriment of the intense interests they are meant to serve.

Muriuki (1991) notes that, a well-defined policy identifies information requirements of the resource-sharing programme, it also ensures that users are satisfied as fully, promptly, cheaply, and conveniently as possible. There is no formal set up for resource-sharing in Kenya; however some form of co-operation exists in inter-library loans and in the exchange of materials and ideas through workshops, seminars and conferences.

Distance and communication problems can also hinder resource-sharing because; if any resource-sharing is to take place finance must be incurred in transporting the resources for example in terms of costs.

The problem of poor transport can also affect the programme if roads are not tarmacked since this causes a problem in transporting the resources. Communication services such as unreliable postal services can inhibit resource-sharing and sometimes force libraries to incur the expense of using registered post. They restrict the possibility of personal access to other services.

There is also a problem of librarians who are unwilling to cooperate, in the provision of resource-sharing programme; they tend to think that they have all the resources to satisfy their users. If the librarians do not accept to cooperate and create an enabling environment for resource-sharing then the programme cannot be carried out effectively. Ng'ang'a (1984), sees this problem as librarians' unwillingness to co-operate or accept change, unnecessary rivalry and lack of initiative in translating ideas into reality.

Some libraries may think that they have all the resources they need and can be able to satisfy their users yet there is a problem of self-sufficiency. This is not so because no single library can be self sufficient to meet all the users' needs. This goal is unattainable.

Even the major libraries of the world have all proved this. Allot (1982) confirms that there is no single library in the world which is totally self-sufficient, and is an island by itself, even if it has countless millions of volumes or thousands of journals. In the USA,

the Library of Congress for its wealth of materials borrows books from other libraries as well as lending items to them. So too does the British Library in London, it is both a borrower and a lender through inter-library loans.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the methods and techniques the researcher used to collect data. It gives a detailed description of research design, target population and sampling techniques as well as data collection instruments that were deemed relevant in gathering accurate information in line with the study objectives and research questions.

Busha and Harter (1980) define research methodology as the means, techniques, and frames of reference by which researchers approach and carry out an inquiry. Kothari (2004) refers to it as “a way to systematically solve the research problem.” Kothari (2004) states that research methodology include methods or techniques, the logic behind the use of the chosen methods or techniques, and why a certain method is preferred and not the other.

Methodology refers to the ways or procedures and tools adopted in carrying out research. According to Rowley (2000), methodology is the systematic combination of various techniques used in sampling and collection of data for particular research. That is, the direction the researcher adopted to accomplish the objectives of a particular study. Research methodology is therefore the procedure by which the researcher used to organize, describe and explain the work.

3.2 Research design

A research design is used to structure the research to show how all the major parts of the research project work together to try and address the central research themes or questions. In this study, the researcher used both qualitative and quantitative research design. This assisted the researcher in describing the situation as it is currently and why it is the way it is in Government libraries in Nairobi.

Kothari (2004) states that decisions regarding what, where, when, how much, and by what means concerning an inquiry or a research study constitutes a research design. This includes an outline of what the researcher did from writing the hypothesis and its operational implications to the final analysis of data.

The research design among others contains the following:

- a clear statement of the research problem
- the population studied
- procedures and techniques used for gathering information
- methods used in processing and analyzing data

Qualitative research design emphasizes the importance of looking at variables in their natural setting in which they are found. Interaction between variables in this case is very important. Detailed data was gathered through open-ended questions that provide direct quotations. This differs from quantitative research that attempts to gather data by

objective methods to provide information about relations, comparisons and predictions and attempts to remove the investigator from investigations.

The study mainly used qualitative research to investigate the prospects of resource-sharing among Government ministry libraries in Nairobi with a view to ascertaining the extent to which it can assist to alleviate some of the problems they are facing and come up with proposals for improvement. Data was collected through face-to-face interviews with the use of interview schedules, observations and documentary reviews. Qualitative or naturalistic design was used is mainly concerned with participants' perspective of the topic under study and to collect in-depth information. The use of ICT's in promoting and enhancing resource-sharing was encouraged. Open-ended questions in the interview schedules were used to gather information from the respondents' in-charge of the libraries as well as users who were found using the libraries during the time of the study visit to freely express their views concerning the importance of resource-sharing.

Qualitative research method was found useful in this study because it enabled the researcher obtain information from the target population which is critical in the analysis of their views and responses. The method is also concerned with describing, recording, and interpreting conditions which exist or were in existence at that time. Hancock (2000) states that in collecting qualitative data one uses direct encounters with individuals, through one on one interviews or group interviews.

The application of qualitative research method enabled an in-depth analysis of prospects of resource-sharing among Government libraries to be conducted with accuracy and precision. Secondly, it was chosen because the researcher had no intention to manipulate independent and dependent variables but rather on describing the situation as it was and not why it is so. Thirdly, it accommodated different data gathering techniques including face to face interviews and observation.

3.3 Target population for the study

This is the population the researcher ideally generalized the results on. According to Kombo (2006), a population is a group of individuals, objects or items from which samples are taken for investigation. It refers to a group of persons or elements that have at least one thing in common. They are a large group from which a sample is taken.

This study mainly targeted people in-charge of Government ministry libraries within the forty-one (41) Government ministries in Kenya. These ministries are clustered into five (5) broad distinct groups i.e. co-coordinating, infrastructure, social service providers, public service, and production ministries, they are found throughout the country. These ministries have further been divided into eight (8) sectors with core ministries. However, the majority of them are found in and around the City of Nairobi. Table 1 provides details of all government ministries in Kenya in the year 2011.

Table 1: Government Ministries in Kenya (n=41)

1.	Office of the Vice-President and Ministry of Home Affairs
2.	Office of Deputy Prime Minister & Minister for Local Government
3.	Office of Deputy Prime Minister & Minister for Finance
4.	Ministry of Agriculture
5.	Ministry of Co-operatives Development
6.	Ministry of Development of Northern Kenya & other Arid Lands
7.	Ministry of East African Community
8.	Ministry of Education
9.	Ministry of Energy
10.	Ministry of Environment and Mineral Resources
11.	Ministry of Fisheries Development
12.	Ministry of Foreign Affairs
13.	Ministry of Forestry and Wildlife
14.	Ministry of Gender and Children Affairs
15.	Ministry of Higher Education, Science Technology
16.	Ministry of Housing
17.	Ministry of Industrialization
18.	Ministry of Information and Communication
19.	Ministry of Justice, National Cohesion and Constitutional Affairs
20.	Ministry of Labour
21.	Ministry of Lands

22.	Ministry of Livestock Development
23.	Ministry of Medical Services
24.	Ministry of Nairobi Metropolitan Development
25.	Ministry of Planning, National Development & Vision 2030
26.	Ministry of Public Health and Sanitation
27.	Ministry of Public Works
28.	Ministry of Regional Development Authorities
29.	Ministry of Roads
30.	Ministry of Special Programmes
31.	Ministry of State for Defence
32.	Ministry of State for Immigration and Registration of Persons
33.	Ministry of State for National Heritage and Culture
34.	Ministry of State for Provincial Administration and Internal Security
35.	Ministry of State for Public Service
36.	Ministry of Tourism
37.	Ministry of Trade
38.	Ministry of Transport
39.	Ministry of Water and Irrigation
40.	Ministry of Youth and Sports
41.	State Law Office (Attorney General)

Source: Presidential circular No. 1 of 2008 of 30th May 2008

3.4 Sample and sampling methods

A sample is a small group obtained from an accessible population. This subgroup is carefully selected so as to be representative of the whole population with relevant characteristics. A sample is a set of respondents selected from a larger population for the purpose of determining parameters or characteristics of the whole population (Kombo, D. K and Tromp, Delno L. A.; 2006) whereas, sampling is the procedure a researcher uses to gather people, places or things to study. Since the study population was small, the entire population was involved in the study.

For the library users, the researcher used convenience or accidental sampling. This technique involves selecting cases or units as they become available to the researcher. The researcher obtained a convenience sample by selecting whatever sampling units are conveniently available. Since the researcher had no way of estimating the representativeness of convenience sample, the population's parameters could therefore not be estimated. The researcher dealt with cases at hand. There was no clear cut method of deciding who to interview or not except on appearance. The researcher did not however interview everybody. The main feature of this method is that the subjects are not only easily and conveniently available, but also, accessible.

Patton (1990) observes that qualitative inquiry typically focuses in-depth on relatively small samples, even single cases. The author goes on to say that there are no rules for sample size in a qualitative inquiry: what will be useful; what will have credibility; and

what can be done with available time and resources. These aspects were applied to this study.

In view of the above discussion, the target population for the study constituted forty-one (41) person's in-charge of all Government ministry libraries in Nairobi; and users who physically visited the libraries during the study period (use of convenience method). Since the study population was small, that is, 41, the researcher did not find any need to do sampling.

3.4.1 Sampling procedures

According to Keya (1989), sampling involves selecting some elements of a population having similar features to the underlying population as representative of the total population so as to make certain observations of these elements and make conclusions regarding the entire population.

Best and Khan (1993) argue that through sampling, a researcher can still draw valid conclusions on the basis of careful observation of variables within a representative sample of the population. This study focused on Nairobi as the sample frame. This was preferred because certain population units were considered extraneous variables that could increase the variability of the sample, thereby reducing the validity of the study.

3.5 Data collection methods

In view of the in-depth nature of this study, data was collected using the face-to-face interviews, observations during the interviews as well as documentary evidence. The three methods that appear to be complimentary assisted to collect comprehensive and reliable data. The interview schedules were semi-structured to allow for flexibility in data collection.

The actual fieldwork relied mainly on interviews and observation methods for data collection. This was because in research it is always good to depend on more than one method so that different types and level of data can be collected which facilitates better results. Using one method can be biased in a way and may give biased results as well.

Clarifications between the researcher and the persons in charge of these libraries were done with a view to obtaining more in-depth responses and also to clarify questions and statements. Direct observation was also made to assess the responses received from the interviews and to witness the actual operations as well as facilities of the libraries under study.

3.5.1 Interview Schedules

Data was collected using three interview schedules which were filled by the researcher. The interview schedules carried questions on all aspects of Government libraries in Nairobi considered relevant to the study. The reason for selecting interviews as the main data collection instrument was its ability to obtain in-depth information. Interviews are powerful tools for research data especially for qualitative investigation such as in this

study. The overall purpose of using interviews as a basic method for data collection was to help the researcher to fully understand the respondents. Interviews enable the researcher to obtain in-depth information fairly quickly and economically; develop relationship with clients; and flexibility. The interview method is a personal, face-to-face situation in which two or more people enter into a structured conversation. In this regard, the interview is a familiar, real-life situation. Interviews have some challenges which include among others, taking too much time, they can be hard to analyze and compare, they are costly and the interviewer bias or subjectivity.

Busha and Harter (1980) note that an interview is always the best method for collecting data about the respondents themselves, their experiences, their opinions or attitudes, their knowledge, and their reactions to trends and developments, among others. According to Odini (1993) and Ojiambo (1994), interview methods give an opportunity to establish rapport and greater flexibility in collecting information since the interviewee and interviewer are both present. Verbal responses of the respondents are often valuable, original evidence or research data. The researcher gains useful insights during the interview situations, from both what is said and what is not said. Interview technique provides in-depth questioning which would not otherwise be possible with the use of questionnaires. The interview, however, has a disadvantage in that it consumes more money and time.

The main task in interviewing is to understand what the interviewee says. This study used interview schedules to gather information from the respondents in charge of Government

ministry libraries and library users. The interview schedules comprised both closed and open-ended questions. The interview schedules ensured consistency in data collection.

3.5.1.1 Pre-testing of interview schedules

Before collecting the data, the research instruments were pre-tested in two departmental libraries, which were not going to be covered in the actual study. The aim of pre-testing the instruments was to establish whether the research questions were specific to the aim and objectives of the study and capable of eliciting right responses from the respondents. Pre-testing also establishes the time each interview takes. The results of the pilot study were used to refine the conceptual framework and methodology for the subsequent phases of the main field of study.

3.5.2 Observation

Participant observation was used in this study. This is a method of generating data which entails the researcher immersing himself/herself in a research setting so that he/she can experience and observe at first hand a range of dimensions in and out of the setting. The researcher used an observation schedule so as to remain focused.

The researcher visited each of the libraries in the study and directly observed the following areas as provided for in the observation schedule, which were considered relevant to the study:

1. Physical facilities of the libraries such as seating and reading facilities, working areas, and their physical conditions.
2. The book collection and other information resources, which included CD-ROMs, DVDs, VCDs, and VHS Tapes
3. Technological applications including computer systems, communication equipment, and reprographic facilities.
4. The currency of the information materials
5. The use of the services by users

The overall purpose of the observation method was to gather accurate information to assist in confirming the information provided by the respondents.

3.6 Data presentation, analysis and interpretation

Data was presented, analysed and interpreted using qualitative data analysis method. The analysis and interpretation of data was based on the responses obtained from the interviews conducted and direct observation. The data was presented in a descriptive form and appropriately supported by tabulations; and analysed thematically by use of research questions. With regard to the open ended questions, the responses from the

interview schedules, the researcher organized them in terms of themes. The limited quantitative data collected constituted tables to analyse data collected.

3.7 Ethical considerations

The researcher dealt with Library professionals and library users and therefore gave attention to the ethical issues associated with carrying out research. Some of the issues included confidentiality and obtained informed consent from the respondents. The researcher was open and honest and in no way exploited the respondents nor changed agreements made. The researcher assured the respondents on the ultimate confidentiality of the information collected that was to be used for research work only.

Upon completion of the research, the researcher will take advantage of several avenues available to disseminate the findings of the research so that interested parties can benefit from the findings. This will include presenting the findings to the relevant Government ministry in-charge of library services, workshops and seminars.

