

**ANALYSING FACTORS CONTRIBUTING TO LOW USAGE OF THE
KENYA PARLIAMENT LIBRARY BY MEMBERS OF THE NATIONAL
ASSEMBLY**

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MANAGEMENT AND INFORMATION STUDIES**

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ELDORET**

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DECLARATION

DECLARATION BY THE CANDIDATE

I declare this research on assessment of the factors contributing to low usage of the Kenya Parliament library and information services by Members of the National Assembly as my original work and have not been submitted by any Person to any institution or University for examination purpose or for any other reason. All the sources of information consulted and quoted have been acknowledged and clearly indicated in reference section.

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DEDICATION

To my beloved and departed parents Nashon Musungu and Melisa Musungu and my siblings Jane, Esau, Frida, Tom, Joyce, Truphosa, Chris and Patrick and my dear cousin and friend Benard who has encouraged me to pursue this noble journey.

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I thank God Almighty for enabling me reach this far and my late Father Nashon Musungu and Mum Melisa Anyoso Musungu for the effort they made in ensuring that I get this gift of life that is education. Special thanks goes to my two supervisors Dr. Andrew Chege and Mr. Duncan Amoth who tirelessly revisited and corrected my work to ensure that I always kept on track while writing this thesis and finally to all my colleagues at my work place whom in one way or another encouraged me never to give up.

May God bless you abundantly!

LIST OF ABBREVIATIONS

CAS	-	Current Awareness Services
DCs	-	Compact Discs
DDCs	-	Dewey Decimal Classification Scheme
LEGCO	-	Legislative Council
IT	-	Information Technology
KNA	-	Kenya National Assembly
PSC	-	Parliamentary Service Commission
SDI	-	Selective Dissemination of Information

ABSTRACT

Parliament libraries determine information needs of their users, select, acquire, organize, store, disseminate and promote use of information. They inform, enlighten, educate, provide recreation and inspire users through their information holdings. Parliament spent a lot of money to set up a library, recruit staff and acquire information resources. However, there is a serious low usage of the library and information resources by members of the National Assembly. Statistics undertaken revealed that the library was not adequately used by Members of the Kenya National Assembly. Circulation records revealed that very few members of parliament used library information materials. The aim of the study was therefore to analyze factors contributing to low usage of the Kenya Parliament library by Members of National Assembly and to suggest ways in which the usage can be enhanced. Its objectives were to: determine information needs of members of the National Assembly, ascertain the information sources which are available and accessible to members of the National Assembly, establish the extent to which the existing information sources met the information needs of the members of the National assembly, analyze information services provided to members of the National Assembly, to find out challenges members of the Kenya National Assembly face in meeting their information needs and to propose ways of enhancing library and information service delivery to members of the National Assembly. Wilson's general model of information seeking behavior was used. The researcher employed a survey design and a mixed approach in carrying out the study. The study population comprised 350 Members of the Kenya National Assembly and a sample size of 89 Members. The researcher used non-probability sampling method and purposive sampling techniques. Administration of questionnaire and interviews were used as methods for data collection and, questionnaire and interview schedule used as data collection instruments. Data gathered was presented in tabular form. The study established that parliamentarians needed information to help them do their work but however, failed to use the library to meet their information needs. The researcher's conclusion was that parliamentarians failed to make maximum use of the library putting accusation on the following; lack of up to date information retrieval tools, inaccessibility to information sources, space and accommodation and lack of support from qualified staff. The researcher recommended that in order to motivate members parliament to use the library services, the librarians should, among others, carry out information needs assessment, market the library services, repackage information in an attractive way, use information related technologies, improve internet connectivity and cooperate with other libraries.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction to the Study

The Parliament librarians have a role to play in understanding the information needs of Members of Parliament, their information seeking habits, factors that inhibit or encourage their information use and the methods they employ in making use of available information so as to develop strategies that can be used to effectively enhance library and information service delivery.

Chapter four of the constitution of Kenya on the Bill of rights gives every citizen the right for access to information held by the state or any other organ and is required to accomplish an exercise and gives the state the authority to publish and publicize such important information affecting the nation. Library of Parliament as a state organ should make such information available to its users in a format that is more accessible. The library collect, acquire, process and store such resources like reports on commission of enquiries, tribunals, departmental committee reports on various topical issues like finance and planning, select committee reports, policy papers and other publication brought in the House for discussion and make them available when needed. The librarian also makes purchase of the relevant books on requests (Constitution of Kenya,2010).

Bill No. 48 of 2011 seeks to amend Books and Newspapers Act (Cap. 111) to allow deposit of published works in the Library of Kenya Parliament as it is done to most of Parliament libraries of the world such as Parliament of South Korea and South Africa. The question is to whether the library will be able to open its services to the public if the

amendments are adopted unlike it is today when the library services are confined to Members of National Assembly, members of Senate and staff of Parliament (Kenya Gazette Supplement, 2011).

1.2 Historical Perspectives

The first Speaker of the Kenya National Assembly at Independence on December, 1963 Mr. Slade in his book “the Parliament of Kenya” argues that, the history of Parliament in Kenya is an example of steady progress from colonial autocracy to true democracy (Slade, 1967).

1.2.1 Pre-Colonial Period

The scramble for colonies in Africa among the Europeans countries reached its fever pitch in 1884 when the Berlin Conference was convened to partition Africa amongst the colonial rivals. The British declared the territory that came to be known as Kenya 1st July, 1885 and Sir Arthur Hardinge became the first Administrator to establish a formal British Administration(Slade, 1967)..

1.2.2 Colonial Period

The Parliament of Kenya began with the agitation by white settlers who in 1905, petitioned the Secretary of Colonies demanding to be represented in the administration of Kenya. The British Government responded by issuing the 1906 Order- of -Council that established an Executive Council to be chaired by the Governor and a Legislative Council (LEGCO). The first sitting Legislative Council took place on 17th August, 1907 in a corrugated iron sheet building on the White House Road currently called Haile Selassie Avaneue, allocation that today hosts the Railway Golf Club. The Governor was

responsible for all nominations to LEGCO. Laws for the protectorate were made by the British Parliament and issued as Order-in-Council or by the Governor in the exercise of the powers delegated to him by either British Parliament or by the Commissioner. The Legislative Council comprised Seven Members, the President who was the Governor, and six others, four of whom were civil servants and two un-official Members nominated by the Governor all of them were Europeans. It was in 1909 after much agitation, a non-European Allibhai Mullah Jeevanjee, an Indian was nominated to LEGCO. In 1919, the composition of the Legislative Council was altered by the Legislative Council Ordinance to comprise 17 official Members with one Arab, two Indian un-officials nominated by the Governor, and 11 un-official European Members elected by the European residents. This was the first time any community in Kenya had representation by election. There was no African representation in the Legislative Council but the Chief Commissioner was given unique right to address the issues of the native to the Secretary. In 1924, amendment of the ordinance was done to give room for the elected representation for Indians, Arabs and for the nomination of African representative in the Legislative Council. This gave provision for the increase in the representation of the Indian Members from two to five, Arabs Members from one to two and the position for the African representation was created and occupied by an European Member and in 1927, the five Indians one elected and four nominated Members sat in the Council. It was until 1933 when all the five positions for the Indian representation in the Legislative Council were fully occupied by the Indian elected Members. In 1934, a second European nominated Member was added to represent African interests and another Arab added to the existing to represent interests of Arab community. Direct representation of African interests in the council began in

October 1944 when Mr. Eliud Mathu was nominated to the council. In 1945, one of the elected Members became a Minister for Agricultural and Natural Resources while several other top ranking civil servants in the Executive Council and the two European nominated Members became Ministers of various specified departments in the Government. This marked the beginning of the Ministerial System of government and responsibility of parliament.

In 1952, representatives of the Members of the Legislative Council were increased to 14 Europeans elected Members, 6 Asian elected Members and one Arab elected and one Arab nominated Member and 6 Africans nominated by the Governor to represent the African interests. Nomination of Members of different races was meant to strengthen advice and support the Government. In 1954 there was Lyttelton Constitution and a Council of Ministers was set up to include six civil servants and two persons nominated by the Governor, six elected or representative Members of the Legislative Council (Three European, two Asian and one African). At this point, representation was made to the people of the Country for substantive share and in 1957, the 6 African nominated Members were replaced by 8 African elected Members. In 1958, was Lennox Boyd Constitution which increased the number of Africans elected to the LEGCO to sixteen, four Asian non-Muslim, two Asian Muslim and two Arabs. The Governor was empowered to nominate unlimited Members including two Members unofficial to sit on the unofficial side representing Agriculture, Commerce and Industry with the creation of the post of the specially elected Members who were 12 in number (four European, four Asian and four Africans) elected by other Members of the Legislative Council sitting as

Electoral College as the first attempt to establish any elected Members of Parliament with responsibility to a nonracial electorate (Slade, 1967).