The researcher therefore adhered to research ethics when conducting the research and abided by the National Council for Science and Technology research authorization through research clearance permit No. NCST/5/002/R/467.

3.8 Summary

Chapter Three has discussed the research design. The issues presented include: target population for study and justification; and data collection instruments. Others include:

procedure for data collection; data presentation, analysis and interpretation and ethical considerations. The chapter forms the basis for data presentation, analysis and interpretation.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the findings of the study. Due to the nature of the study, the descriptive method of data analysis is employed. Statistical tables are used to organize some of the data obtained for ease of presentation, interpretation and analysis.

The study used interview and observation schedules to collect data. Data was collected from 27 librarians/people in-charge of Government ministry libraries in Nairobi. In addition, a total of 105 library users participated in the study.

The following research instruments were used to collect data:

- a) Interview schedule for librarians/people in-charge of Government libraries in Nairobi,
- b) Interview schedule for users of Government ministry libraries in Nairobi, and
- c) Observation schedule/checklist for the researcher.

4.2 General information

The study sought to find out when Government ministries were first established. Further, the study sought to find out when each ministry established its library. The responses obtained from the librarians or persons in charge of Government ministry libraries are presented in table 2.

Table 2: General information about Government libraries – 65.85% (n=27)

No	Name of ministry	Dates when ministries were established	Dates when libraries were established
1	Ministry of State for Immigration & Registration of Persons	2003	2006
2	Ministry of State for National Heritage & Culture	2005	2007
3	Ministry of State for Planning, National Dev. & Vision 2030	2003	1982
4	Ministry of Trade	1970 as Min of Trade & Industry	1970 Libraries merged first in 1995
5	Ministry of Industrialization		
6	Ministry of Local Government	1963	?
7	Ministry of East African Community	2003	2006
8	Ministry of Foreign Affairs	1963	1973
9	Ministry of Finance	1963- As Finance and Planning	1995
10	Ministry of Justice, National Cohesion & Const. Affairs	2003	2003
11	Ministry of Transport	1963	2000
12	Ministry of Water & Irrigation	1974	1974
13	Ministry of Regional Development Authorities	2005	2005
14	Ministry of Information & Communications	1950	1974
15	Ministry of Energy	1983	1979
16	Ministry of Lands	1903	1969
17	Ministry of Tourism	2005	2005
18	Ministry of Agriculture	1900	1907
19	Ministry of Fisheries Development	2005	Served by Ministry of Agriculture Library
20	Ministry of Livestock Development	1998	1999
21	Ministry of Co-operative Development & Marketing	1974	1985
22	Ministry of Housing	2003	1980 under the Min of Roads and Public works
23	Ministry of Gender, Children & Social Development	2003	2003
24	Ministry of Labour & Human Resource Development	1963	1984
25	Ministry of Education	1911	1963
26	Ministry of Higher Education, Science & Technology	2003	2003
27	Office of the Attorney General - Sheria House	1963	1914

Apart from the recently created ministries and their libraries, which were established in 2008 and 2003 respectively, all the other ministries and their libraries studied were established between 1960 and 1963 under the colonial Government as departments. This indicates that these libraries are quite old as information institutions. It was also noted that apart from the Ministry of Agriculture, Ministry of Water and Irrigation and, the Ministry of Trade and Industry libraries which were established nearly at the same time as their parent ministries, the other libraries were established some time after the establishment of their parent ministries. This may be an indication that libraries in some Government ministries were not originally planned for. It was only later that their services were considered necessary. However the person's in-charge of some ministry libraries did not know when their ministries/ departments were precisely established as well as their libraries. Some libraries were also found to be depending on libraries from bigger ministries from which they were created or curved from, having initially served as departments in those ministries.

The study found that, 9 (21.95%) ministries did not have functional libraries as shown in table 3:

Table 3: Ministries without functional libraries – 21.95% (n=9)

1.	Ministry of Development of Northern Kenya & other Arid Lands
2.	Ministry of Medical Services
3.	Ministry of Nairobi Metropolitan Development
4.	Ministry of Public Health and Sanitation
5.	Ministry of Public Works
6.	Ministry of Roads
7.	Ministry of Special Programmes
8.	Ministry of Youth and Sports
9.	Ministry of Environment and Mineral Resources

The study also sought to find out the objectives of Government libraries and whether the objectives were written and who was responsible for the formulation of these objectives. Further, the study endeavoured to establish the activities undertaken by the libraries to achieve their objectives as shown in table 4.

It was realized that 12 librarians in Government libraries in Nairobi were aware of the objectives of their libraries. These were from the 12 libraries which had their objectives written down and were formulated by the librarians themselves, whereas two librarians involved their Library Advisory Committee and a hired consultant respectively to help them formulate their objectives. These were the Ministry of Foreign Affairs and the Ministry of Energy respectively. This indicates that the librarians in question were fully

aware of the services required of their libraries since the services are expected to reflect the objectives of the libraries.

Table 4: Availability of library objectives (n=27)

Libraries	Number	Percentage
Libraries with written objectives	12	44.44
Libraries without written objectives	7	25.93
Libraries unaware of objectives	6	22.22
Libraries currently formulating their objectives	2	7.41
Total	27	100

Table 4 shows that seven (25.93%) libraries did not have their objectives written down. The people in-charge of 6 (22.22%) other libraries did not seem aware if at all their libraries had any objectives. One can therefore conclude that the failure to document such important guidelines can only serve to retard the provision of effective library services by these libraries.

From the responses obtained, it was quite evident that the majority of the librarians or persons in charge of Government libraries could not relate the services offered by the libraries with the objectives of their libraries. This inability to relate the library services with their ministries' objectives may have a negative effect on the quality of the services offered by some of these libraries and the inability of the personnel providing the services.

It was found that the majority of the users of Government libraries are members of staff involved in activities relevant to the functions of their parent ministries. Apart from providing library services to their members of staff, nine (33.3%) of these libraries do provide their services to outside users, especially those whose professions qualify them to benefit from these services as shown in table 5. These include researchers, university lecturers and students, members of public with special needs, industrialists, business people and, Staff of NGOs.

Table 5: Libraries that provide services to outside users (n=27)

Libraries	Number	Percentage
Libraries that provide their services to outside users/public	9	33.33
Libraries that provide their services to researchers and university lecturers only	5	18.52
Libraries that do not provide any of their services to outside users/public, researchers nor University lecturers	13	48.15
Total	27	100

Apart from serving legal personnel and other public servants, the State Law Office (Office of the Attorney General) library also serves a number of researchers and students of law from various institutions within and outside Nairobi. The Ministry of Agriculture library serves research scientists, technologists and university staff and students in addition to the other researchers and, farmers. Other libraries covered by this research indicated that they served civil servants mainly including those from other sister

ministries. The Ministry of Planning, National Development and vision 2030, also serves non-civil servants alongside public servants.

From the broad array of users of these libraries, it can be concluded that the services offered by Government libraries are in great demand. However many people do not know where to go for information from the Government. For instance, the Kenya National Archives and Documentation Services is a depository of generally circulated Government documents which is open to the public but people do not know.

The study endeavoured to obtain details concerning the collection of each of the libraries under investigation. This was done by obtaining details of volumes of information materials, the number of current periodical subscriptions including those obtained free of charge, number of non-book media held by each library; whether or not the libraries classified their collections and types of classification scheme used by each of the libraries. The results obtained for the classification schemes used are indicated in table 6 below.

Table 6: Classification schemes used (n=27)

No	Classification Scheme	No of libraries	Percentage
1	Dewey Decimal Classification	23	85.2
2	Universal Decimal Classification	2	7.4
3	In-house Classification Scheme	2	7.4
4	In-house/Dewey Decimal Classification	2	7.4
5	None	2	7.4

As can be observed from table 6, it is quite clear that 25 (92.6%) libraries have classified their collections using the Dewey decimal classification. Two (7.4%) libraries used Universal Decimal Classification. That is the library shared by the Ministries of Agriculture and Fisheries Development and, that of Livestock Development. Both Ministries of Ministry of State for Immigration & Registration of Persons, Regional Development Authorities use an in-house classification system while the Ministries of Finance and, Information and Communication use both an in-house classification system as well as the Dewey decimal classification. Two libraries indicated that they do not use any classification scheme; these are the libraries of the Ministries of Co-operative Development & Marketing and the Ministry of Housing.

Table 7: Information collections held by government libraries (n=27)

No	Name of ministry	Library collection	Services provided
1	Ministry of State for Immigration & Registration of Persons	850 Volumes 9 Journal Subscriptions 1500 CD ROMS I.O.M special collection	-reference -lending -photocopying
2	Ministry of State for National Heritage & Culture	700 Volumes 9500 free Journals 150 CD ROMS 10 photos	-reference -lending -photocopying
3	Ministry of State for Planning, National Dev. & Vision 2030	6705 Volumes 400 free Journal 200 CD ROMS 150 photos Special Collection	-reference -lending -photocopying
4	Ministry of Trade	2500 Volumes 4 Journal Suscriptions	-reference -lending
5	Ministry of Industrialization	310 CD ROMS 500 Photos 105 DVDs	-photocopying
6	Ministry of Local Government	2800 Volumes 310 CD ROMS 500 Photos 200 Reports	-inf. retrieval -dissemination of information -reference services
7	Ministry of East African Community	4000Volumes 56 CD ROMS EAC Treaties	-CAS & SDI -internet services -référéce services
8	Ministry of Foreign Affairs	1500 Volumes 200 Free Journals 400 CD ROMS	- Information retrieval -SDI
9	Ministry of Finance	825 Volumes 14 Journal Subscriptions 536 CD ROMS 140 DVD	-CAS &-SDI -internet services -library user education -reference services
10	Ministry of Justice, National Cohesion & Constitutional Affairs	750Volumes 6 Journal Subscriptions 120 CD ROMS 7,000 Photos 28 DVDs	-interlibrary lending -CAS -reference services -Internet services -binding services

11	Ministry of Transport	500 Volumes 20 Free Journals	-reference -lending
12	Ministry of Water & Irrigation	180 Volumes 500 Free Journals 200 CD ROMS	-reference -lending -internet services
13	Ministry of Regional Development Authorities	1500 Volumes 50 Journal Subscriptions 120 CD ROMS	-reference -lending -internet services
14	Ministry of Information & Communications	1000 Volumes 10,000 CD ROMS 60,000 Photos	-reference -lending -internet services
15	Ministry of Energy	3000 Volumes 80 CD ROMS 5000 Maps	-reference -lending -internet services
16	Ministry of Lands	5000 Volumes 590 CD ROMS 5000 Maps	-reference -lending -internet services
17	Ministry of Tourism	3000 Volumes 800 CD ROMS	-reference & lending -internet services
18	Ministry of Agriculture	57,000 Volumes	-interlibrary lending
19	Ministry of Fisheries Development	17 Journal Subscriptions 2500 CD ROMS 5000 Photos 2062 DVDs	-CAS -reference services -SDI -internet services
20	Ministry of Livestock Development	3000 Volumes 5 Journal Subscriptions 100 CD ROMs 182 Photos	-reference -lending
21	Ministry of Co-operative Development & Marketing	500 Volumes 60 Free Journals 100 Pamphlets	-reference -lending
22	Ministry of Housing	300 Volumes	-reference & lending
23	Ministry of Gender, Children & Social Development	1500 Volumes 67 Free Journals Sessional papers	-reference -lending
24	Ministry of Labour & Human Resource Development	1500 Volumes 2 Journal Subscriptions 120 CD ROMS	-reference -lending -internet services
25	Ministry of Education	3000 Volumes	-reference -lending
26	Ministry of Higher Edu., Science & Technology	50,000 Research Reports	-reference -lending
27	State Law Office (Office of the Attorney General)	6,000 Volumes 60,000 Reports 1800 CD ROMS Int. Instruments	-interlibrary lending -CAS & SDI -reference services -Internet services

As can be observed from table 7 above, the number of books held by these libraries ranged from 500 to 20,000 volumes. The number of bound periodicals ranged from 120 to 15,000 volumes which include bound newspapers, while current periodical subscriptions ranged from 1 to 5 titles the rest being free subscriptions. The Ministry of Agriculture Library, for example, has a 'small' collection of microfiche while the Ministries of Planning, National Development & Vision 2030; and Industrialization have 'small' collections of maps, and VHS tapes. The Ministries of Energy and Lands libraries have a good number of maps.

It is clear from these responses that apart from the Ministry of Agriculture Library and the Ministry of State for Planning, National Dev. & Vision 2030 Library, which are well stocked, the other libraries in the study sample are poorly stocked. Not only are these libraries poorly stocked, but actual observations by the researcher revealed that some of these libraries stock very old library materials which are rarely weeded. Some of these outdated materials are also damaged and dusty which attests to the fact that they are hardly used.

Apart from the libraries which have small collections of non-book media (approximately 200 items); it is clear that the other libraries have not yet recognized the important role played by non-book media as information carriers. This is explained by the fact that the actual number of non-book media is unknown in some libraries while others have not acquired such materials.

The research also sought to establish whether or not the libraries had any special collections and what these special collections consisted of. The Ministry of Immigration & Registration of Persons, the Ministry of Planning and National Development & Vision 2030 Libraries have special collections whereas the rest did not have any such collections except for Government publications. The Ministry of Immigration & Registration of Persons Library's special collections, for example, consisted of IOM reports, whereas the Ministry of Industrialization Library had over 700 unpublished feasibility surveys, a selected register on registered industries in Kenya drawn from the department's own work. The Office of the Attorney General and Ministry of Justice, National Cohesion and Constitutional Affairs Library housed among others, East African, Indian and English Law Reports, Kenya Government Gazettes, Legal Notices, Bills and Acts, the Laws of Kenya, High Court and Court of Appeal judgments and statutes. The Ministry of Agriculture Library housed German publications on East African agriculture, reprints dating from 1938, theses and dissertations, agricultural survey maps and photographs and engineering drawings of farm implements.