1.2.3 Post-Colonial Period

Kenya regained Independence on December, 1963 and a republic on December, 12/1964. The Parliament comprised of two Chambers, the House of Representatives with 117 Members and the Senate with 41 Members elected to represent the Administrative Districts and 12 specially elected Members elected by the constituency Members and the Attorney General as an ex officio Member (Constitution amendment Act, 1966). The two Houses through the constitutional amendment that was done in December, 1966 resolved to merge and sat together for the first time as one House on 15th February, 1967 (Slade, 1967).

The numbers of the Members of the National Assembly have increased over time through Constitution Amendment Act. For example, on 3rd January 1967, the number of Constituencies was increased to 158 and the life of Parliament was extended by two years thus instead of being dissolved in May 1968, the House went up to 7th June, 1969. In 1986 through Act No.14 of 1986 the numbers of constituencies was increased from 158 minimum to 168 and the maximum number of 188. In 1991 through Act No. 10 of 1991 the constituencies were increased from the minimum number of 168 to 188 and the maximum number of 188 to 210. It is based on this that 10th Parliament had a total 210 elected Members representing the 210 constituency, 12 nominated and two ex-officio members the Speaker and the Attorney General making a total of 224 Members. The Speaker of the House is elected by the Members of the National Assembly through voting immediately after the Members have been sworn in.

1.3 Background to the Study

1.3.1 The Post-New Constitution Parliament

Based on the constitution that was promulgated on 27th August, 2010, Kenya Parliament comprise of the Senate and the National Assembly. Parliament participates in the representation of the people, constitution amendments, protecting the constitution and promoting democratic governance of the republic and making legislation (Constitution of Kenya, 2010).

1.3.2 Qualifications of Members of Parliament

A person qualifies to be a Member of Parliament by being a registered voter, satisfying any educational, moral and ethical requirements prescribed by the constitution or the Election Act, nominated by a political party or is independent person who is supported in case of election to National Assembly by at least one thousand registered voters in the constituency and in case of Senate at least two thousand registered voters (Act No.4 of 2011).

1.3.3 The Composition and Functions of the Senate

Based on the constitution of Kenya, the Senate shall comprise 47 Members each elected by the voters of the Counties, 16 Women Members nominated by the political parties according to the proportion of the elected seat won in the senate, 2 Members based on gender to represent persons with disabilities, two members one man and one woman to represent the Youth and the Speakers as an ex officio to make a total of 68 Senators. The role of the Senate is to represent the Counties and serve to protect their interests and their governments, participate in making laws, determine allocation of revenues among

Counties and exercise oversight over national revenue allocated to the County Governments and also participate in the oversight of the State officers by considering and determining any resolution to remove the President or Deputy President from office (Constitution of Kenya, 2010)..

1.3.4 The Composition and Functions of the National Assembly

Based on the Constitution, the National Assembly shall comprise of 290 Members elected at Constituency Level, 47 Women Representatives elected at County Level, 12 Members nominated by political parties based on the party's strength in Parliament and the Speaker as an ex officio making a total of 350 Members. The constitution lists the roles of National Assembly as to; represent the people of the constituencies and special interests, deliberates on and resolve issues of concern to people, enact legislation, determine allocation of national revenue, appropriate funds for expenditure by the National Government and State Organs, exercise oversight over national revenue and expenditure, reviews the conduct of the President and the Deputy President while in office and approve declarations of war and extensions of state of emergency. They are also charged with responsibilities of vetting the nominees for the appointments of public offices like cabinet secretaries and principal secretaries (Constitution of Kenya, 2010).

1.3.5 Parliamentary Committees

Parliamentary Committees are select groups of Members within the Legislature that review policies or Bills more closely than possible by the entire Legislature. They are mechanisms for bringing a group of specialized Legislators together to consider specific motions. They have limited membership set by the rules that at time ensure they mirror the various interests and their opinions. Responsibilities are delegated to committees

under the following circumstances; when a matter deserves detailed policy examination, when matters are of national interests, when specialized evidence is needed for the House to make informed and appropriate decision, when examining legislative proposals and reports and when initiating legislative programmes and policies. Examples of the Parliamentary Committees are; Watchdog Committees that investigate tasks on behalf of the House, Standing Committee which give advice and are established to carry out medium and long term parliamentary assignments, ad hoc committee set up for specific tasks and which on completion are dissolved, sessional committees established to inquire into and report every session on contemporary issues that need review and have limited life, departmental Committees and plays a role in giving advice to the legislature. Currently we have 12 departmental committees e.g. Environment and natural resources, Finance, planning and trade, committee on health and committee on justice and legal affairs. We also have 12 select committees example Public Accounts Committee and Public Investment Committee.

1.3.6 Parliamentary Service Commission

Parliamentary Service Commission (PSC) is the body that was established through Act No. 10 of 2000 to oversee the operation of Parliament (Kenya Gazette supplement, 2010). The constitution requires parliament to have a total of ten members chaired by the Speaker of the National Assembly and the Clerk of the senate as the secretary. A party forming the National government is required to nominate four members two from each House (National Assembly and Senate) and at least two women to sit in the commission while opposition party is supposed to nominate three members from both Houses and at least one woman in commission. Members of Parliament are also required to nominate

two members outside parliament with experience in public affairs to be included in the commission (Constitution of Kenya, 2010).

STRUCTURE OF THE PARLIAMENTARY JOINT SERVICES

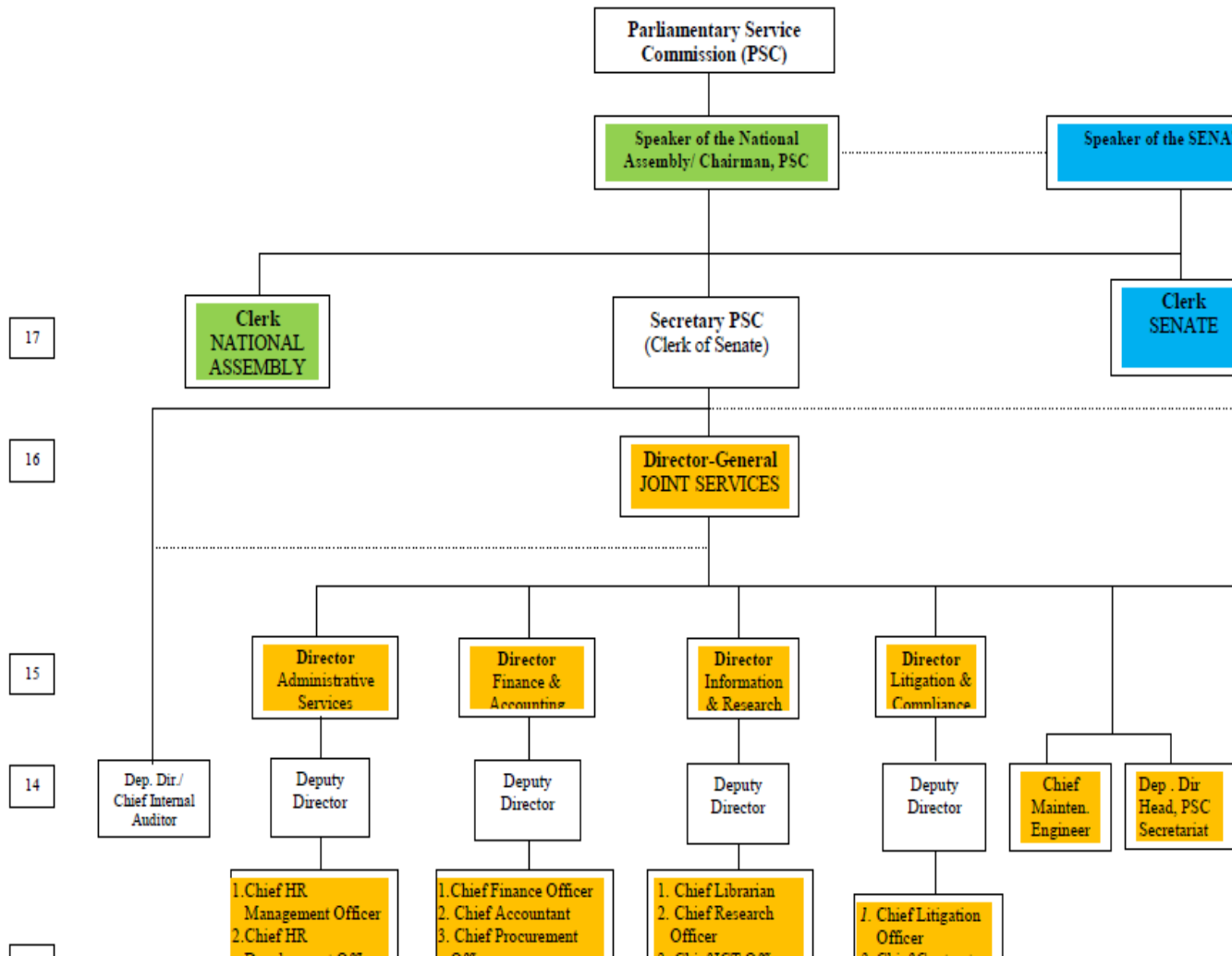


Figure 1: The Structure Parliamentary Joint Service

- KEY:**
- Grade 17- Level of the Clerk for parliament
 - Grade 16- Level of Deputy Clerk and Director General
 - Grade 15- Level of Directors
 - Grade 14- Level of Deputy Directors
 - Grade 11, 12 and 13- Level of Heads of Departments

1.3.7 Parliamentary Libraries

Laundy, p. (1980) argues that most parliamentary libraries began their existence as very traditional libraries reflecting the nature of the society to which they formed a part. In the English speaking world, the development path was strongly influenced by the impact of Westminster and American Models of parliamentary democracy. The Westminster approach (UK) has its roots in the early 1800s forming the libraries for the two Houses while the House of Commons library grew out of the needs of the legislature for a record of its official proceedings and papers with librarians providing reference services (Frazer,M. & Martin,J.(2009). The collections were based on cultural heritage of the past and on contemporary learning and one could find materials on classical and modern literature, history and exploration and philosophy and religion. Works of local interest, periodicals and newspapers was also kept much of which became irrelevant to the needs of the modern libraries (Laundy, 1980).

1.3.8 The Role and Functions of Parliamentary Libraries

It is hard to classify Parliament library as either general or special. Parliament library is general and serving specialized function because there is no limit to the range of matters that comes before a Member of Parliament. It is termed as a special library because it serves a specific clientele small in size and more demanding because of the pressure under which they operate and the constant need for accurate, reliable and up- to-date information of all kinds within a limited time frame. Locating fugitive materials against a very close deadline and assembling complex information on an urgent basis are part of the routine works of the Parliament library (Laundy, 1980).

Parliament libraries are charged with responsibilities of collecting and storing appropriate literature, documents and other useful reading materials for use by Members of Parliament. They provide research services through reactive and proactive information gathering, processing and analyses, technical support and advice and disseminate information on various topical issues of interest. Research at Parliament library is carried out with regard to motions, bills and other policy documents. The librarians determine the information needs of the Parliamentarian and provide ways of ensuring these needs are adequately met. Reference services are provided with regard to inquiries related to the official needs of Members. The library staff find the requested information not only within the library collection but also by contacting other neighboring libraries like High Court library, Kenya National Archive and the Kenya Bureau of Statistics library (Songoro, 2009).

1.3.9 Kenya Parliament Library

Kenya parliament library was established in 1910 as a department in parliament. The library falls under the Directorate of the Information Research and Library Services. The directorate comprises of five departments namely Research, Information and Communication Technology (ICT), Media, Public Relation and protocol, and the Library. Parliament Library is faced with the challenge of space and as a result library resources are housed in two separate buildings.

1.3.10 Staffing Kenya Parliament Library

The Parliamentary Service Commission (PSC) appoints the staffs of the parliamentary library. The selection and promotion criterion is based first on academic and professional qualification then on work experience. The parliamentary library has a total of nine staffs

and the Deputy Director Information and Research services heads the library (Parliamentary Service Commission scheme of service, 2008).

Table 1: Career Structure for Kenya Parliament Library Staff

DESIGNATION	PSC Grade
Director Information and Research services	15
Deputy Director Information and Research Services	14
Chief librarian	13
Principal librarian	12
Senior librarian	11
Librarian I	10
Librarian II	9
Librarian III	8
Assistant librarian	7
Library assistant I	6
Library assistant II	5
Library clerk	4

Table 1 above shows the career bath for the library staffs as depicted from the scheme service for the Parliamentary Service Commission.

1.3.11 Duties Performed by the Library Staffs at Various Level as Indicated in the Scheme of Service

- **Chief Librarian**

Currently the duties of the chief librarian are performed by the deputy director information and research services as it is a requirement that all deputy directors must be heads of department. The officer reports to the director information and research

services. The duties; initiation, formulation, implementation and coordination of the library policies, strategies and programs of the library service, coordination of automation and networking of the library service, engaging in public awareness activities to promote the culture of reading among clients self-development of the library staff, ensuring that parliamentary and information services are conformity with international standards. The officer is also responsible for training and development, supervising, guidance and counseling of staff in the library services.

- **Principal Librarian**

The officer deputizes the chief librarian and assist in the following areas; effective management and administration of the library services. Duties include direction, control and coordination of library staff, implementation of the library work programmes, selection and acquisition of books and library materials, formulation and implementation of library policies, estimating and vote control and preparation of annual reports.

- **Senior Librarian**

The officer is responsible for the effective management and administration of the library services. Duties include direction, control and coordination of library staff, implementation of the library work programmes, selection and acquisition of books and library materials, training of library staffs on attachment, provision of reference and research services, provision of selective dissemination of information service and preparation of annual reports.

- **Librarian I, II & III**

The officers are responsible for the following duties; current awareness services, selection and acquisition of the library materials, supervision of cataloguing and classification of library materials, supervision of indexing and supervision of the staff and their development.

- **Assistant librarian**

The duties are as follows; cataloguing and classification of library materials, indexing of legal notices, Kenya gazette, and the laws of Kenya, maintenance of the card cardex, supervision of library service such as lending, lending and orientation of new library users and supervision newspaper binding and book repairs.

- **Library assistant I**

The officer serving at this level is responsible for the following; classification, cataloguing, verification of the library materials, accessioning of the new documents, indexing of local newspapers, shelving and photocopying services

Library assistant II

The officer performs the following duties; press cutting, shelf arrangement, filing of cataloguing cards, provision of reference service to the readers, charging and discharging of library materials, preparation of materials for binding.

- **Library clerk**

The officer is responsible for keeping records of all incoming new books, pamphlets and periodicals, receiving and filing of both local and foreign newspapers, filing of typed catalogue cards, indexing of local newspapers, shelving of books, preparation and dispatch of overdue notices and reminder.

1.3.12 The Kenya Parliament Library Information Sources

The Parliament Library holds about 6000 volumes of documents on various subjects. The most common sources of information are Hansards both in print and non print media. The soft copy information materials can be accessed at the Kenya Parliament Website (www.parliament.go.ke) and in tapes. Others are in print media for example, committee reports, Bills, Acts, bound volumes of order papers, votes and proceedings, papers tabled in the House on various topical issues properly organized, indexed, and made available in bound volume for future reference. Parliament has a variety of books especially in areas of Political Science, Law, Management, History and Geography, Religious, and a few collections on Information Technology and Library Science. Among the notable volumes in the library are; a framed exemplar and translation of Magna Carta, presented by the Nairobi City Council, an ornate copy of the Holy Bible, presented by the British and Foreign Bible society, and a specially bound and inscribed copy of Erskine May on Parliamentary Practice, presented by the United Kingdom Parliamentary delegation on the occasion of opening ceremony of Building A. On the north wall of the Library are photographs of the earlier Speakers and Clerks of National Assembly. Dictionaries, Directories and Encyclopedias are among the common reference documents available in the library. The library also keeps information in form of photographs, Compact Discs

(CDs) on various occasions of the parliament such as State opening, swearing in of Members and other occasional meetings held by parliament and can be reproduced on request. The library has several computers with Internet facilities for Information research, Electronic Mails and other usage. The library has also a fine collection of local and foreign newspapers and magazines. Library documents processed and arranged on shelves based Dewey Decimal Classification Scheme (DDCs).

1.3.13 The Kenya Parliament Library Information Services

The Kenya Parliament library like other libraries and information centers offers services such as;

- Determining the information needs of its users; it is not easy to know exactly the kind of information the Members of Parliament need but through communication, librarians are able to determine what is needed and provide for the same.
- Selecting and Acquisition of information sources; the librarian from the universe of information selects what is relevant to the library and make it available to the Members of Parliament and other library users. For example, the librarian selectively collects and store documents tabled in the House for debate and as well acquire specific books through purchase and donations from organizations like Kenya Bureau of Statistics and make them available for users.
- Organizing information sources; Parliament library staffs organize the materials acquired for the library to facilitate easy accessibility and retrieval of information by users.
- Preserving and securing information sources; it is evidenced that Parliament library houses materials from as early as 1907 for historical purpose. Examples are; Votes

and Proceedings, Order papers, Hansard, Tapes and Photographs of the earlier Members of Parliament, and those of the Speaker and Clerk of the National Assembly and individual photographs on proceedings of major events that that took place such as swearing inn and state opening ceremony.

- Dissemination of information; the library staffs gather information sources pertinent to a research query and convey them to Members of Parliament as per the request. The librarians also route information sources to Members of Parliament depending on their interest.
- The library provides a collection of books for reference or loan. Through interaction with the library staff, members of parliament get the document or information they need.
- Borrowing service, the librarians may borrow information materials from other libraries to provide for the specialized need for a parliamentarian.
- Information service; this refers to the provision of information that is timely and accurate to meet the parliamentarian's needs. Through information service, the librarians give quick reference information from printed or online sources in circumstances where subject specialist knowledge is not required to make response. The librarians also help the parliamentarians in doing their own search formation.
- Internet and intranet services; through intranet, the parliamentarians gets the required information and through internet, thy make the information get to the public.
- Press cutting; the librarians read through newspapers to identify articles pertaining Parliament photocopy, index and make them available on request.