The Ministry of Agriculture Library did not house any special collections. This was quite a surprising revelation because special collections are a common feature in many libraries. Asked why the library did not consider certain materials as special collections, the librarian stated that what was considered to be a special collection by outsiders was in fact the normal library collection of the library. However, information available elsewhere leads one to believe that libraries contained material that was considered as special collections. The Hansard reports, orders of the day when Parliament is in session,

maps (general and constituency), bills, and Laws of Kenya and subsidiary legislations may be regarded as special collections of the Ministry of Justice, National Cohesion and Constitutional Affairs. On the other hand, materials which may be considered as special collections held by the Ministry of Planning, National Dev. & Vision 2030 Library include Kenya Government statistical publications, social and economic research reports and results arising from research under taken by the ministry.

From the answers obtained regarding special collections, it is evident that the libraries studied contained some rare library materials. The importance and value of such materials need not be over-emphasized. However, it is important to stress the point that these special library collections provide information not easily obtainable elsewhere.

4.3 Library administration

The research established that 20 (74.07%) out of the 27 ministry libraries studied had branch libraries. These are located within and outside Nairobi and some are mainly at the provincial headquarters. Further, it was established that all the twenty libraries had a centralized administrative system.

The research revealed that 6 (22.22%) out of the 27 libraries were under the overall administration of persons not trained as librarians. These persons were in all cases junior officers in the ministries' libraries. Two ministry libraries were under the overall administration of Record Management Officers.

It was further established that the people in charge of the ministry libraries were all answerable to persons who are not trained as librarians. The Principal Librarian at the Ministry of Agriculture Library, for instance, was answerable to the Senior Deputy Director of Agriculture in charge of Extension and Training Services; the Principal Librarian at the Ministry of Justice, National Cohesion and Constitutional Affairs Library was answerable to the Under Secretary in-charge of Administration; the Ministry of Livestock Librarian was answerable to the Director of Livestock Development. With the exception of the Ministry of National Heritage and Culture Library and, the Ministry of Information and Communication Library, the other Librarians and people in charge of the other libraries expressed their satisfaction with this administrative arrangement. It was the desire of the rest that rather than to be answerable to Senior Administrative Officers lacking library skills, the persons in charge of Government libraries should be answerable to professional librarians in the parent bodies specifically appointed to coordinate library services like is the case with the Library of the Ministry of National Heritage and Culture. From the foregoing responses, the picture created is one where there is an elaborate hierarchy of authority with persons in charge of the libraries being answerable to senior members of staff in the parent bodies.

4.3.1 Staffing

The study endeavoured to establish whether the libraries had a number of essential positions on their establishment. These positions included those for librarians, Library Assistants and/or others.

It is evident from these results that majority of these libraries do not have adequate positions for library assistants, which are very important especially in view of the provision of quality and effective library services. Although all the libraries enjoyed the services of cleaners, it was evident from the researcher's observation that some libraries had quite dusty collections. In the Ministry of Foreign Affairs Library, it was found out that the messengers also doubled up as cleaners and this may have contributed to the presence of a dusty library collection.

Further, the research sought to establish the actual number of staff in each library and the categories they belonged. Table 8 provides a detailed analysis of the staffing in the libraries studied.

Table 8: Staffing levels in government libraries (n=72)

No	Position/grade	Number available
1	Ag. Director, Library Services	1
2	Principal Librarian	8
3	Chief Librarian	6
4	Senior Librarian	5
5	Librarian	9
6	Principal Library Assistant	1
7	Chief Library Assistant	8
8	Senior Library Assistant	6
9	Library Assistant I	6
10	Library Assistant II	5
11	Head of Department, Planning	1
12	Records Management Officer	1
13	Human Resource Management Officer II	1
14	Clerical Officer	12
15	Support Staff	1
Total		72

From table 8 above, it is quite evident that the libraries studied have few qualified personnel to run them. Some libraries do not have professional librarians, while the others had professional librarians. It is also evident that para-professional staff that are either Diploma or Certificate holders form the bulk of staff with some library skills. The lowest number of staff in all the libraries falls in the category of “support staff” who comprise of cleaners, among others. The impression created from these figures is that the libraries suffer from an acute shortage of skilled manpower and therefore depend very heavily on the services of semi-skilled and unskilled personnel.

Five (18.52%) libraries lacked skilled personnel such as librarians, and qualified library assistants. The reasons given for lack of personnel in these libraries were various. These included the absence of positions for such personnel on library establishments; lack of sufficient training opportunities; frequent transfers of library staff to other sections of the parent ministries; and constant delays in staff recruitment.

It appears from the above analysis that the libraries face a lot of problems in staffing and as such they fail to render effective services as a result. It also happens that the personnel expected to run important services such as reference services, and technical services including classification and cataloguing are the ones lacking.

Further, the research sought to establish the positions of staff who were in charge in each library and the categories they belonged. It was only 8 (29.63%) ministries that were headed by people in the positions of Principal librarian whereas a majority of staff in Government libraries were found to be Clerical Officers yet there was a small number of

Library Assistants who are required to perform non-professional duties. This was attributed to the bureaucratic processes of recruitment.

Table 9: Positions of people in-charge of government libraries (n=27)

No.	Ministry	Position of person in-charge	Qualifications
1	Ministry of State for Immigration & Registration of Persons	Librarian	Bsc in Inf. Science
2	Ministry of State for National Heritage & Culture	Ag. Dir Lib Services	Bsc in Inf. Science
3	Ministry of State for Planning, National Dev. & Vision 2030	Principal Librarian	Diploma in Inf. Studies
4	Ministry of Trade	Chief Librarian	Bsc
5	Ministry of Industrialization		
6	Ministry of Local Government	Chief Lib. Assistant	Dip Inf. Studies
7	Ministry of East African Community	Senior Librarian	Dip Inf. Studies
8	Ministry of Foreign Affairs	Librarian	Bsc in Inf. Sc
9	Ministry of Finance	Principal Lib. Asst	Dip Inf. Studies
10	Ministry of Justice, National Cohesion & Constitutional Affairs	Principal Librarian	MA
11	Ministry of Transport	Clerical Officer	Proficiency
12	Ministry of Water & Irrigation	Clerical Officer	Proficiency
13	Ministry of Regional Development Authorities	Senior Librarian	Higher Dip. in Inf. Studies
14	Ministry of Information & Communications	Principal Librarian	Dip in Lib & BIT
15	Ministry of Energy	Principal Librarian	MA
16	Ministry of Lands	Chief Librarian	BTTEC

17	Ministry of Tourism	Librarian	Diploma in Inf.
18	Ministry of Agriculture	Principal Librarian	Bachelor of Arts
19	Ministry of Fisheries Dev.		
20	Ministry of Livestock Dev.	Chief Librarian	Bsc Publishing
21	Ministry of Co-operative Development & Marketing	Records Mgt Officer 1	Dip in Records Mgt
22	Ministry of Housing	HOD	Other
23	Ministry of Gender, Children & Social Development	Clerical Officer	Proficiency
24	Ministry of Labour & Human Resource Development	Clerical Officer	Proficiency
25	Ministry of Education	Chief Librarian	Msc
26	Ministry of Higher Education, Science & Technology	Human Resource Mgt Officer	Diploma in HRM
27	State Law Office (Office of the Attorney General)	Librarian	Dip in Inf. Studies

4.3.2 Staff recruitment and turn-over

This study sought to establish patterns of staff recruitment and staff turn-over in the twenty seven libraries studied during the past two financial years. Apart from the 9 (22.22%) ministry libraries that have recruited one and two people respectively, all the other libraries did not recruit any staff. The Ministry of Justice, National Cohesion and Constitutional Affairs; and the Ministry of Livestock recruited clerical officers instead of professionals or semi-professionals. Also, apart from the Ministry of Finance Library and the Ministry of East African Community Library, which got new staff on transfer and redeployment, 5 (18.52%) ministry libraries reported losing some of their staff over the

last two financial years due to certain factors. These include promotions, resignations and through natural attrition i.e. death and retirement. All the other libraries, did not report experiencing staff turn-over.

From the foregoing, it is evident that most of the Government Libraries studied do not recruit new members of staff easily. Even those that recruit, do so with difficulties, leaving a lot of positions vacant. It is evident, also, that the number of the employees leaving the libraries is not proportional to the number of employees recruited. For instance, 11(40.74%) employees left Government library service during the 2008/2009 financial year, whereas only 7(63.64%) have been recruited to replace them. Two employees left the Ministry of Industrialization Library and the Ministry of Transport Library on retirement while another left the same ministry for another employment, but none has been recruited to replace them.

Further, although some ministries make formal requests to recruit more personnel, there are limited opportunities in all Government ministry libraries. Long procedures have to be followed even when it is evident that certain positions are vacant and require urgent replacement. Though employees are sent for further training and promoted thereafter, it has been pointed out that due to a newly Revised Scheme of Service for Librarians and Library Assistants (14th May 2008) that promotions are now meant to be automatic after completion of a specified period of service, it is perceived that library staff are getting motivated to offer efficient services to their users.

It can be inferred that most of the factors responsible for the rate of staff turn-over such as transfers and poor remuneration are directly related to the career prospects for librarians in Government ministries which cannot be said to be favourable despite the release of a new Scheme of Service for Librarians and Library Assistants.

4.4 Finance

This study endeavoured to establish the funding of government libraries with a view of finding out whether the funds allocated to them were adequate to meet their needs.

4.4.1 Library budgets

It was established during this study that ministry libraries did not have their own budgetary allocations but were sharing with other services. It was therefore difficult to establish how much each library was allocated. Data obtained did not indicate the libraries' 2009/2010 and 2010/2011 financial years' budgets. Library budgets' details were not available because they were merged with other services and therefore not availed to the researcher.

A variety of people were responsible for drawing up Government ministry budgets. All libraries had their budgets drawn up by the staff under which the library fell. The Ministry of Foreign Affairs Library budget was drawn up by the Librarian in consultation with the Library Advisory Committee. The budgets for Ministry of Livestock development and the Ministry of Agriculture Libraries, for instance, were supposed to be

drawn up by the Director of Livestock and Senior Deputy Director of Agriculture respectively but this rarely happens.

All the libraries spent their budgets mainly on purchase of books, journals and periodicals. However, Ministry of Immigration and Registration of Persons Library and the Ministry of Information and Communication Library spent their budgets on the purchase of library equipment as well while the Ministry of Planning, National Development and Vision 2030 Library and the Ministry of Finance also used their budget to maintain the library software. The Ministry of Agriculture Library used its budget on training and travelling expenses by its staff. None of the libraries included personnel emoluments in their budgets because they are factored under the human resource development budgetary allocation.

It was established that practically all ministries received insufficient funding. Various reasons were advanced for lack of adequate funding. The reasons given are represented in table 10.

Table 10: Possible reasons for lack of adequate funding for ministry libraries (n=27)

Reasons	Libraries affected	%
Basing library estimates on the actual expenditure figures of the previous years	6	22.22
Sharing of votes with other sections	10	37.04
Negative attitude of the administrators	11	40.74
Failure to give library staff an opportunity to defend their estimates	5	18.52
<u>Other reasons:</u>		
Library services not considered essential	1	18.52
Library staff not involved in budgeting	1	
Users of the libraries are not serious researchers to warrant a lot of investment of resources into this libraries	1	
Budget cuts by treasury	1	
When funds are available they are rarely used	1	

The most frequent reason for lack of adequate funding in Government ministry libraries was stated as the negative attitude of the administrators towards the libraries. Other reasons advanced included the sharing of votes with other sections, basing of library estimates on the actual expenditure figures of the previous years and failure to give library staff an opportunity to defend their estimates. The State Law Office (Office of the Attorney General's) Librarian indicated that Library staff are not involved in budgeting for their library. The Ministry of Livestock Librarian complained that his library budget

was diverted to other activities not relevant to the library such as paying for printing services as well as placing advertisements in the local dailies for the department. All the other libraries indicated that their library users were not serious researchers to warrant a lot of investment of resources into their libraries.

The picture that emerges from the above responses indicates that the libraries face a lot of funding problems. In the first place, librarians in some libraries are not always involved in the formulation of their library budgets. People or committees not knowledgeable on library matters are at times given the responsibility of drawing up library budgets. This practice may have contributed to the inability of some libraries to fund their services.

It is quite clear from the responses from the study that it was not possible for libraries to rely on their budgets alone. Consequently, the libraries have continued to experience lack of adequate funding. It is also quite evident that although the libraries were not given the opportunity to defend their estimates, the general negative attitude of the administrators toward the libraries greatly contributed to inadequate funding.

4.5 Library accommodation

This study also examined accommodation situation in Government libraries. It established the suitability of the library accommodation in relation to service delivery and the adequacy of space for readers.

All the ministry libraries under the study did not occupy purpose-built accommodation. The Ministry of Agriculture Library, for instance, occupies the lower and ground floor of

Kilimo House. It was also established that all the libraries under study did not have adequate seating capacity.

The major problems experienced by the libraries were lack of adequate reading space, lack of adequate storage space for library materials and equipment, and lack of adequate room for future expansion. In spite of these accommodation problems experienced by all the libraries studied, only the Ministry of Agriculture Library had plans for a more adequate and suitable library building.