- Binding; the Parliament library staff organize materials tabled in the House, for binding and store them on the shelves for reference purposes.

1.4. Statement of the Problem

The present constitution impact on the status and functions of Kenya Parliament as it allows for two Chamber Houses, the Senate and the National Assembly. The Senate represent the counties and serve to protect the interests of the counties and their governments, participate in law making, determine allocation of national revenues among counties, and participate in the oversight of State officers by considering and determining any resolution to remove the President or Deputy President from the office. The National Assembly represent the people of the constituencies and those with special interest, deliberates on and resolves issues of concern to the people, enacts legislation, determine allocation of revenue, and review the conduct of the office of the President and of the Deputy President. Kenya Parliament library like other libraries and information centers has a role to play in determining information needs to its users, selecting, acquiring, organizing, storing, disseminating and promoting the use of information with the aim of informing, enlightening, educating, providing recreation and inspiring users through its information holdings. Parliament spent a lot of money to set up a library, recruit staff and acquire information resources. However, there is a serious low usage of the library and information resources by members of the National Assembly. Statistics undertaken revealed that the library was not adequately used by Members of the Kenya National Assembly. Circulation records revealed that very few members of parliament used library information materials. It has been further observed that most of them never spared time to read or utilize the library facilities in preparation for motions or debates to come in the

House but made last minute visit to the library in search for information on topics under discussion. However, no empirical study if any, has been undertaken to analyze factors contributing to low usage of the library and information services by Members of Kenya National Assembly.

1.5. Aim of the Study

To analyze factors contributing to low usage of the Kenya Parliament library by Members of National Assembly and to suggest ways in which the usage can be enhanced.

1.6. Objectives of the Study

- i. To determine the information needs of the members of the National Assembly
- ii. To ascertain the information sources which are available and accessible to members of the National Assembly
- iii. To establish the extent to which the existing information sources met the information needs of members of National Assembly
- iv. To analyze the kind of information services provided to Members of the Kenya National Assembly
- v. To find out the challenges Members of Kenya National Assembly face in meeting their information needs.
- vi. To propose ways of enhancing library and information service delivery to Members of the National Assembly.

1.7. Research Questions

- i. What are the information needs of the members of the Kenya National Assembly

- ii. Does parliament library have information sources that are accessible to the members of parliament?
- iii. To what extent does the existing information sources meet the information needs of the parliamentarians?
- iv. What kinds of library services are provided to Members of the Kenya National Assembly?
- v. What kind of challenges to members of the National Assembly experience while using the library?
- vi. What have been the expectations of the Members of Kenya National Assembly in relation to library and information service delivery?

1.8 Significance of the Study

1.8.1 Theoretical Significance

The study constitutes a new contribution to the existing body of knowledge on parliamentary library and information service

1.8.2 Practical Significance

The findings and recommendations of the study suggests practical ways of enhancing library and information services to the members of the Kenya National Assembly

1.8.3 Policy-Related Significance

The research can form the basis of policy formulation of the parliamentary libraries.

1.9 Scope and Limitations of the Study

1.9.1 Scope of the Study

The study assessed the factors contributing to low usage of the Kenya parliament library by Members of the National Assembly.

1.9.2 Limitations of the Study

The study was done during that period of transition at Parliament and when new constitution was being implemented requiring parliament to have two chambers; the Senate and the National Assembly. This as a result had impacted on the services of the library as the library facility was forced to relocate from the main parliament building to the continental house first floor in order to create room for other offices. The researcher overcome this by collecting data in the Month of October, 2013 when the library was fully in operation and after new Members of Kenya National Assembly had been sworn in and settled to their various offices.

1.10 Chapter Summary

The chapter gives brief background information on Parliament and describes Parliament as a central institution representing the people of a democracy, playing a critical role in advancing social and political values that benefits all members of the community in all their diversity. What factors contribute to low usage of Kenya Parliament library by members of the National Assembly was a question the researcher sought to answer through investigation in order to enhance library and information service delivery. The study objectives included; determining information needs of members of the Kenya National Assembly, establishing the factors contributing to the usage of the library and

information services by Members of parliament, analyzing library information services provided to Members of Parliament, evaluating the available sources of information, establishing methods employed in locating and accessing the information materials, challenges experienced while using the library and information services and ways of enhancing library information service delivery. The study was significance as it constitutes a near contribution to the existing body of knowledge on parliamentary library and information service, findings and recommendations of the study give practical ways of enhancing library and information services to the members of the Kenya National Assembly and also forms the basis of policy formulation of the parliamentary libraries. The study was limited to study examining the factors contributing to low usage of the Kenya parliament library by Members of the National Assembly

1.11 Definition of Terms

Bicameral - having two Houses or Chambers

Constituency - a territory in which a member of parliament represent the people

Democracy - a system of government in which all the people of a country can vote to elect their representatives

Government - the body that governs the operation of the people in a country

Information - data that is processed and meaningful

Information need- the experience that occurs in one's mind that certain information is lacking **Information seeking** - the perusal into various sources of information for certain information that is needed to accomplish certain goal.

Information seeking behaviors - various habits that people employ in searching for information

Information use - the manipulation of the available information to satisfy the needs of the use

Legislation- Process of making laws

Legislatures - law makers in the National Assembly and senate

Library - a collection of information materials either in print or electronic format for use by those who needs it

Member of parliament- A person elected or nominated to represent people at either senate or National Assembly

Members of National Assembly- people's representatives in parliament elected or nominated at constituency level

Members of senate- people's representative at county level

Parliament – a body with supreme legislative power of representing the people either at constituency or county level

Parliamentary libraries- libraries serving parliament institution

Senate- the representation of people at county level

Senators- people's representatives in parliament elected at county level

The Constitution of Kenya – a document that gives guidelines on how things are to be done countrywide.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The researcher carried out literature review to gain a clear understanding of the knowledge area and adequately tackle the problem under study, know what has been previously published and avoid unnecessary duplication of other peoples' works, familiarize with the result of the previous studies and make interpretation of the results and findings on research that is being conducted and establish whether it supports or contradicts other studies and be acquainted with strategies, procedures and measuring instruments that have been found useful in investigating the problem in question so as to avoid the mistakes that were once done by others.

The sources of information conducted ranged from primary to secondary and even tertiary and from print to non-print media. Examples includes; the constitution of Kenya, internal reports, government or official reports, theses and dissertations, papers presented in conferences, library committee reports, scholarly journals, periodicals, books, and borrowers register, and internet and computer search, tapes and videos.

2.2 Theoretical Framework

The study was focused on the assessment of the factors contributing to low usage of the library and information services by Members of Kenya National Assembly. It drew upon models from disciplines of psychology, sociology and communication theory. The three Models relevant to the study were; A general model of information seeking behavior

(Wilson's Model 1981), Information Seeking Model by Krekelas (1983) and information search model by Kulthau's (1992)

2.2.1 Wilson's Model of Information Seeking Behavior (1981)

The study question is to analyze the factors contributing to low usage of the Kenya parliament library by members of the National Assembly. Wilson's second model of 1981 forms a theoretical framework of the study under investigation as it addresses issues at different level of information behavior. The Model sets out fundamental categories of causal factors that produce a need for information as well as the barriers that may prevent the person from taking action to seek information. The Model is based upon propositions that information need is not a primary need but a secondary need that arises out of needs of a more basic kind and that, in the effort to discover information to satisfy a need, the information seeker is likely to meet with barriers of different kinds. The Model draw its definition in psychology which proposes the basic needs that can be defined as physiological, cognitive or affective and notes that the context of any one of these needs may be within a person or the role that demands of that person's work or life, or the environments (political, economic or technological) within which that life or work takes place. The Model suggests that the barriers that impede the search for information arises out of the same set of contexts. The Model can be described as a macro-model or a model of the gross information-seeking behaviors that suggests how information needs arise and what may prevent the actual search for information. It also embodies, implicitly, a set of hypotheses about information behavior that are testable for example, the proposition that information needs in different work roles will be different, or that personal traits may inhibit or assist information seeking. The weakness of the Model is

that, the hypotheses are only implicit and are not made explicit, there is no indication of the processes whereby context has its effect upon the person, nor of the factors that result in the perception of barriers, nor of whether the various assumed barriers have similar or different effects upon the motivation of individuals to seek information.

2.2.2 Krekelas' Information Seeking Behavior Model (1983)

The Model forms a theoretical frame work of study under investigation by illustrating the relationship between the concepts of the user, need, uses, and user behavior. The theory was adopted from Wilson's (1981) figure of interrelationships among areas in the field of user studies and Krekelas (1983) model in the information seeking behaviors. The theory suggests that the user perceives a need in the context of the user's environment, the perceived needs leads the user to search for information making demand upon variety of information sources. The information seeking behavior of the user may lead to either success or failure. If successful information located may be used and may lead to satisfaction or un satisfaction. Satisfactions occur when the information located has been analyzed and satisfies the perceived need. Failure to find information that satisfies the intended purpose may result to the continuity of information seeking. According to Krekelas information seeking begins when someone perceives that state of knowledge is less than the needed to deal with some issue and the process ends when the perception no longer exists or when the perceived need is satisfied. The theory does not allow for growth and learning by users as they engage in information seeking and it is related to the traditional library instructions that focus solely on skills related to sources, location, accessing and using sources. It separates library dependent skills from other

skills such as critical thinking and analysis required to use information effectively (Wilson,1999).

2.2.3 Kulthau's Model Information Search Process (1992)

The model was developed by Kuhlthau and provides a theoretical framework for information seeking based on actual formal search. The model was developed from a common pattern which emerged from her longitudinal investigations of high school student's information seeking behaviors. The model encompasses development of thoughts about research topic, the feeling associated with research process and the action of seeking and using the resources. The model goes beyond mere mechanics of information seeking and incorporates three realm the effective (feeling), the cognitive (thoughts) and the physical (actions and strategies). The model has six stages; initiation, selection, exploration, formulation, collection and search closure and interpretation. The model identifies the user as an active participant in the information search process. The reveals that student's knowledge grows as she interacts with information. The student is engaged in cognitive processes such as brain storming, contemplating, reading, identifying, choosing, defining and confirming.

2.2.4 The Model that Informed the Study

The Model that informs the study is the Wilson's Model of (1981) because it mentions the instances that give rise to information seeking behavior, how information need arise and the barriers that may exist in information seeking or in completing a search for information and argues that information use is given little attention within information science field. The Model informs the study by identifying related concepts such as information need, information seeking, information exchange and information use which

forms themes of the study under investigation and also recognizes barriers within the process of information search. The model also gives testable hypothesis that is not so clear in Kalthau's Model of 1992 and Krekelas Model of 1983.

The Structure of Wilson's Model of Information Seeking Behavior (1981)

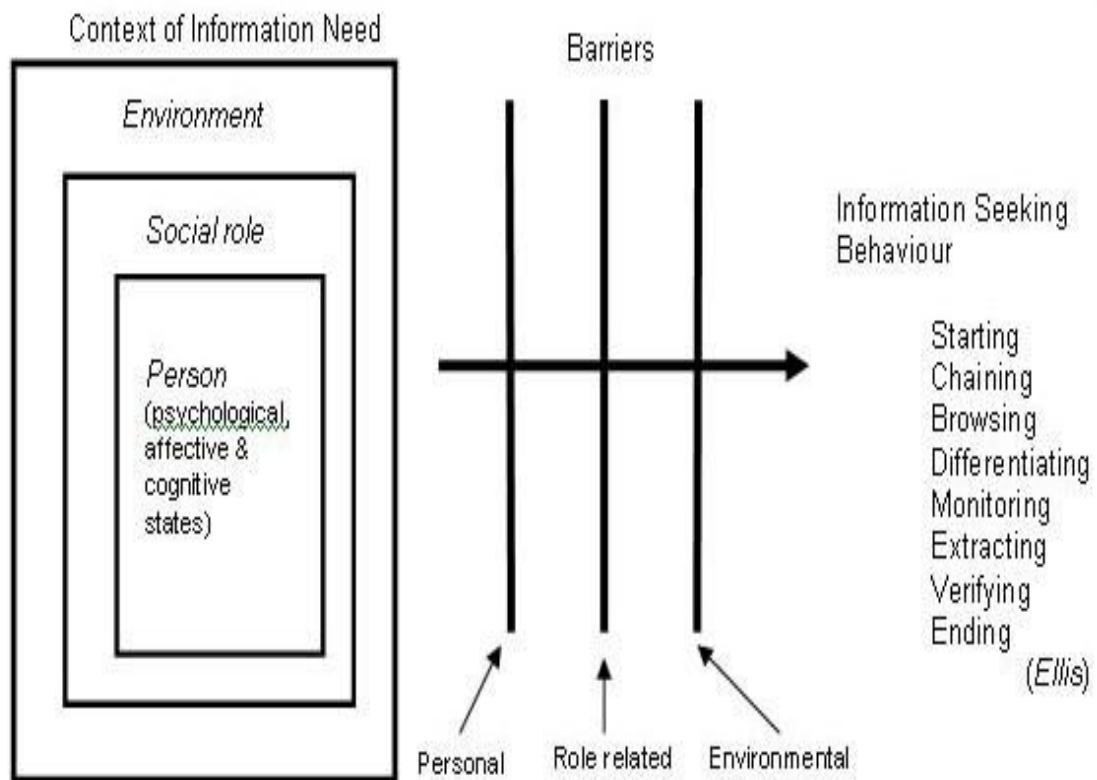


Figure 2: Wilson's Model of (1981)

2.3 Review of Related Literature

2.3.1 Libraries

Wikipedia, the free encyclopedia defines a library as an organized collection of information resources made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual space, or both. Its collection may include books, periodicals, newspapers, manuscripts, films, maps, prints, documents, microform, CDs, cassettes, videotapes, DVDs, Blu-ray Discs, e-books, audio books, databases, and other formats (<http://en.wikipedia.org/wiki/Library>). However, Ocholla and Ojiambo (1993) defines the library as a solidified memory of the society and collection of materials which has been arranged or indexed in some fashion for easy retrieval of both the physical object and its intellectual content.

2.3.2 Parliament Libraries

Parliament libraries are libraries serving the parliamentary institutions on a national or local level. Usually they were and are founded at the same time as the parliament itself and are organized according to the parliamentary model of the country in which they are located. The parliamentary library's mission is to support and facilitate parliamentary activities and make available all the useful sources of information to the parliament (Galluzi, 2010). Watt,L.(2008) argues that the role of parliamentary library traditionally included; collecting, conserving materials and providing information service.

2.3.3 Information

According to Capuro and Hjørland (2003), information involves the communication and reception of intelligence or knowledge. It appraises and notifies surprises, reduces uncertainties, reveals additional alternatives and stimulates them to action. Capuro and Hjørland argue that in instances where decisions need to be made accurate, timely and relevant, information should be consulted to ensure that the informed decisions are made. Zawislack, (2003) stipulates that the quality of the decision relies on the information available.

2.3.4 Information Needs of the Parliamentarians

According to Case (2000), information need is recognition that your knowledge is inadequate to satisfy a goal that you have. The type of information a user need depends on the user of the information. Ocholla & Ojiambo (1993), denotes that a primary responsibility of libraries is to determine the information needs of the community being served and a library service begins with the identification of these needs and the particular areas of needs. Wilson (1996), denotes that the experience of a need can be discovered by deduction from the behavior or through the reports of the person in need and mentions three types of a need as need for new information, need to elucidate the information held and need to confirm information held. Case (2000) describes information need as recognition that one's knowledge is inefficient in meeting that given goal. The type of information needed depends on the person who is going to utilize that particular information. Different types of libraries exist because of the different needs of its users. For example a school library is created to meet the information needs of pupils or students of that particular school while a public library is created to meet the general

public. According to Watt, L. (2008), Access to reliable, timely information is essential to the proper functioning of democratic legislatures and in their legislative role, parliamentarians need information as they monitor issues, develop policy decisions, predict consequences and influence government decision making and as a role of overseeing the executive, they need information in order to monitor the success of the ongoing programs and identify areas of weakness.

2.3.5 Use of the Library and Information Services

According to the four of the five laws of the library science by S.R Ranganathan he states that 'books are for use, every book its reader, every reader his book, save time of the reader'. All these emphasize on satisfying the needs of the users. The Kenya Parliament library is a special library that is limited to a particular group of users. Ocholla & Ojiambo (1993) says that the best way of identifying and knowing about the users, their information needs and their information gathering habits is by carrying out a user study which enable the information service manager to determine exactly how, and what direction the information service should develop in order to meet the needs of the information user. Uga mentions the two kinds of failure in library use as stock failure and reader's failure. The stock failure is the library's failure to acquire or produce the materials needed by the patron. The reader's failure has two aspects; bibliographical and physical. Bibliographical aspects involve the reader's inability to find the item sought in the library catalogue while the physical aspect is the failure to locate the materials housed in the library (Ugah, 2007).

2.3.6 Information Seeking Strategies

The electronic systems of storing and retrieving information are used by increasing numbers of people who are who are not specialists and the trends is likely to persist. The use of electronic systems by novice or casual users is driven by hardware developments like personal computers and optical storage as well as software developers such as menu driven user friendly interfaces and pseudo intelligent front ends. The challenge to the information professionals is to design efficient and effective search systems and databases to the end users alike. The challenge of the end user is to understand the many facets of the information seeking process so that they can make full use of the emerging systems (Marchionini, G. 1989). Lau, (2001) argues that although librarians had assumed the role of user information educators, their work tend to occur in isolation. Teamwork is needed to make library instruction part of the learning process and that publicity services provided in an information institution which plays a big role in influencing how its resources are utilized and how the users seek for information.