4.6 Services to library users

This study endeavoured to obtain, among others, information relating to the different types of services provided to users, the equipment used in the provision of the services as well as the use made of these libraries as shown in table 11:

Table11: Different services offered by ministry libraries (n=27)

No	Ministry	Services provided
1.	Ministry of State for Immigration & Registration of Persons	-reference & -lending -photocopying
2.	Ministry of State for National Heritage & Culture	-reference & lending -photocopying
3.	Ministry of East African Community	-CAS & SDI -internet services -référence services
4.	Ministry of State for Planning, National Dev. & Vision 2030	-reference & lending -photocopying
5.	Ministry of Trade	-reference & lending
6.	Ministry of Industrialization	-photocopying
7.	Ministry of Local Government	-information retrieval -dissemination of information -reference services
8.	Ministry of Foreign Affairs	- Information retrieval

		-SDI
9.	Ministry of Finance	-CAS &-SDI -internet services -library user education -reference & lending services
10.	Ministry of Justice, National Cohesion & Constitutional Affairs	-interlibrary lending -CAS -reference services -Internet services -binding services
11.	Ministry of Transport	- reference & lending
12.	Ministry of Livestock Development	-reference & lending
13.	Ministry of Water & Irrigation	- reference & lending -internet services
14.	Ministry of Regional Development Authorities	-reference & lending -internet services
15.	Ministry of Information & Communications	-reference & lending -internet services
16.	Ministry of Co-operative Dev. & Marketing	-reference & lending
17.	Ministry of Housing	-reference & lending
18.	Ministry of Energy	-reference & lending -internet services
19.	Ministry of Lands	-reference & lending -internet services
20.	Ministry of Tourism	-reference & lending -internet services
21.	Ministry of Agriculture	-interlibrary lending & reference services -CAS & SDI -internet services
22.	Ministry of Fisheries Development	
23.	Ministry of Gender, Children & Social Dev.	-reference & lending
24.	Ministry of Labour & Human Resource Development	-Reference & lending -internet services
25.	Ministry of Education	-reference & lending
26.	Ministry of Higher Edu., Science & Technology	-reference & lending -photocopying
27.	State Law Office (Office of the Attorney General)	-reference & lending -photocopying

All the 27 (100%) ministry libraries studied offered lending and reference services. In addition to reference and lending services, four (14.8%) libraries offered photocopying services and five (18.52%) libraries offered current awareness services. Although these

four libraries do offer photocopying services, it is only the Ministries of Industrialization and Trade Library and, that of the Ministry of state for Immigration and Registration of Persons Library that had their own photocopiers. Outside users of these photocopiers are charged for photocopying services.

Ten (27%) libraries offered internet services to their users. At least all the libraries studied were found to possess a computer facility. In addition, all the ministry libraries owned computers which are used for the storage and retrieval of cataloguing information as well as for library administration work. Eleven (40.7%) libraries used the available computers in their libraries for both staff and users to access the internet whereas ten (27%) libraries indicated that the computers were used only for staff to access the internet. Only the Ministry of Housing library did not provide access to the internet for its library users.

It was established that only the Ministry of Planning, National Development and Vision 2030 and the Ministry of Finance libraries were heavily used while the other libraries were only moderately used.

From the responses given, most of the libraries investigated offered basic library services to their users as outlined above. However, it is also clear that some of these libraries suffered from a general lack of equipment which are essential in the provision of services. These include lack of photocopying machines, computers, printers and scanners. Even though the entire ministries' libraries own computers, it was established that the

computers are mainly used for official administrative work such as records' maintenance and storing cataloguing information and not for user-services.

4.7 Interlibrary resource-sharing activities

The study established that all the libraries took part in some form of resource-sharing activities. They all cooperated with other special libraries. With the exception of the Ministry of Lands Library, all the other libraries cooperated with other libraries including public libraries. The Ministry of Agriculture Library and the Ministry of Planning, National Development and Vision 2030 cooperate with other categories of special libraries. The study established the various types of interlibrary resource-sharing activities undertaken by these libraries as presented in table 12.

It appears from table 12 that these libraries undertake three types of resource-sharing activities with different categories of libraries. It was also clear that these libraries mainly undertake such resource-sharing activities as interlibrary loans, photocopying and reference.

Table 12: Resource-sharing activities (n=27)

Type of resource-sharing activity	Libraries undertaking activity
Interlibrary lending	27
Photocopying	4
Reference services	20
Shared acquisitions	0
Production of accession lists	0
Shared cataloguing, classification and processing	0
Shared storage	0
Shared abstracting and indexing	0

Interlibrary resource-sharing activities such as shared acquisitions, production of accession lists, shared cataloguing, classification and processing, shared storage and abstracting and indexing are not undertaken at all, although these activities are quite useful. The picture obtained is one where the libraries are not aware of the tangible benefits they may obtain from participating more effectively in such resource-sharing activities.

The study established that the machinery for maintaining resource-sharing activities is inadequate. This is evident from the fact that all the libraries indicated that the current resource-sharing activities between them and other libraries are maintained on a "gentleman's agreement" basis.

Furthermore, there is presently no viable source from which libraries can get the information they need to initiate any resource-sharing. All the twenty seven libraries studied obtained information about what materials could be obtained on loan or for reference either through trial and error (hit and miss) method or through information obtained from their users. No library indicated relying on the use of accessions lists in addition to the trial and error method and by information from users to locate relevant information from other libraries. Although these libraries considered these methods of locating information from other libraries to be satisfactory, serious doubt remains about their effectiveness in facilitating interlibrary resource-sharing activities.

4.7.1 Interlibrary resource-sharing problems

It was established that the problems which hinder resource-sharing activities are attributed, to some degree by all libraries studied to the factors indicated in table 9; no library indicated that it did not experience any problems with resource-sharing.

From the results presented in table 13 it appears the most common problems affecting resource-sharing are the absence of legal backing to resource-sharing problems emanating from other institutions, inadequate library resources, lack of finance to support resource-sharing and lack of a well defined resource-sharing programme. These problems facing the current practice of resource-sharing, as outlined above, among Government ministry libraries may be viewed as potential stumbling blocks to future interlibrary resource-sharing efforts if they are not addressed promptly.

Table 13: Resource-sharing problems (n=27)

Type of problem	Libraries experiencing problems
Inadequate library resources	27
Absence of institutional leadership	12
Delays in returning loaned materials	10
Human factors e.g. rivalry	5
Absence of legal backing to library resource-sharing	4
Lack of finance to support resource-sharing	4
Problems of other institutions	4

As an example the "gentleman's agreement" approach which characterizes the practice of inter-library resource-sharing among the twenty seven libraries studied defeats the purpose of this very concept (interlibrary resource-sharing) because it is based on the people in-charge of libraries as far as service to the user is concerned. The user's ability to obtain information outside their own locality is hampered by the poor and in most cases ineffective machinery employed to foster resource-sharing.

From the responses, it is clear that presently there are no agreements or clear guidelines for inter-library resource-sharing among the libraries studied. The bottlenecks include lack of a well defined interlibrary resource-sharing programme, the absence of legal backing for interlibrary resource-sharing and the absence of institutional leadership among others. As a result of this situation, libraries may not be committed to the cause of interlibrary resource-sharing other than for the advantages they may get from a haphazard and inconsistent reciprocity policy in which the decision to lend materials to other libraries is ad hoc.

A major problem to resource-sharing faced by all the twenty seven libraries studied was found to be that of inadequate library resources, however there existed rare resources in each of these libraries. This problem may be an indication of the absence of machinery developed jointly by the cooperating libraries and the libraries studied to take care of interlibrary resource-sharing activities.

However, it was established from the responses obtained, that there were ways of solving resource-sharing problems as indicated in table 9. These included the need for a well defined resource-sharing programme, the need for legal backing to support resource-sharing and the need for adequate resources to support interlibrary resource-sharing.

4.7.2 Interlibrary resource-sharing prospects

As a result of investigating the prospects of resource-sharing among Government ministry libraries in Nairobi, the study concluded that resource-sharing is possible among Government ministry libraries. In spite of the resource-sharing problems outlined, all the libraries indicated their desire and readiness to participate in resource-sharing activities such as interlibrary lending, acquisitions, processing, classification and cataloguing and photocopying.

From table 12, it is evident that the libraries studied conducted some sort of resource-sharing libraries had discussed the issue of interlibrary resource-sharing activities which include, photocopying (14.8%), reference services (74.1%) and inter-library lending (100%) with their parent ministries' both formally and informally..

The fact that some parent ministries are not prepared to provide the financial support for the libraries' participation in resource-sharing may be seen as a stumbling block to these activities. This problem underlines the need for, parent ministries to reconcile themselves with the creation of a machinery for providing common services aimed at maximizing user satisfaction in individual libraries. This is not equivalent to establishing a superior institution designed to command their allegiance to duty and service.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter provides a summary of the main findings of the study. The summary is provided in reference to the aim, objectives, research questions and assumptions of the study. The research findings are briefly discussed to highlight the key issues. Conclusions and definite practical recommendations of the study are also presented in this chapter as well as suggestions for further research.

This study sought to investigate the prospects for resource-sharing in Government ministry libraries in Nairobi and how the problems they face could possibly be solved. To achieve this goal, appropriate data was collected through face to face interviews, observation and documentary reviews. Data was gathered on library administration and objectives, finance and library budgets, staffing, library accommodation, services to users/readers and library stock and resource sharing activities. Various models and theories were also discussed because of their relevance to the present study.

5.2 Summary of major research findings

In this section a summary of the research findings is given. The summaries are presented to reflect the research questions.

5.2.1 Library administrative systems

The study established that all the libraries had centralized administrative systems. It was further established that a majority of the libraries studied were under the supervision of persons trained as librarians in various levels while a few were under the care of untrained personnel. It was concluded from the above findings that there was a lack of appreciation of having professionally trained librarians to administer some Government Ministry libraries by Government policy makers. This is because of negative attitude or lack of understanding on the importance of libraries and the services that they offer. The situation on the administration of government ministry libraries is still the same as observed by Otike (1985), that in the majority of government libraries, the librarian is not employed until the library has been formally established and the collection has reached such proportions that the services of a qualified librarian are considered necessary and sometimes non-qualified staff are instead engaged in place of qualified ones.

5.2.2 Library staffing: recruitment and turn-over

It was noted that the libraries suffered from a number of serious staffing problems. It was established that these libraries experienced acute shortages of skilled manpower such as librarians and library assistants among others and therefore depended very heavily on the services of personnel who are not fully qualified professionals.

It was further established that some libraries did not have positions for librarians and library assistants on their establishment and for those that had, there were no people occupying them.

The study also found that many libraries did not recruit staff regularly. For those that did, they employed very few. It was also noted that although most of the libraries sought positions to recruit staff, the criteria and procedures for getting approvals were quite rigorous and as such, denied deserving libraries qualified personnel.

Libraries experienced a slightly higher staff turn-over such that the number of personnel leaving these libraries was much higher than the number being recruited. A number of factors such as poor remuneration and career growth opportunities among others were viewed to be the root causes of the high staff turn-over.

5.2.3 Objectives of Government libraries

From the findings, it can be observed that the librarian's role in the administration of the libraries in these Government ministries may have been overlooked. This may have consequently led to the poor or inadequate service provision by some of these libraries. This is quite clear when one contrasts these services with those provided by ten of these libraries. These libraries do not provide better services due to their inability to be involved in the initial formulation of their library objectives. Otiye (1985) asserts that it is clear in some government ministry libraries/departments, senior administrators are themselves ignorant of the basic objectives of the organisations. Similarly librarians or people in charge cannot formulate precise objectives and policies for their libraries.

5.2.4 Library stock

The study established that most of the libraries were poorly stocked and that most of the stock consisted of old materials some of which were dusty and damaged. This was taken to be a clear indication that these materials were little used or not used at all.

It was established that the majority of the libraries did not hold non-book media. This can be construed to mean that these libraries did not recognize the important role that non-book media play in information dissemination. The role of libraries has been challenged by Google, Yahoo, subject portals, digital libraries and open access repositories (Haravu, 2007). It is in view of this challenge that, Ungern-Stran and Lindquist (1995) agree that libraries and librarians must adopt ICT to be a successful part of the information environment.

A successful book stock requires a lot of input from the users who determine the kind of services to be offered. A Marketing approach aims at determining the needs, wants and demands of the target clients through designing and delivering appropriate products and services more effectively for the purpose of achieving organizational goals and objectives. Marketing is a means of ensuring that libraries and, librarians are integrated into both today's and tomorrow's emerging global culture. Marketing is not separate from good practice (Smith, 1995). Marketing offers both a theory and a process by which libraries can link products, results, and roles. Marketing can assist libraries in determining their future and in identifying quality products – services, programs and materials. A marketing audit and the resulting plan can contribute to a library's ability to

find a niche in the present as well as in the future and to fill that niche by an optimal allocation of resources. A marketing orientation can assist libraries in defining their role and in guaranteeing their future. Marketing provides a theoretical framework within which to address the specific library and information science questions facing public, school, special and academic libraries in both the public and private sectors. What the library will look like and what it will offer as products can be determined through the use of modern marketing theory and practice (Bushing, 1995).

The Study also established that all the libraries maintained some rare library materials which by their very nature were considered valuable information resources not easily obtainable elsewhere. However, outside users of these libraries may not be aware of the wealth of these collections and therefore may not be able to make use of them. This could be as a result of Government libraries not being well marketed despite the rich rare collections they hold.