2.3.7 Information Sources

In libraries we have a variety of the sources of information. They can be classified into two; the primary sources and the secondary sources. The primary sources include the direct description of any occurrences by an individual. Secondary sources include publications written by authors in the course of events. A fundamental requirement for information seeking is that some source of information should be accessible (Wilson, 1996). Lack of easily accessible source may inhibit information seeking altogether or may impose higher costs than the inquirer is prepared to pay. If a seeker of information discovers that an information source is unreliable in the quality and accuracy of the

information delivered he or she is likely to the source as lacking credibility (Wilson, 1996).

2.3.8 Accessibility to Information Materials

A library's success depends upon the availability of information resources accessible to those who need them. The growth of knowledge, especially in science and technology, has turned attention to the problem of bibliographical or intellectual access to recorded knowledge. Availability of information sources means their presence is made available for their immediate use (Aguolu, 2002). Aguolu says that resources may be available in the library and even identified bibliographically as relevant to one's subject of interest but the user may not be able to lay hands on them. Ugah argues that the more accessible information sources are, the more likely are to be used (Ugah, 2008).

2.3.9 Library Information Services

The diversity of the services depends on resources available for a given library, the nature of information user and the type of the library, the common services offered to libraries are; Provision of information materials or documents in their original form, Referral and reference services, Current awareness information services, User education or guidance services, Information exchange services/ inter-lending services, Reprographic services, Literature Searches, Translation services, Lending services and Information searching and retrieval services as well as internet services (Ocholla and Ojiambo, 1993). Besides enabling physical access to collections, libraries have to be organized for rendering information services such as instructions in the use of library catalogue and reading materials, reference service, and information dissemination (Dhawan, 2002). Billington (1988) identifies the seven library values as service, quality, effectiveness, innovation,

participation, staff development, and fairness and puts service as fundamental value and mention the task of the library information unit as providing information support to Members of Parliament.

2.3.10 Challenges Experienced while using Parliament Library

Wilson in his model information seeking behavior identified the following elements in information seeking; the situation within which a need for information arises, the barriers that may exist to either engaging in information seeking behavior or in completing a search for information successfully and information seeking behavior itself. Challenges may arise in the selection of information resources, organizing them and providing direct services. A fundamental challenge facing emerging Parliaments is the environment in which Parliamentarians and other actors can engage fully in the process of informed decision making (Laundy, 1980). In this case, Ologbonsaiye (1994) mention noise from traffic and others users' conversation as negative environmental factors while Uheghu (2008) mentions location and language as environmental factors that hinders the use of information. Griffith (2008) identified major challenges in parliamentary libraries as locating the information that specifically responds to a member's request, identifying what is most useful, ensuring that someone has the correct version of a document, providing links to other relevant information and organizing the accumulated materials in a version that is more easy for busy parliamentarians to use. Ugah identifies poor infrastructure as hindrance information needs since access and use of information depends on facilities such as internet, telex, fax, computers, postal service and the supply of electricity. Quality service depends on the quality of staff. Ifidon (1995) argues that some library staff lacks a clear perception of their service mission. Dipeolu (1992) states

that some librarians refuse to soil their hands casting themselves as administrators, clerks and messengers minister to library patrons. When professional librarians and other employee fail to make adequate use of their knowledge and skills, access to information is affected (Ugah, 2007).

2.3.11 Chapter Summary

Chapter two of the study was divided into two parts. Part one deals with theoretical framework and part two deals with literature review. Three theories related to library and information use considered relevant to the study were; information seeking Model by Krekelas, the information search model by Kulthaus, and A general model of information seeking behavior (Wilson's Model 1981). Various sources of literature were consulted to give the researcher an over view of the study in question.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents a detailed description of the selected research design. It describes in detail what was done and how it was done. Afolabi (1991) defines methodology as the operational blue print that the researcher plans to employ in accomplishing the objectives of the study. It gives details regarding the procedures used in conducting the study. The results collected are determined by the research methods used. It is therefore, important to choose the best methods for quality and reliable data. The steps involved in the conducting the study should be described in detail to help the researcher understand one's study especially where replication may be desired (Mugenda, 1999).

3.2 Research Methodology

Research methodology is the detailed procedure used to answer the research questions. Methodology includes adscription of research design, sampling techniques, instrumentation and data analysis.

3.3 Research Design

Research design is the plan or strategy of how the study is going to be conducted. It is the pattern to which the research intends to follow. The two main research strategies include; qualitative and quantitative. Within each strategy, either qualitative or quantitative, there are several designs such as survey, case study, experimental and historical. In this study,

the researcher carried out a survey to collect quantitative information from a sample population with opinions that gave a representative results.

3.3.1 Study Population

The study population is the target population to which a researcher wants to generalize the results of the study. In this case, the study population was the population of Members of Kenya National Assembly who were 350 in number (290 elected, 47 women representatives each elected by registered voters of each county, 12 nominated members and 1 ex-official).

3.3.2 Study Sample

This is a smaller group obtained from accessible population (Mugenda, 1999). In this study, the study sample was 89 Members of the Kenya National Assembly equivalent to 26% of the study population of 350 Members of the National Assembly. The researcher chose all the 89 Members of the National Assembly who had previously served in the last parliament to be represented in the study sample because of their familiarity with the library operations and services and therefore gave results that were accurate and reliable to be used to answer the question under study.

3.4 Sampling

Sampling is the process of selecting a number of individuals for a study in a way that the individuals selected represents the larger group from which they were selected (Mugenda, 1999). Sampling is done usually because it is impossible to test every single individual in the population. In this study, it was not easy for the researcher to investigate the entire

population of 350 Members of the Kenya National Assembly and chose to take a sample of 89 Members to represent the entire population.

3.4.1 Sampling Methods

There are two types of sampling methods, the probability sampling and non-probability sampling. Probability sampling is where each sample has equal opportunity of being selected. Non probability sampling is when the researcher is not interested in the sample that is representative to the population. In this study, the researcher used non probability sampling method to select Members of Kenya National Assembly from the categories of those serving for the first time and those who have served for more than one term in order to achieve the required representation.

3.4.2 Sampling Techniques

This is a description of the strategies which the researcher employs in selection of representative elements from the target population. The types of probability sampling techniques includes; simple random sampling, stratified sampling, cluster sampling and systematic sampling.

Non-probability sampling techniques includes; purposive sampling, snowball sampling and convenient or accidental sampling and simple random probability sampling. In this study, researcher used purposive sampling to identify and select members of the National Assembly who have previously served in the past parliament.

3.5 Data Collection Methods

Data collection is an important aspect of any type of research and the methods for data collection vary depending on the design the researcher choose to use. Data collection

methods include; administration of questionnaires, interviews, observation and focus group. However, in this study, the researcher employed administration questionnaire and personal interview methods in collecting data about the use of library and information services by Members of the Kenya National Assembly. Administration of questionnaire was important method of data collection because it gave the respondents time to consult with colleagues for reliable answers to the questions asked while personal interview helped the researcher to clarify the information that was provided during the study.

3.6 Data Collection Instruments

The researcher prepared a questionnaire with both structured and unstructured questions to be answered by the Members of the Kenya National Assembly which was used as data collection instruments. The researcher also prepared an interview schedule for the 24 chair persons of various departmental committees, majority and minority leaders, Clerk of the National Assembly, Director General, Director Library and Information Research Services and the deputy director library information research services who also head the library section.

3.6.1 Procedures For Data Collection

The researcher obtained a research permit from the National Commission for Science and Technology & Innovation as a requirement by the government of Kenya for any researcher conducting any research in the country. The researcher then wrote a letter of introduction to the Clerk of the National assembly seeking permission and assistance while conducting research on the assessment of the factors contributing to the low usage of the library by of Members of Kenya National. The researcher with the approval from

the Clerk of the Kenya National Assembly distributed the questionnaire to the Members of the National Assembly included in the study sample and organized for appointments for the 24 chair persons of various departmental committees, majority and minority leaders, Clerk of the National Assembly, Director General, Director Library and Information Research Services and the deputy director library information research services who also heads the library department and performs the duties of the chief librarian.

3.7 Validity and Reliability of Data Collection Instruments

Validity and reliability are the key indicators of the quality of the measuring instruments. The researcher ascertained to whether the data collection instruments were valid and reliable after carrying out pilot study.

3.7.1 Validity of Data Collection Instruments

Validity refers to the degree in which test of other measuring device is truly measuring what it is intended to measure in other words, do research instruments used yield intended results (Joppe, 2000). A pilot study was undertaken to pre-test the questionnaire as data collection instrument in order to improve its reliability and validity.

3.7.2 Reliability of Data Collection Instruments

Reliability is defined as a measure of the degree to which a research instrument yields consistent results (Mugenda, 1993). In this study, pilot survey was undertaken to assess the reliability of data collection instruments. The researcher used a questionnaire as a data collection instrument to ensure consistency of the results with minimal errors.

3.7.3 Pretesting the Data Collection Instruments

The researcher used a pretest checklist in testing for validity and reliability of the data collection instruments. Pilot study was undertaken using a pretest checklist and the questionnaire. A pretest checklist together with the questionnaire was supplied to 5 Members of the Kenya National Assembly not included in the study sample for filling. The results of the recordings that were made revealed that the questionnaire had questions that were clear, simple and in a language that was well understood by the participants. This sensitized the subject by ensuring that it worked well in the main study.

3.8 Ethical Consideration

The researcher gave assurance on the security of the information that was to be provided in the course of the study would be treated in total confidence and not to be used anywhere for any other reason other than the initial purpose to which it was intended to serve. An assurance was also given on security of information and all documents that were to be provided, used and quoted as it was to be appreciated and acknowledged in order to avoid cases of plagiarism.

3.9 Chapter Summary

Chapter three is the research methodology and deals with research methods, study population and study sample, sampling methods and techniques, data collection methods and instruments and their validity and reliability and ethical consideration. The study population was the population of the 350 Members of the Kenya National Assembly and the study sample included the 89 members of the National Assembly who had previously

served in the last parliament. The researcher employed random sampling method and adopted purposive sampling technique in studying the population. The data collection methods involved the administration of questionnaire and interview and interview schedule and questionnaire used as tools for data collection. Testing for validity and reliability of the data collection instrument was done through pilot study. A letter of introduction was written by the researcher to the Clerk of the National Assembly seeking for permission to conduct the research and stating the purpose to which it was intended to serve.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter analyses and interprets the findings of the study collected with the help of questionnaire and interview schedule. The result of the research question was interpreted in form of tables and percentages to give simpler understanding of the meaning of each item being represented and made easier for the researcher to interpret and mode was used as a measure of tendency. The questionnaire was supplied to 89 respondent and 90% of the respondent that is equivalent to 80 members of the national assembly returned the questionnaire. The findings of the study was heavily based on the respondents of the questionnaire and verified through results of the interviews. The findings and discussions are presented under the following;

- i. Respondent bio-data
- ii. Information needs
- iii. Information use
- iv. Information sources
- v. Information services
- vi. Challenges of information use at the Kenya parliament library
- vii. Ways of enhancing library service delivery

4.2 Respondents Bio-Data

It was important for the researcher to investigate basic information on members of the National Assembly in relation to age academic and professional qualification to learn more about the respondent's ability to respond to the questionnaire and whether any of this elements had in any way impacted on the usage of the library. Afolabi, (1991) argues that information required vary according to age, interest and the level of literacy among the potential users. People with different age may differ in their way of conducting search while accomplishing certain goals.

4.2.1 Age Representation of the Members of Parliament

People with different age may differ in their way of conducting search while accomplishing certain goals. On the questionnaire 80 respondent responded to the questionnaire and the response are as follows; 11(14%) of the respondent were aged between 18 -35, 32(40%) aged between 36-45, 28 (35%)aged 46-60 formed and 9 (11%) were aged above 60.

Table 2: Age Representation

Age	Number	Percentage
18-35 years	11	14%
36-45 years	32	40%
46-60	28	35%
Above 61 years	9	11%
Total	80	100%

Table 2 above is shows that Kenya National Assembly is dominated by people aged between 36 to 60 and can actively use the library to make informed decisions.

4.2.2 Academic and Professional Qualification of the Parliamentarians

People with different level of education and in different careers do not look for information in a similar way. An engineer whose work is to construct may not look for information the same way a scientist would do. The engineer would just want basic facts on how to do it while a research scientist would go deep into the information sources to find out how that came into being, what is it like today and how it is expected to be in near future. On the questionnaire, 50% (40) of the respondent indicated that they held Bachelor degree, 25(31%) post graduate degree, 11(14%) held Doctorate and 4(5%) held certificate and Diploma courses.

Table 3: Professional and Academic Qualifications of the Members of the National Assembly

Professional qualification	Number	Percentage
Certificate & Diploma	4	5%
Bachelor's Degree	40	50%
Master's degree	25	31%
Doctorate	11	14%
Total	80	100%

Table 3 above revealed that majority of the parliamentarians have bachelor's degree and master's degree a qualification that made them have greater chance to seek and use information that is relevant and up to date. It is also a requirement by the constitution of Kenya for a person to be eligible to become a member of parliament when he/she satisfies any educational, moral and ethical requirements as prescribed by the constitution or by an Act of parliament. The researcher interviewed the Clerk of National Assembly and was informed that unlike other parliaments, the eleventh parliament had members who were highly qualified and needed high level of information to carry out their political responsibilities of law making.

4.3 Information Needs of the Members of Parliament

The library plays a role in matching information needs of a user with information contents of documents. Wilson's second model of 1981 is based upon the propositions that information need is not a primary need, but a secondary need that arises out of needs of a more basic kind and that in the effort to discover information to satisfy a need, the enquirer is likely to meet with barriers of different kinds. Afolabi (1991) denotes that information needs varies according to the age, interest and level of literacy of a given user. Parliamentarians need the right information at the right time to effectively represent the people.

The question on information needs was meant to help the researcher identify the information needs of the parliamentarians and the frequency to which the information was needed in carrying out their political responsibilities.

4.3.1 Purpose of Information Needed by Members of Parliament

When asked why they needed information, 13 (16%) of the respondents said they needed information to help them understand the current issues in politics and economy of the country, 7 (9%) of the respondents needed information to help them monitor issues, 10 (12%) needed information for problem solving, 11 (14%) needed factual data to help them in influencing the government decision making, 15 (19%) needed information in preparation parliamentary debates and drafting of Bills, 9 (11%) needed information to help in the development of policy solutions, 12 (15%) needed information to answer parliamentary questions while 3 (4%) needed information to help them predict consequences.

Table 4: Purpose of Information Needed by Members of Parliament

Information needs	Number of respondents	% of the respondent
Understanding current issues in politics and economy	13	16%
Monitor issues	7	9%
Problem solving	10	12%
Influence government decision making	11	14%
Preparation of parliamentary debates and drafting of Bills	15	19%
Develop policy solutions	9	11%
Answering parliamentary questions	12	15%
Predict consequences	3	4%
Total	80	100%

Table 4 above revealed that members of parliament needed information to help them in the preparation of parliamentary debates and drafting of Bills, understand current issues in politics and economy, answer parliamentary questions and influence government decision making. These therefore requires parliament library to actively find means of acquiring and providing information relevant in meeting the information needs of the parliamentarians.

4.3.2 Challenges Encountered in Meeting Information Needs of Parliamentarians

In meeting information needs, the respondents listed the following challenges; 20(25%) inadequate and outdated resources, 16 (20%) unstable internet, 23 (29%) inadequate reading space, 12(15%) inadequate reading space and furniture, 09 (11%) inaccessibility to information sources.

Table 5: Challenges in Meeting The Information Needs by the Parliamentarians

Challenges	Number of Respondents	% of the Respondent
Inadequate and outdated resources	20	25%
Unstable internet facility	16	20%
Inadequate reading space	23	29%
Inadequate reading space and furniture	12	15%
Inaccessibility to information sources	09	11%
Total	80	100%

Table 5 above revealed the majority of the parliamentarians failed to meet their information needs because of inadequate reading space, inadequate and outdated resources and unstable internet. Parliamentarians need a well-organized information system to help them carry out their political roles of representation, law making, answer parliamentary questions and influence government activities. However, this is not the case as the situation on the ground reveals otherwise. The researcher interviewed the head of library section and was informed that parliament management neglected the library and information system and gave priority to other sections which they thought were more important to law makers. The researcher was also told that the management rushed into quick decision of interrupting library services to relocate library facility from its original space allocated to just another office space away from its users to create room for offices of the clerks.

4.4 Information Use at Kenya Parliament Library

The effectiveness of the library as an instrument of information utilization is determined by the success with which it is able to provide the user with the information that is needed. Access and use information promotes effective, transparent and accountable governance in today's complex world (Laundy, 1980) Ocholla and Ojiambo, (1993) denotes that the transfer and utilization of knowledge in any society calls for a well-established information infrastructure capable of satisfying information needs of users.

The question on information use was meant to help the researcher whether members of parliament used the library and the factors that contributed to information use.

4.4.1 Preferred Days of the Use of Information at Kenya Parliament Library

On the question about information use 10% (8) of the respondent indicated that they preferred using the library on Mondays, 16 (20%) on Tuesdays, 30 (38%) on Wednesday, 16(20%) on Thursdays, 6 (7%) on Friday,3 (4%) on Saturday and 1 (1%) on Sunday.

Table 6: Frequency of Use of Information at the Kenya Parliament Library

Days in a week	Number of respondents	Percentage of the respondent
Monday	8	10%
Tuesday	16	20%
Wednesday	30	38%
Thursday	16	20%
Friday	6	7%
Saturday	3	4%
Sunday	1	1%
Total	80	100%

Table 6 above revealed that majority of parliamentarians preferred using information provided by the library during those days when parliament was in session (Tuesday, Wednesday and Thursday) and particularly on Wednesday when parliament had two sessions. This clearly indicates that parliamentarians failed to spare most of their time to read and get information needed to debate in the House in advance but visited the library

to look for information on topics that were being discussed. While a few wanted information on Saturdays and Sundays, parliament library did not open its services on weekends and public holidays. These demands for a few individuals requires parliament library to be opened 7 days a week to cater for this information needs.