5.2.5 Library budgets

The study established that all the libraries faced a lot of funding problems. In some libraries, it was not librarians who were in-charge of library budgets, but people or committees not knowledgeable in library matters that drew up the budgets. It was also established that the general negative attitude of administrators in the parent ministries towards libraries greatly contributed towards lack of adequate financial support in all libraries. The findings of the study indicated that factors such as the drawing up of library budgets by basing them on the previous financial year's actual expenditure and the

sharing of votes with other sections in the parent ministries greatly contributed to the budget deficits experienced by the libraries. The situation is similar and has not improved as found by Njuguna (1969), that all government ministry libraries suffer from lack of sufficient funds. This is also in agreement with the assumption based on this study that all government ministry libraries experience similar problems due to inadequate funding

The inability of librarians taking charge of their budgets has a negative impact on the libraries since these people are not knowledgeable in library matters and as such gave little concern to the needs of the library. This is compounded by the negative attitude by some decision makers who base library budgets on the previous financial years, with no regard for escalating prices of formation materials on the market.

Some procedures and practices used in drawing up library budgets have played a role in encouraging inadequate funding support for the libraries. The practice of drawing up budgets by using the previous year's budget figures, for example, is improper since it does not take into consideration present library requirements, and further, the libraries could not have possibly spent what they did not have. The sharing of library votes with others may ensure that libraries' budgets suffer deficits.

A budget is a quantitative statement, for a defined period of time, which may include planned revenues, expenses, assets, liabilities and cash flows'. For budgets to be effective, participation of staff is necessary so that everyone in the ministry feels a sense of ownership of the process and expectation of effective implementation of the same.

The study established that the Kenyan budget cycle passes through four major phases; formulation, enactment, implementation and audit. Serious inadequacies exist in each of these stages. At the formulation stage, the budget has been cast as a technocrat's project with little space for any participation. This makes it difficult to identify staff priorities from below. At the enactment stage, the process is constrained due to inadequate time and capacity to critically examine or assess the budget. The implementation of the budget is inadequately monitored with little or no link between expenditures, targets and eventual service delivery. Participatory strategies should give room for continued assessment and feedback on how far public policies are being implemented, and how far the demands of services and objectives of Government programmes are being met and further increase access to information.

5.2.6 Library accommodation

It was established that Government ministry libraries faced serious accommodation problems. All the libraries studied were not housed in purpose built buildings. Other problems included lack of adequate seating space, working space, storage room for library equipment and room for future expansion. All the libraries had no plans for future expansion.

From the responses obtained, it is quite evident that Government libraries have serious accommodation problems. These problems may be attributed partly to the lack of foresight on the part of government planners. This is despite the Government through circulars (OP/CAB.39/2A VOL.IV (52) of 8th February, 2005 and OP.1/48A/11/10 of 7th July 1989), directing in that all ministries/departments establish libraries to serve as a

framework for collection, processing, safe custody, timely retrieval and dissemination of information for decision making

Further, the fact that most of these libraries have no plans for future expansion and suitable accommodation indicates that they will continue to experience the problems cited above even in the future. This underlines the urgency with which policy makers and administrators in charge of these libraries must seriously consider the need to have more adequate and suitable library space if they expect these libraries to offer better services. In his study Otike (1985), found that all government ministries suffered from acute shortage of space. This confirms the situation as highlighted by Otike (1985) that some government buildings were constructed with no consideration of library requirements. Thus most government ministry libraries are allocated rooms with little regard for their suitability. Observations made by Harrison (1979) on the variance in size and importance of government libraries in Britain are similar in Kenya. The study found out that government ministries in Nairobi vary considerably in size. This bears uneven form of library development in Kenya. Plans should urgently be drawn up for more suitable and adequate library space for all the Government ministry libraries. This will go a long way in overcoming accommodation problems experienced by these libraries in the future.

5.2.7 Services to library users

The majority of the libraries were found to offer most basic library services such as reference, lending and photocopying. But it was also established that most of the libraries lacked equipment to assist them to provide services to readers such as photocopying and

information retrieval. It is in this respect that Song (2000) asserts that: No library can effectively satisfy its users from the resources within its walls. We are living in a time where a library's worth is increasingly being measured by services it offers in terms of helping clients to access universal information rather than its respective collection. It is also in this aspect that Mwaro (1997) states that to help solve some of these problems, libraries should establish proper working relations to promote resource sharing and less spending.

Electronic information resources are more readily accessible than the print resources. They have the potential of improving and promoting information-related activities and provide more useful, up-to-date and relevant information to users. It is much easier to access, transmit and disseminate such information through the Internet, World Wide Web and CD-ROMs. For the effective provision of services to users, Government ministry libraries need to expand the coverage of their services to include secondary services such as abstracting and indexing to ensure that readers get information more easily. Information technology needs to be introduced in Government ministry libraries for efficient and effective operations. This should be by way of introducing photocopying machines and computers among others.

5.2.8 Resource-sharing activities

The study established that all the libraries took part in some form of resource-sharing with all types of libraries. Unfortunately these libraries took part in very few resource-sharing activities which included among others; inter library-lending, photocopying and reference services. It can therefore be concluded that perhaps these libraries were not

aware of the tangible benefits that could be obtained from participating in other resource-sharing activities. According to Njuguna (1991), resource sharing is the core of interlibrary cooperation and interlibrary lending is the most common form of resource sharing among government libraries. Yet according to Ng'ang'a (1984) there are no formal or binding agreements to a large extent, that guide the conduct of these activities as pointed out. Odingi (1993) supports the point of users having to access a wider range of materials, collections and services. Ng'ang'a (1984) has stressed the willingness to make a commitment for sharing resources.

It was established that resource sharing faced a number of obstacles. There was neither a well defined interlibrary lending or resource-sharing programme nor legal backing for interlibrary lending and resource-sharing. The mechanism for maintaining interlibrary lending and resource-sharing activities was inadequate since all the libraries maintained it on a "gentleman's agreement" basis. Njuguna (1991) asserts that in the past lack of formal agreements on interlibrary cooperation is to blame for the low level of resource sharing in Kenya. Muriuki (1991) however notes that a well defined policy identifies information requirements of resource sharing programmes; it also ensures that users are satisfied as fully, promptly, cheaply and conveniently as possible.

It was also evident that there was no viable source from which libraries could get the information they needed to initiate such activities as interlibrary lending since they all relied on the trial and error method and on information from their users to identify source of materials to be borrowed.

Although some libraries had discussed the issue of interlibrary resource-sharing with their parent ministries, the ministries were either unable or not prepared to provide the financial support for their libraries' participation in interlibrary resource-sharing activities.

In spite of the problems faced by the libraries in resource-sharing ventures, it was established that they were willing in addition to interlibrary loans to participate in other resource-sharing activities such as acquisitions, processing and cataloguing, and photocopying.

5.2.9 Interlibrary resource-sharing problems

- a) The first major problem is the lack of adequate staffing in each library as indicated in table 8. This inadequacy explains the absence of many professional services and, in particular, the absence of an organized resource-sharing services in of the government libraries in Nairobi.
- b) Resource sharing programmes and their values are not promoted in any of the government ministry libraries. This ignorance may be attributed to the fact that the librarians have much to do and could not provide the library services the users deserve
- c) Library technical amenities are not adequate, and this inhibits the libraries' service capacity.

5.3 Conclusions arising from the findings

5.3.1 Library administrative systems

Although the merits and demerits of centralized administrative systems should not be overlooked, it is the researcher's opinion that for ease of administration in terms of efficiency and faster decision making, it would be more advantageous for those libraries with branch libraries to adopt a decentralized administrative system to broadly fit well into the aspect of resource-sharing.

5.3.2 Library Staffing: recruitment and turn-over

It was concluded from the findings that there was lack of appreciation of having professionally trained librarians to administer some Government libraries by policy makers.

5.3.3 Objectives of Government libraries

From the findings, it can be concluded that the failure by librarians to identify the objectives of their libraries was an indication of their being unaware of the services they were required to offer. It can also be concluded that effective provision of services by these libraries could be compromised because of their failure to document their objectives. The inability to relate the objectives of the libraries with the services by librarians could affect the quality of services offered. It can also be stated that the provision of poor or inadequate services by these libraries was a direct result of the lack of involvement of librarians in the formulation of the objectives of their libraries by policy makers in the parent ministries.

5.3.4 Staff recruitment and turnover

It is evident that most of the Government Libraries studied do not recruit new members of staff easily and even those that recruit do so with difficulties, leaving a lot of positions vacant. It is evident, also, that the number of the employees leaving the libraries is not proportional to the number of employees recruited.

Further, although some ministries make formal requests to recruit more personnel, there are limited opportunities in all Government ministry libraries to recruit the personnel they require. Long procedures have to be followed even when it is evident that certain positions are vacant and require urgent replacement.

It can be inferred that most of the factors responsible for the rate of staff turn-over such as transfers and poor remuneration are directly related to the career prospects for librarians in Government ministries which cannot be said to be favourable despite the release of a new Scheme of Service for Librarians and Library Assistants. This therefore means that a majority of these libraries do not have adequate positions for their library personnel, which are very important especially in view of the provision of quality and effective library services.

5.3.5 Library budgets

It was established that ministry libraries did not have their own budgetary allocations but were sharing such allocations with other services. It was therefore found difficult to ascertain the exact amount of allocation for each library. This clearly demonstrates that

the variety of people who are responsible for drawing up government ministry budgets did not consider library services as important.

5.4 Recommendations

5.4.1 Recommendations for Librarians

Government ministry libraries continue to recognize that sharing resources among themselves and other libraries is one of the practical solutions to their ability to develop comprehensive collections. Data presented in this study revealed most of the libraries have some form of resource sharing raising the prospects of resource-sharing despite the One reason could be the inadequate professional staffing as indicated by each library. Adequate staffing is very important to the survival of effective and comprehensive resource sharing.

Even though inter-library lending transactions were few, data revealed that library users were anxious to gain access to resources outside their libraries, this desire to gain access to other libraries ranked highest indicates that the respective libraries could not meet the needs of their users alone without collaborating with others, and therefore library patrons have a strong need to access the resources of other libraries. This makes it clear that resource sharing philosophy is very much useful to all Government ministry libraries. The implementation of resource sharing eliminates the feeling among Government ministry library users that our ministries' libraries are not having the required resources. Resource sharing arrangements help librarians to provide documents and information which are not available at their own ministry libraries. It can be envisaged that the impact

of resource sharing on the libraries of Government ministry libraries can be considered under the following:

1. Users satisfaction
2. Coverage collections
3. Time saving
4. Space saving
5. Library image
6. Efficiency

The framework for resource sharing is based on the availability of resources available for sharing, and the arrangements for sharing them. This calls for coordination of the sources of information supply that can be put to use. This is the basis upon which any resource sharing service is established. Government ministries in Nairobi have no formally coordinated information systems either at the national or regional levels. When the librarians in-charge were asked to give reasons for the near absence of resource sharing services in Government libraries in Nairobi, the response was that despite there being no appropriate baseline data on information sources upon which to build the service there are prospects for the same. Resource sharing cannot flourish in an environment where end-users do not know the resources owned by cooperating libraries and how to access them. It is intriguing to find that none of the libraries had any union lists, current indexes, abstracts, directories or locally produced indexes that would enable end-users to know what is available in other libraries, but the library need to develop a means of identifying the resources available in the libraries.

Resource sharing thrives better in an environment where users have knowledge of what resources are available in each ministry library and where they can be found. What this revealed is that resource sharing succeeds where librarians are willing to get into co-operative ventures and commit themselves to providing the machinery that will build and sustain the programme. Resource sharing can be improved among libraries in a region. With the availability of computers in of the libraries it should not be difficult to compile and harmonize union lists and make them available for access.

It is a fact that the conception of resource sharing undoubtedly is very useful in recent environments. The implementation of this concept needs careful, constant and concerted efforts on the part of Government ministry libraries. On the basis of experience, the following potential problems pertaining to the implementation of resource sharing among Government ministry libraries in Nairobi need to be done away with:

1. Ego of librarians
2. Rigid procedures
3. Closed policy
4. Lack of interest
5. Low priority
6. Infrastructure

A logical relation to bibliographic access is that of physical accessibility to resources. It is the second most important factor in effective resource sharing. Underscoring the importance of physical access, Kaniki (1993) asserted that, "Having knowledge about the

existence and location of information is often not enough to solve much information needs if a person cannot physically have the resource.” As revealed by this study, the means of discovering what is available for sharing and the mode of delivery is by visiting the lending library. This is a cumbersome arrangement since one has to go to the lending libraries to borrow resources, but the scenario can be changed if ICT can be embraced.

Distance in this case becomes an important factor in the delivery of resources. The farther apart the lending libraries are, the more difficult it is to negotiate and implement resource-sharing programmes. This study confirms the findings of Allot (1982), who more than two decades ago in her study of inter-lending transactions among libraries in Kenya, discovered that the bulk of inter library lending occurred around Nairobi because libraries were concentrated around the City of Nairobi. Librarians readily picked up requested resources from the lending libraries. Outside Nairobi, however, the situation is likely to be different. Because the libraries were far apart, inter-lending activities were scarce and few.

This study demonstrates that proximity of libraries is still a major factor to expedite resource sharing, even in an age where modern technology guarantees virtual delivery of information resources. Many libraries are still unwilling to lend their resources to libraries that cannot readily arrange to have their personnel collect the resources. In other words, there has not been much improvement in resource sharing in the past. It appears also that the rapidly developing telecommunications and computing technologies that have eased document delivery and facilitated electronic access to information resources are yet to be exploited by many libraries to facilitate inter library lending activities.

The policies that the lending libraries operated were cumbersome and discouraging. This confirms a fundamental principle of resource dependence theory (Dunbar 1992) that the relative power of each library in a lending network is determined by the proportion of critical material it is able and willing to lend. In such a situation, inter-library lending relationship ceases to be inter-dependent. Rather, the net lenders dictate their terms to the beneficiaries. Where a lending library is in the position of control and influence, and institutionalizes its power within the lending system, inter-lending services do not prosper. It is no longer a relationship of equals but that of a benefactor and a beneficiary. What librarians are looking for in a cooperative scheme is a simple and efficient mechanism of operation that will promote prompt identification and delivery of resources with the least cost in funds and human resources. As revealed by the data, the librarians at Government libraries preferred to borrow resources from other ministries' around them because this saves time and human resources. This further proves that libraries prefer inter-library lending collaboration that will yield prompt and convenient delivery of information resources with minimal costs and this can be enhanced through ICT.

Inter-library lending service does not prosper where the service is closely linked to income generation. The exorbitant fees charged by lending libraries in other countries hampered the growth of resource-sharing in general. The economic conditions indeed hampered the growth of resource sharing.

Interesting data was generated from the perspective of end-users; in resource sharing it is attributed to poor physical infrastructure, poor management and insufficient funding, users' attitudes and motivation play a significant role. In this regard, this study reveals

that where library resources are not optimally utilized and where research activities are minimal, resource sharing programmes tend to degenerate. This data revealed that library users had little motivation for information seeking.

Observation and further interviews revealed that government ministry libraries have not fully developed a culture of resource sharing. Generally, resource sharing services in libraries are in response to end-users' pressure for greater access to varied and current resources to support their activities, and in particular, to enhance research. Where end-users' motivation is low, resource-sharing activities are likely to be improved in order to operate at higher levels.

The data also demonstrated that the attitude of librarians is a major factor in the poor organization of resource sharing services due to lack of motivation. Usually librarians respond to economic constraints by investing time and effort to improve and maintain resource sharing arrangements and inter library lending. The librarians in this study need to do much to encourage resource sharing. One proof of this is the fact that resource sharing values and needs can be brought to the attention of the respective ministry administrations. This is because the decision makers can affect inter-ministerial relationship from the top.

Contrary to earlier research, therefore, this study revealed that a lack of funds is not necessarily a constraint to resource sharing but it is one way of solving some of the problems facing Government ministry libraries in Nairobi.

In one sense, the location of the five libraries is not an impediment to resource sharing. In another sense, the location of some of them could boost and promote effective resource-sharing. The location of 41 Government ministry libraries offers such prospects. A number of these libraries are in close proximity to several other libraries: Most are located in a 50 km radius of 41 Ministries in Nairobi in Kenya. This close proximity fosters inter-library relationships. Second, the locations of all ministries are close to one another and can enhance faster delivery of inter-library requests.

An effective telecommunication system is essential for the success of any resource sharing arrangement. An efficient widespread Internet connectivity will facilitate online resource sharing and digital exchange of data.

As analysed, the value attached to information resources, the urge and the need to use them are to a large extent determined by the information users' ability to find, evaluate and utilise resources available.

Interview responses corroborated by observation revealed that some forms of resource-sharing activities could be implemented almost immediately at each ministry library. Activities such as, exchange of bibliographic data, particularly the exchange of locally produced indexes, interlibrary lending, and sharing of personnel, are the main services practicable at each library. Duplicate copies of resources could be readily exchanged if a framework for cooperation exists. Since each ministry library has a computer, they should be able to produce local indexes to some of their periodicals, and accession lists that they should be able to send in digital format to the other libraries while embracing

ICT. A smooth and effective inter-library lending system could be implemented and maintained if each library engages in cooperative agreements with other libraries through simple inter-library lending procedures.

In view of the above discussions, it can be concluded that resource-sharing is a great boon which needs to be implemented progressively and professionally among government ministry libraries in Nairobi. This initiative will generate optimum satisfaction among users and also save considerable national resources. There is an urgent need to have networking of Government ministry libraries in Nairobi which will also translate the concept of resource sharing into reality for libraries through ICT.

The following is a summary of data interpreted on the management, problems and prospects of resources sharing among Government ministry libraries in Nairobi:

1. Very limited and uncoordinated and informal resource sharing services are offered. This is due to technological and attitudinal constraints which needs improvement. In addition, limited budgets prevented the libraries from offering any meaningful resource sharing services;
2. There are no inter-library cooperative agreements between any of the libraries and with others inside and outside of their regions. This is due to poor communication systems and needs the ability to develop and operate innovative, and convenient inter-library cooperation policies that would provide effective organizational and operating infrastructure;

3. Resource sharing services are not promoted owing to inadequate staffing and the over-use of the existing ones. This should not hamper the development of library services in general and resource sharing services in particular with the application of ICT;
4. Absence of bibliographic identification tools and poor telecommunication systems are a major hindrance in accessing information outside the libraries and needs improvement. All the libraries are located within Nairobi region should not lack regional and national bibliographic control systems, thereby restricting library users ability to access bibliographic data for needed resources; and
5. The users of Government libraries and the ministry administration support strong functional inter-library lending cooperation between their libraries and others. They were able to understand the importance and the values of inter-library cooperation for resource sharing.

5.4.1.1 Objectives of Government libraries

In view of the above conclusion, it is recommended that:

1. All Government libraries should have clearly spelt out objectives in order to provide effective resource-sharing activities.
2. The librarians' in-charge of these libraries should have a thorough knowledge of the objectives and the functions undertaken by their libraries.

3. Librarians should be involved in the formulation of the objectives of Government libraries. This will ensure the inclusion of important policies necessary for the adequate provision of library services within these objectives
4. The objectives of all Government ministry libraries should be written down for effective provision of services and for future revision of these objectives in light of changing circumstances.
5. The librarians should also be conversant with the objectives of the parent ministries in order to come up with good library objectives.

5.4.1.2 Resource-sharing activities

From the above observations, the study recommends the following:

1. An effective machinery should be established for maintaining interlibrary resource-sharing activities. This machinery should be maintained by legal agreement reached between all the resource-sharing libraries. It should also cover such important aspects as locating tools, modes and procedures of interlibrary resource-sharing to be followed by cooperating libraries and the role of parent organizations of resource-sharing libraries in the resource-sharing activities. This would succeed in obtaining the commitment of the libraries in the resource-sharing.
2. There is an urgent need for the parent bodies of Government ministry libraries to reconcile themselves with the fact that the creation of machinery for

providing common services aimed at maximizing user satisfaction in individual libraries is not equivalent to establishing a superior institution designed to command their allegiance. This would pave the way for their willingness to provide financial support for their libraries to participate in interlibrary resource-sharing activities.

3. If Government ministry libraries are to overcome some of their problems, they should expand and organize the present resource-sharing activities.
4. Due to the inadequate number of professionally trained manpower in Government ministry libraries, there is a need to have staff exchange programmes between Government ministry libraries and with other resource-sharing libraries. Attachment of staff to other libraries should also provide training opportunities.
5. In relation to acquisition problems, it is recommended that Government ministry libraries operating within the same subject areas such as Agriculture and natural resources, commerce and industry, mass media, law, health and medical services can share the responsibility of acquiring resources jointly by agreeing on areas where they can avoid duplication but still have access to materials acquired by other libraries. The Ministry of Agriculture Library can, for example acquire Agricultural Abstracts. While the Ministry of Livestock Library can acquire Livestock Index but both items could be shared by all the libraries in the same subject areas. There should also be agreements of

exchange of publications emanating from parent ministries of libraries within the same subject areas.

6. In order to overcome problems of processing library materials, this study recommends that individual Government ministry libraries within the same subject areas should be responsible for cataloguing and classifying their resources. However, they should make copies of their catalogue records available to other libraries within the interlibrary resource-sharing. This would facilitate the production of accession lists and catalogues on a sectoral basis.
7. Due to lack of storage space in many Government libraries, this study recommends that Government ministry libraries within the same subject area experiencing storage problems should agree on shared storage facilities. However, it is necessary to have a focal centre for storage of libraries within the same subject and geographical area. The Ministry of Health Library, can, for example, be the focal point for the storage of material for Government Health and Medical Libraries within and around the City of Nairobi. These libraries include the Ministry of Medical Services Library and the Ministry of Public Health and Sanitation.
8. Due to the lack of equipment in most Government ministry libraries it is recommended that Government ministry libraries acquiring equipment such as computers and other modern information technologies should allow other Government ministry libraries within the interlibrary resource-sharing

activities to make use of the same facilities. This would solve the problem of lack of equipment in some Government ministry libraries.

5.4.2 Recommendations for policy/administrators

5.4.2.1 Library Staffing: recruitment and turn-over

Based on the foregoing findings, the study recommends that:

1. For the efficient administration of Government ministry libraries, there is need for policy administrators in Government ministries to engage the services of trained librarians for the day to day administration of all Government ministries' libraries through recruitment of qualified personnel. Consequently these libraries should have their establishment for positions of Librarians and, Library Assistants set up. This will improve efficient service delivery.
2. To attract well qualified personnel and to motivate and retain them, terms and conditions of services of staff in Government ministry libraries should be improved through regular revision of the Library personnel scheme of service.
3. The frequent transfers of staff deployed in the library to other departments sections should be reduced to a minimum since this practice does not allow the libraries to retain personnel knowledgeable in library work despite professionalism should be maintained.

4. Government ministry libraries should recruit qualified employees to fill all the vacant posts in their establishments without delay. Posts should be advertised immediately they fall vacant, candidates interviewed, and if found suitable, they should be offered the positions. This will motivate staff in such libraries.

5.4.2.2 Library budgets

The study recommends that:

1. In order to improve and promote effective resource-sharing, policy/decision makers are expected to undergo some orientation on the value and benefits of resource-sharing among their libraries aimed at according them adequate budgets. This is one of the ways of appreciating their library's services.
2. Librarians and other persons in charge of Government ministry libraries should be involved in all matters related to library budgets. This would ensure that the advice of librarians, based on their knowledge of library matters, assists the policy makers understand library requirements much better and consequently allocate sufficient funds to the libraries.
3. Practices of drawing library budgets should be streamlined. Library budgets should be based on the present requirements of the libraries but not on previous years' actual expenditure.

4. Libraries should be allocated their own votes and should not share votes with other sections in the parent ministries since this practice tends to reduce library budgets.

5.4.2.3 Library accommodation

This study recommends that Plans should be urgently drawn up for more suitable and adequate library accommodation for most of the Government libraries. This will go a long way in overcoming accommodation problems experienced by these libraries.

5.4.2.4 Services to readers

This study recommends that information technology needs to be introduced in Government libraries for their efficient and effective operations. This should be by way of introducing Computers with Internet and photocopying machines among others.

5.4.2.5 Proposed Model for resource sharing

A national resource sharing network is often viewed as a formal linkage of discrete library networks serving different sectors in the nation electronically. It is desirable and feasible to propose a similar model structure to that proposed by Sahoo (2009) with improvements for certain ministry libraries according to their grouped sectors. This will be an arrangement of different functional units working together to accomplish the purpose of the whole network which is integrated as a set of different subject networks among government libraries.

A general model of a national resource sharing network is built to learn what specific functions the network components need to perform to achieve its purpose as a whole. Various Resource Sharing networks have been observed at local, regional and, national levels. Normally, three levels of national resource sharing networks exist: a) Local: Information is stored in the local libraries in the form of Union Catalogue for local collection available in local libraries. b) Regional: Information is stored in regional libraries and services are provided on broad subject area basis. c) National: National Union catalogue is prepared on national basis and services are provided to users based on national resources. Given the wide scope for exploiting resources and facilities available in the participating libraries, it is possible to work out a number of models for developing resource sharing programs.

The study got certain implications for all the government ministry libraries in Kenya. Library networks can be established for co-operation and resource sharing among libraries of all types covering all subjects in a city, state, region, or a country. Specialised library networks among one type of libraries or among the libraries in one discipline may also be established. Necessary electronic databases and bibliographic tools like union catalogues and union lists can be created. Rationalisation of acquisitions should be done primarily in libraries specialising in one discipline. Network should be engaged with efficient ILL and document delivery services. Network should aim at developing online access among member-libraries to each other's specialised collections and services either through an electronic network or directly. All libraries should follow, ACCR-II cataloguing code, a standard thesaurus like LCSH uniformly. E-mail and Internet

facilities should be available with the libraries through an ICT infrastructure. Library networks should offer shared cataloguing, co-operative collection development, reference service, training, etc. The network model proposed keeps in mind the purpose for which the sharing is to be done by the participating libraries. The networks that offer services on all subjects and serve all types of users and libraries will progress, as they will attract a large number of users that will make them sustain their services (Kaul, 1999).

5.4.2.6 Proposed framework for managing resource sharing

Based on the research findings and recommendations of the study, the study came up with a framework that could be used to improve and sustain the efficient and effective management of resource sharing. The framework is aimed at streamlining the current resource sharing practices among government ministry libraries in Nairobi which the study found to be uncoordinated and lacked policy and uniformity.

The framework attempts to comply with best practices to address the problems faced in the management of resource sharing activities. It explains how Government ministry libraries would have to strengthen resource sharing environment in view of ICT and e-information system.

Figure 3 shows a proposed sectoral coordinated network model for resource sharing among government ministry libraries in Nairobi. The model shows a network with a central coordinating ministry which in this case is the Ministry of National Heritage and Culture which is currently responsible for Library functions in Kenya. The Coordinating

ministry (indicated in the diagram as A), is supposed to create an independent directorate/secretariat to coordinate the functions and activities for the network members electronically and will be separate from the ministry's library.

In Kenya ministries are grouped in eight sectors (indicated in the diagram as B₁ to B₈), each ministry will act as a node to the coordinating ministry as well as to its departments /institutions and semi autonomous agencies (parastatals) under it. Government Ministries in Kenya are independent of each other despite being funded from the same source based on their sectors. The coordinating ministry will be in charge of communicating electronically with all other members of the network and getting feedback on the same. When a Ministry acquires information materials for its library it informs the coordinating ministry which also communicates the same information to the network members in their various sectors who in turn communicates with its individual network members, through the Government's Common Core network (GCCN) that connects respective Government offices through fibre and optic cables.

Government ministry libraries are bound to share available resources directly with one another without passing through the coordinating ministry. This is a very simple cooperative arrangement though costly but can provide an effective regional/national link that is expandable as it provides only one electronic node per ministry or point.

This is a mixed hierarchical network, on the other hand which is suitable for an environment where network members share resources locally, with needs request sent on to the next level in the system or in effect it can be seen that the network members B₁ to B₈ are involved in resource-sharing, finding that their resource needs can usually be met as a result of resource-sharing activities among themselves.

Libraries make use of ICT to further enhance resource-sharing initiatives. The advent of electronic formats has increased both the ease and efficiency of finding various information resources. This equips libraries to share their information resources to a greater extent.

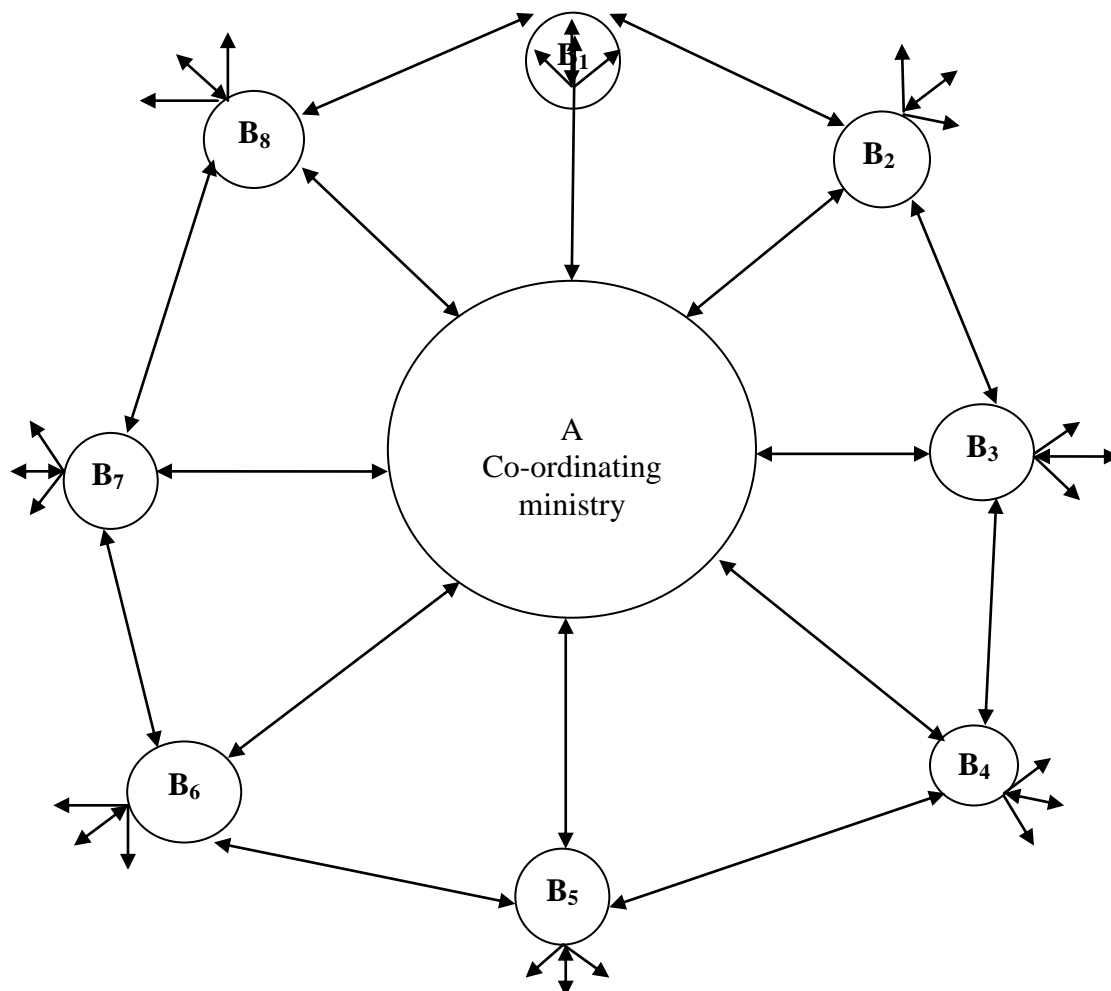


Fig 3: Proposed sectoral co-ordinated network model for resource sharing among Government ministry libraries in Nairobi

5.4.3 Suggestions for further research

A study on the problems facing Government ministry libraries in Nairobi and their resource-sharing activities is quite broad. It is difficult for such a study to effectively examine all the areas relevant to it. There are also a number of subject areas with a bearing on Government libraries' problems and their resource-sharing activities that could not be adequately treated in this study. It is the researcher's opinion, therefore that the following areas deserve further independent studies:

1. A study on the information needs and seeking behaviour of public servants in Kenya
2. A study on the financing of Government libraries in Kenya.
3. A research on the strengthening of resource-sharing activities among all types of libraries in Kenya.

BIBLIOGRAPHY

- Alexander, A. (2002). Why do we do it? *The journal of Electronic Publishing*, Vol.3 (3).
<http://www.press.umich.edu/jep/03-03/index.html>
- Atherton, P. (1971). *Handbook for Information Systems and Services*. Paris: UNESCO
- Allot, Angela M. (1982). Interlibrary co-operation: Some thoughts on the Sheffield SINTO experience and the Kenya potential. Paper presented at Kenyatta University College. *Maktaba* Vol.7 No.1, 1982
- Balakrishnan, S. and Paliwal, P. K. (2001). *Information Technology management in Libraries: Encyclopaedia of Library and Information Technology for 21st Century series*: New Delhi, Anmol
- Becker, J. (1979). "Network Functions: Reactions," in: *The Structure and Governance of Library Networks: Proceedings of the 1978 Conference in Pittsburgh*, ed. A. Kent and T.J Galvin. New York: Marcel and Decker
- Best, John W. & Khan, James V. (1993). *Research in education*. 8th edition. Boston: Allyn and Bacon.
- Birmingham, P. (2003). Literature Review. [Online] Available at:[http://tahrabbas.co.uk / research/4534446359](http://tahrabbas.co.uk/research/4534446359). Accessed on 23rd May 2011.
- Busha, Charles H. and Harter, Stephen P. (1980). *Research methods in Librarianship: Techniques and Interpretation*. San Diego: Academic Press
- Bushing, M. C. (1985). "Academic Librarians: Perceptions of the acculturation process," In: *Library Acquisition: Practice and Theory*, Vol. 19, No. 1, Spring 1995.
- Cozby, P. (2001). *Methods in Behavioural Research*. 7th ed. California: Mayfield Publishing Company.
- Dunbar, H. M. K. (1992). Power and cooperation in a negotiated environment: a resource sharing dependence perspective of interlibrary lending. *Advances in library resource sharing* Vol. 3. Edited by Jennifer Cargill and Diane Graves: Meckler; 1-9.
- Dwivedi, D. (2001). *Macroeconomics: Theory and Policy*. New-Delhi: Tata McGraw-Hill Publishing.
- Fink A. (1998). Conducting literature reviews. (Online) Available at: <http://www.amazon/...Literature Review...dp/0761909052>. Accessed on 23rd May 2011.

- Fong, Y. S. (1996). From paper forms to electronic transmission: the evolution of inter-library loan electronic technologies. *Managing resource-sharing in the electronic age*. Edited by Chang, A. and Jackson M. New York: Ams press
- Gorman, M. (1991). The academic library in the year 2001: Dream or nightmare or something in between. *Journal of Academic Librarianship*, 17(1).
- Hancock, B. (2000). An introduction to qualitative research. UK: Trent Focus. (Online). Available at :<http://www.trntfocus.org.uk/Resources/Qualitative%20Research.pdf> (accessed, 7th June 2012)
- Harrison K. C, (1979). Cooperative acquisition: Formal and informal. In *Resource sharing of Libraries on Developing Countries*, proceedings of the 1977 IFLA/Unesco Pre-session Seminar for Librarians from developing countries, Antwerp University. August 30 – September 4, 1977. H.D/L Vervliet, K. G Kaur,1979
- Hart, C. (1998). *Doing a literature review: Releasing the social science research imagination*. London, Sage.
- Havard-Williams, P. (1978). The British contribution to the training of information specialists in the developing world with special reference to Africa. Paper presented at the 3rd SCECSAL, Nairobi, 27th August to 2nd September 1978.
- Heravu, L.J. (2007). *Standards in library automation and networking*. Trustee. Kesavani Institute of Information and knowledge management.
- Ifidion, S. E. (1985). Collection development in the Nigerian University Libraries. In: Wise, Michael (ed.): *Aspects of African Librarianship: A collection of writings*. London: Mansell Publishing
- International encyclopaedia of information and library science* (1997). Edited by John Feather and Paul Sturges. London: Routledge.
- Jalloh, B. (1999). A plan for the establishment of a library network or consortium for Swaziland. *Inter-lending and Document supply* 27 (4)
- Kamar, N. (2006). Factors hindering effective management of Government information in Kenya. Paper presented at the 74th IFLA General Conference and Council. 10-14 August 2008 Quebec, Canada
- Kaniki, A. (1993). Problems of access to agricultural information in Southern Africa. *Proceedings of the Info Africa Nova Conference 1993*. Vol. 2, edited by A.G. Coetzer. Pretoria, South Africa.
- Kaniki, A. (1993). In: Kemoni, H. N. (2008). *Theoretical framework and literature review in graduate records management research*. *African Journal of Library, Archives & Information Science*; Vol. 18. No.2 October.
- Katz, M. and Harvey, R. (1994). *Microeconomics*. 2nd ed. Burr Ridge: Irwin.

- Kaul, H. K. (1999). *Library resource sharing and Networks*. New Delhi: Virgo Publications
- Kebede, G. (2002). *Modelling the Information Needs of Users in the Electronic Information Environment*. Ph.D. Thesis. Pietermaritzburg: University of Natal.
- Keenan, S. & Johnstone, C. (2000). *Concise dictionary of library and information science*. 2nd ed. London: Bowker Saur.
- Keenan, S. (1996). *Concise dictionary of library and information science*. London: Bowker Saur.
- Kenya Government. (1989). *National Development Plan for the period 1989-1993*, Nairobi: Government Printer.
- Kenya. (2008). *Presidential Circular, No. 1*, Nairobi: Government Printer.
- Keya, S.O. et al (1989). *Guidelines for the formulation of research project proposal*. Nairobi: OUP
- Kombo, D. K and Tromp, Delno L. A (2006). *Proposal and Thesis Writing: An Introduction*. Nairobi: Paulines Publications Africa
- Kothari, C.R. (2004). *Research Methodology: Methods and Techniques*, revised 2nd edition. New Delhi, New Age International.
- Koutsoyiannis, A. (1979). *Modern Microeconomics* 2nd ed. Houndmills: Macmillan Press Limited.
- Kumar, K. (1987). *Library Administration and Management*: New Delhi, Vikas.
- MacDougall, Ala F. and Prytherch, Ray (1997). *Handbook of Library co-operation*. Ashwin J. Shah, India.
- Martin, S. (1986). *Library Networks, 186-87: Libraries in Partnership*. White Plains, New York: Knowledge Industry.
- Mugenda, O. M. and Mugenda, A. G. (1999). *Research Methods: Quantitative and Qualitative Approaches*. Nairobi: ACTS Press.
- Muriuki M. N. (1991). *Towards resource-sharing in Technical services*. Paper presented at the Kenya Library Association Annual seminar, Nairobi
- Mwaro, P. (1997). *Acquisition of Information for Industrial growth*. Paper presented at the KIRDI/ARCEDEM sensitization lecture on Acquisition and Dissemination of Industrial and Technological Information for Industrial growth: Nairobi
- National Commission on Libraries and Information Science of India (1975).

- Nfila, R.B. and Darko-Ampem, K. (2002). Developments of academic library consortia from 1960 to 2000: a review of literature. *Library Management*, Vol. 23 (4/5).
- Ng'ang'a, D. G. (1984). *Bibliographic control in Kenya: Problems and Proposals*. MLS Dissertation. Loughborough University of Technology.
- Ng'ang'a, J. M. (1980). *Government libraries and how they can be improved within library cooperation*. Paper read at the 1st KLA Conference Nairobi, 26th March 1980
- Njuguna, J.R. (1991). *Resource-sharing: Problems and prospects*. A paper presented at the KLA annual seminar on access to information: the UBC concept and its application to Kenya. Nairobi 10-12 April 1991.
- Njuguna, J.R. (1990). *Resource-sharing in acquisition, cataloguing, information and documentation*. In: *Coordination of information systems in Kenya*. Paper presented at the KLA Seminar held in Nairobi, 31st Oct to 9th Nov 1990.
- Njuguna, J.R. (1969). *A survey of Kenya Government Departmental libraries with particular reference to the five major ones*. Diploma Dissertation, University of East Africa, 1969.
- Odini, C. (1993a). *Library Resource-sharing with special reference to developing countries*. In: *Issues in Library and Information Studies: Nairobi*, Jomo Kenyatta Foundation.
- Odini, C. (1993b). *Trends in information needs and use in research*. *Library Review*. Volume 42 (7).
- Ojiambo, J. B. (1994). "Application of Marketing Principles and Techniques to Libraries and Information Centres", *Library Review*, Vol. 43 Issue: 2
- Otike, J. N. (1987). *The problems of library cooperation in Kenya*. *Inter-lending and Document Supply*, Vol. 15(3): 80-83.
- Otike, J. N. (1985). *The development of special libraries in Kenya with particular emphasis on problems and their possible solutions*. MLS Dissertation, Loughborough University of Technology.
- Patton, M. Q (1990). *Qualitative Evaluation and Research*, Sage Publications, Thousand Oaks, CA.
- Rosenberg, D. B. (1993). *Resource sharing – is it the answer for Africa?* *African Journal of Library, Archives and Information Science*, 3(2).
- Rosenberg, D. B. (2001). *The sustainability of libraries and resource centres in Africa*. In C. Stilwell, A. Leach & S Burton (Ed). *Knowledge, information and development: an African perspective*. South Africa: University of Natal, School of Human and Social Studies.

- Rowley, J. (2000). *Strategic management and information systems techniques*. Manchester: Blackwell
- Sahoo B. B. (2009). Need for a national resource sharing in India: Proposed model. Available:<http://drc.isibang.ac.in:8080/xmlui/beatstream/handle/1849/20/Paper> Internet.
- Scrivens, R. (1975). *Government libraries*. Maktaba, 1975, 2 (1).
- Smith, D. (1995). Practice as a marketing tool: four case studies. *Library Trends*, Vol. 43, Winter
- Song, Y. (2000). Journal worldwide resource sharing: Collection development in China higher education institutions. Proceedings of the IFLA Council and General Conference. Jerusalem, August 13-18, Booklet 7.
- Spies, Philis B. (2001). Key barriers to international resource-sharing and OCLC actions to help remove them. *Inter-lending and Document supply*, 29 (4)
- Stacks, D. and Hocking, J. (1999). *Communication Research*. 2nd ed. New York: Longman
- Stockburger, D. (2004). *Introductory Statistics, Concepts, Models and Applications*. Available: <http://www.psychstat.missouristate.edu/introbook/sbk04m.htm>>6 April 2011.
- Ungern – Sternberg, S., AND Lindquist, M. G (1995). The impact of electronic journals on library functions. *Journal of Information Science* 21 (5):396-404
- Vagiswari, A., Amba, S., and Louis, C. (2001). Need for international cooperation to meet information requirements of scientists in a developing country. *INSPEL* Vol. 35.
- Weche, P. (1996). *Information resource-sharing*. A paper presented during the KIRDI National workshop on the role of Industrial and Technical Information in Industrial Development in Kenya at Garden Hotel, Machakos.
- Were, J. (1990). Co-ordination of Bibliographic Databases in Kenya. In: *Coordination of information systems in Kenya*. A paper presented at the KLA annual seminar held in Nairobi.
- Xenidou-Dervou, C. (2001). Consortial journal licensing: experiences of Greek academic libraries. *Inter-lending & Document Supply*, Vol. 29 No. 3

APPENDICES

Appendix A: TIME FRAMEWORK

Phase	Activities	YEAR 2009					YEAR 2010								
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1	Developing research concept, course work, and exams.	■	■	■											
2	Developing research proposal				■	■	■	■	■						
3	Proposal defence and corrections								■	■					
4	Collecting data										■	■			
5	Data organization, analysis and interpretation											■	■		
6	Writing, typing, editing, reporting, collating chapters and submission											■	■		
7	Thesis defence												■		
8	Corrections arising from defence and final submission												■	■	

Appendix B: BUDGET PLAN

Item	Requirements	No. of items	Kshs (each)	Kshs (total)
1	Computer Laptop (Dell)	1	120,000.00	120,000.00
	Printer	1	10,000.00	10,000.00
	Stapler and pins	1	500.00	500.00
	Tape Recorder-pocket	1	15,000.00	15,000.00
	Tape Recorder batteries (AA)	10 pkts	300.00	3,000.00
2	Printing paper	10 realms	500.00	5,000.00
	Flash disk	2	2,000.00	4,000.00
	Compact Tape (Micro DVs)	40	300.00	12,000.00
	CD-R/CD-RW	5 pkts	300.00	1,500.00
3	Spiral Binding of proposal	6 copies	300.00	1,800.00
4	Travel expenses	41 x 2 trips	100.00	8,200.00
5	Lunches	41 lunches	500.00	20,500.00
6	Photocopying papers	10	500.00	5,000.00
	Binding of thesis	6 copies	1,500.00	9,000.00
			5% Contingency	10,775.00
			Total	226,275.00

Appendix C: INTRODUCTORY LETTER TO RESPONDENTS

Joash S. Aminga,
P.O. Box 6746-0200,
City Square, **Nairobi**
Date.....

Dear Sir/ Madam,

RE: REQUEST FOR AN INTERVIEW.

I am a Master of Philosophy student at Moi University School of Information Sciences. I am currently conducting a research on prospects for resource sharing in Government Libraries in Kenya as part of the course requirements.

I am pleased to inform you that your library has been chosen for this study. Prior to my conducting the above interview with you, please go through the enclosed questionnaire. The information obtained from you on the issues raised in the questionnaire shall go a long way in the development of Government libraries in Kenya. The information supplied will be treated with confidence.

Thank you in advance.

Yours faithfully,

Joash S. Aminga

Appendix D: INTERVIEW SCHEDULE FOR PEOPLE IN-CHARGE OF GOVERNMENT LIBRARIES IN NAIROBI

Prospects for resource-sharing in Government libraries in Nairobi

Section A: Background information

Name of the library: _____

Current position: _____

Qualifications: _____

Section B: General information

1. When was the ministry served by this library established?

2. When was the library established?

3. (a) What are the objectives of the library? _____

(b) Are the objectives of your library written down?

(c) Was the librarian or the person in charge of the library involved in the formulation of these objectives, if not who was responsible for their formulation?

(d) What activities are undertaken by the library to achieve its objectives?

4. Who are the users of your library? _____

5. Is your library collection classified and what classification system does your Library use? _____

6. Does the library have any special collections, please specify which one(s) if any? _____
7. (a) What is the current size of the library's collection?
- (i) Books or monographs (in volumes): _____
- (ii) Periodicals: Current subscriptions: _____
- (iii)Non-Book Media
- (a) CD-ROMs: _____
- (b) Photos: _____
- (c) Others (specify): _____
- (b) Does the Library provide Internet access to its users? _____

Section C: Library administration

8. (a) Does the library have any branches in Nairobi or within the country? _____
- (b) If it does, how many branches does it have? _____
- (c) Does the library have a centralized or decentralized administrative system?
9. Who is responsible for the overall administration of the Library?
- _____
10. (a) To whom is the person in charge of the library answerable to for the library's administration ? Is the arrangement satisfactory? If no, why?
- _____
- (b) If the arrangement is not satisfactory, what would you suggest as a better alternative?

11. What is the number of staff in your library according to categories listed below?

(i)Professional: _____

(ii)Para-professional: _____

(iii) Others specify): _____

12. Does the library have any other positions in its establishment and if it does, which ones? _____

13. (a) Is the establishment of your staff adequate for the efficient running of the library, if not which areas are you lacking personnel in?

(b) What are the possible reasons for lack of adequate personnel in your library?

14. (a) How many new staff has your library recruited in the last three years? _____

(b) How many members of staff have left the library establishment in the last three years? _____

(c)What were the possible reasons for their leaving? _____

Section D: Finance

15. (a) Does your library have its own budget? If so who is responsible for its preparation?

(b) If no, why? _____

16. What is your library's budget for this and last financial years (Kshs.)? _____

17. On what items is your library budget spent? _____

18.(a) In your view, is the financial budget for your library adequate?_____

(b) If it is not, could any of the following reasons be possible for lack of adequate finances in your library.

(i) Basing library estimates on the actual expenditure figures of the previous years

(ii) Sharing of votes with other sections

(iii) Negative attitude of the administrators towards the library

(iv) Failure of library staff to defend their estimates convincingly

(v) Any other (Please specify)._____

Section E: Library accommodation

19. Is your library housed in a purpose-built building?_____

20. What is your library's seating capacity? Is it adequate for your users? _____

21. Does your library experience any of the following problems?

(i) Lack of adequate storage room for library materials and equipments

(ii) Lack of adequate working space

(iii) Lack of room for future expansion

22. In view of your responses, are there plans for a more adequate and suitable library space or building? _____

Section F: Services to users

23. Which of the following services do you provide to your library users?

(i) Reference

(ii) Lending

(iii) Photocopying

24. In your view, how is the library used?

(i) Little used

(ii) Moderately used

25. (a) If the library is little used, could any of the following factors be possible explanations for this phenomenon ?

(i) Attitude of users

(ii) Nature of Government duties which do not allow civil servants time to use the library adequately

(iii) Lack of sufficient services to readers

(iv) Lack of library user education

(iii) Lack of relevant reading materials

(iv) Others _____

- (b) Can lack of sufficient services to readers be considered as one of the probable reasons for little use of the library, please explain? _____
- 26.(a) Does your library offer photocopying services to its users? _____
- (b) Are users charged for photocopying services? _____
27. Does your library have any computer equipment, and what is it used for?
- Computer(s) () Number owned _____
- Scanner(s) () Number owned _____

Section G: Interlibrary resource-sharing

28. (a) Does your library have any resource-sharing activities with any other libraries? _____
- (b) Do you share resources with any of the following libraries?
- (i) Other Government libraries
- (ii) Special libraries apart from Government libraries
- (iii) Public libraries
- (iv) Others (specify) _____
29. Are any of the following resource-sharing activities undertaken by your library?
- (i) Interlibrary loans, ()
- (ii) Reference ()
- (iii) Shared acquisitions ()
- (iv) Production of accession lists ()

(v) Shared cataloguing, classification and processing ()

(vi) Shared storage ()

(vii) Shared abstracting and indexing ()

(v) Others (specify) _____

30. How are the present resource-sharing activities maintained?

(i) By legal agreement ()

(ii) On an ad hoc basis/by "gentleman's" agreement ()

(iii) Others (specify) _____

31. (a) Do you experience any problems with libraries you share resources with?

Yes/No

(b) Could the following be among problems associated with sharing resources, between your library and other libraries?

(i) Absence of legal backing for resource-sharing ()

(ii) Absence of national legislation for libraries ()

(iii) Absence of institutional leadership ()

(iv) Lack of a well defined resource-sharing programme/policy ()

(v) Problems of other institutions ()

(vi) Human factors e.g. competitive advantage ()

(viii) Inadequate resources and finances to support resource-sharing ()

(ix) Failure to return borrowed materials either on time or completely ()

(x) Others (specify) _____

32. How do you think the above problems can be solved?

33. How does your library get information on resources available in other libraries?

(i) By trial and error ()

(ii) Through accessions lists ()

(iii) Through information from readers ()

(iv) Through other readers ()

(v) Others (specify) _____

34. (a) Would you consider the present methods of locating resources between your library and other libraries satisfactory? Yes/ No

(b) If not, why? _____

35. Which of the following resource-sharing activities would you like your library to participate in?

(i) Acquisition ()

(ii) Processing/cataloguing ()

(iii) Interlibrary loans ()

(iv) Staff exchange ()

(iv) Others(specify) _____

36. (a) Have you ever discussed the question of resource-sharing with your organization or Department's administration/decision makers formally or informally? Yes/No

(b) If no, why? _____

37. (a) Is your organization or Department prepared to support financially your library's participation in resource-sharing? Yes/No

(b) If no, why? _____

Thank you

Appendix E: INTERVIEW SCHEDULE FOR USERS OF GOVERNMENT LIBRARIES IN NAIROBI

Prospects for resource-sharing in Government libraries in Nairobi

Current position: _____

- 1) (a) How often do you make use of your ministry's library resources? _____
 (b) Are your needs often met or satisfied? Yes/ No. If no, why?

 (c) Are your library resources current or up-to-date? Yes/ No. If no, why?

- 2) What activities do you mostly undertake in your ministry library?

Borrowing	()
Reference	()
Photocopies	()
Others (specify) _____	

- 3) (a) Do you make use of other ministry libraries' resources? Yes/No. If no, why

 (b) What activities do you undertake with other ministry libraries?

- 4) (a) What problems do you face with the other libraries when using their resources?

(b) Could any of the following reasons be associated with that?

Human factors e.g. competitive advantage, etc

Inadequate resources _____

Others (specify) _____

5) (a) How do you obtain information on resources available in your library?

Trial and error

Accession lists

Information from other library users

Others (specify) _____

(b) Would you support your library sharing its information resources with other libraries, why do you think so? _____

6) In your view would you consider the present methods of locating resources in your library satisfactory? Yes/No. If no why? _____

7) Which of the following activities would you like your library to improve on?

Acquisition of resources ()

Interlibrary loans ()

Staff establishment ()

Provision of photocopies ()

Others (specify) _____

8) Are you generally satisfied with the information services provided by your library?

Yes/No. If No why do you think so? _____

Thank you

APPENDIX F: OBSERVATION SCHEDULE/CHECKLIST FOR THE RESEARCHER

Prospects for resource-sharing in Government libraries in Nairobi

Name of Library: _____

(1) Is there a fulltime person(s) in-charge of the library? _____

(2) Physical size and facilities of the library:

Furniture: Tables _____

Chairs _____

Approximate size of collection (in numbers of titles):

Books _____

Reports _____

Government publications _____

CD-ROMs/VCDs/DVDs _____

Audio Visual materials _____

(3) Is the collection classified/catalogued? _____

(4) What classification scheme is used? _____

(5) Availability of information technology:

Item (s)	Number available
Computers	
Photocopiers	
CD-ROM reader(s)	
Local Area Network	
Internet access in the Library	