4.4.2 Factors Contributing to use of Information at Kenya Parliament Library

The respondents were asked to identify the various factors that led to the use of information at the library and the response was as follows; 11 (14%) identified information technology infrastructure, 18 (23%) ease of use of information provided, 20 (25%) availability and uniqueness of information sources, 19 (24%) specialized information services, 07(8%) support from the library staff and 05 (6%) accessibility to information sources.

Table 7: Factors Contributing to Information Use

Factors leading to information use	Number of Respondent	% of Respondent
Information communication technology infrastructure	11	14%
Ease of use of information sources	18	23%
Availability and uniqueness of information sources	20	25%
Specialized information services	19	24%
Support from the library staff	07	8%
Possession and use of necessary information retrieval tools	05	6%
Total	80	100%

Table 7 above reveals that majority of the parliamentarian used the library because of the availability and unique sources of information, specialized services and ease of use of information. The researcher was informed by the head of the library section that parliament library was a special library in nature meant to serve the parliamentarians and therefore offered unique services through networking with other parliament libraries and ensuring that it keeps to the standards of the world parliaments.

4.5 Information Sources Found at the Kenya Parliament Library

The library is tasked with the responsibilities of providing accurate and up-to-date information to the parliamentarians. This information should be quickly accessible, precise and detailed enough to help the parliamentarians pay their responsibilities of representation of the people.

4.5.1 Print Information Sources

The question on print information sources was meant to help the researcher identify whether the library was well equipped information sources needed by the parliamentarians in carrying out their political roles. The respondents were asked to list various print resources found at the Kenya parliament library and identified the following; 13 (16%) Government publications 10 (12%) identified books, 8(10%) daily and foreign newspapers, 3(4%) magazines, 2(3%) journals, 15(19%) parliamentary reports, 5(6%) Minutes of the proceeding and other papers related to the proceedings, 7 (9%) Resolutions passed by parliament 1 (1%) bibliographies, 1 (1%) directories as shown in the table below;

Table 8: Examples of Print Information Sources Found at the Library

Type of print information sources	Number of respondents	% of the respondents
Government publications	13	16%
Books	10	12%
Hansards	15	19%
Daily and foreign Newspapers	8	10%
Magazines	3	4%
Journals	2	3%
Parliamentary reports and other parliamentary publication	15	19%
Resolutions passed by parliament	7	9%
Minutes of the proceeding and papers related to the proceedings	5	6%
Bibliographies	1	1%
Directories	1	1%
Total	80	100%

Table 8 above revealed that the majority of the print information materials found at the Kenya parliament library were Hansards, parliamentary reports and other parliamentary publication and government publications, government publications, books and both daily and foreign newspapers. The researcher was informed by deputy director information and research services during the interview that, newspapers from within and outside Kenya were commonly used by the parliamentarians because they wanted to update themselves on current affairs though the library stocked a lot of information materials on various subjects some of which were not being used.

4.5.2 Disciplines Most Commonly Sought at the Kenya Parliament Library

The respondents were asked to identify the various subjects they consulted at the Kenya parliament library and their response was as follows; 15 (19%) indicated that they used documents on law, 20 (25%) politics and government, 5 (6%) religion, 3(4%) statistics, 10(12%) social science, 10(15%) management, 8(10%) History and Geography, 9(6%) story books/fictions, 2(3%) medicine as indicated in the table below.

Table 9: Disciplines Sought at Kenya Parliament Library

Title	Number of respondent	% of respondent
Law documents	15	19%
Politics and government	20	25%
Religion	5	6%
Statistics	3	4%
Social science	10	12%
Management	12	15%
History and government	8	10%
Medicine	2	3%
Story books, novel and fictions	5	6%
Total	80	100%

Table 9 above revealed that the majority of the documents stored at the Kenya parliament library dealt with politics and government, law and management. The researcher was informed by the head of the library section that the library was an important source of

information for honorable members and was designed to provide superior with up to date knowledge on all aspects of life and on short and long term policies of the government.

4.5.3 Adequacy of Information Sources Provided to the Parliamentarians

The respondents were asked to state whether information sources found at library were adequate to be relied on for information needed by the parliamentarians and gave the following response; 48(60%) of the respondent indicated that the information provided to the was inadequate, 20 (25%) barely adequate and 12 (15%) indicated that it was adequate.

Table 10: Adequacy of Information Sources

Adequacy of the sources of information	Number of respondents	% of the total respondent
Inadequate	48	60%
Barely adequate	20	25%
Adequate	12	15%
Total	80	100%

Table 10 above revealed that majority sources of information availed at the library was inadequate and could not be relied on by the parliamentarians in carrying out their political responsibilities. The researcher was informed by the head of the library section that information provided at parliament library was not only confined within the library's collection but possible sources such institute of research and higher education and other bodies dealing with specific subjects was called upon to assist when certain information was needed.

The researcher was also told that through inter library lending services, the librarian borrowed publications from other libraries to meet the requirements of individual members and that the library had a lot of information materials but in separate buildings making it had to be accessed by the members of parliament.

4.5.4 Challenges of Using Print Information Sources at the Kenya Parliament Library

Library resources when adequately provided and used could lead to highly informed policy makers. The respondents listed the following as challenges they encountered while using the print information sources; 20(25%) limited support from library staff, 12(15%) out dated information sources, 10(12%) limited reading space, 8(10%) inadequate and unreliable information sources, 14(18%) time wastage in locating the right document 16(20%) lack of information retrieval tools as shown in the table below;

Table 11: Challenges of Using Print Information Sources

	Number of respondent	% of respondent
limited support from library staff	20	25%
Out dated information sources	12	15%
Limited reading space	10	12%
Inadequate and unreliable resources	8	10%
Time wastage in locating the right document	14	18%
Inadequate information retrieval tools	16	20%
Total	80	100%

In table 11 above indicated that majority of the parliamentarians did not use the print information sources availed at the library because they lacked enough support from the library staffs, inadequate information retrieval tools, wasted a lot of in locating the right document, outdated information sources, limited reading space, and inadequate and unreliable information sources. The researcher interviewed the head of the library department and was informed that parliament library relocated its resources to just another office space with no specification for a library in order to create room for the offices of the senate.

The researcher's interview with the deputy director information research services revealed that in Parliamentary affairs, library staffs were commonly known to be the main support to the organization of parliament as were involved in the accomplishment of successful parliamentary tasks, including the operation of legislative procedure, orienting new legislators, providing advice, setting frameworks for debates, interpreting and transmitting the opinion of the executive to the members.

4.5.5 Electronic Sources of Information Found at the Kenya Parliament Library

The shift from the printed forms of information resources to electronic information materials ought to lead to better quality, efficient and effective products. On the questionnaire, the respondent were asked to identify the electronic information sources they used while at the library and gave the response as follows; 20(25%) identified internet, 2(3%) e-books, 7(9%) audio tapes, 1(1%) CD-ROM, 3(4%) radio, 30(37%) television, and 17(21%) parliamentary websites as indicated below;

Table 12: Type of Electronic Sources Found at the Kenya Parliament Library

Type of electronic resource	Number of respondent	% of the respondent
Internet	20	25%
Electronic books (e-books)	2	3%
Audio tapes	7	9%
CD-ROM	1	1%
Radio	3	4%
Television	30	37%
Parliament website	17	21%
Total	80	100%

Table 12 above revealed that majority of the parliamentarians used television, internet and parliamentary website to get information required in carrying out the parliamentary duties. Through interview with the head of the library section, the researcher was informed that the library subscribed to a number of e-books and e-journals which was not being used by the members of parliament. The researcher was also informed that parliamentarians failed to spare time to look for information from various sources found at the library.

4.6 Location, Access and use of Information Materials at Kenya Parliament Library

The rationale behind organization of information materials is to facilitate its access, retrieval and utility in meeting the needs of a user. One reason for user dissatisfaction with the services provided by libraries is the difficulties experienced when trying to

access and retrieve the relevant information. The problem associated with inaccessibility could be minimized or perhaps eliminated if a retrieval device such as catalogues, indexes and abstracting services were improved. The question on the location, access and retrieval of information was meant to help the researcher identify whether parliament library was well located, organized and accessible to be used by the parliamentarians.

4.6.1 Information Retrieval Tools Found at Kenya Parliament Library

The respondents were asked to identify the various information retrieval tools that they used at the library to access and retrieve information and the response was as follows; 12% (10) card catalogue, 6(8%) card kardex, 13(16%) accession register, 5(6%) indexes, 2(3%) bibliographies, 30 (37%) files and folders, 11(14%) online catalogue while 3(4%) directories as shown in the table below;

Table 13: Types of Information Retrieval Tools Found at Kenya Parliament Library

Information retrieval tools	Number of respondent	% of respondent
Card catalogue	10	12%
Card kardex	6	8%
Accession register	13	16%
Indexes	5	6%
Bibliographies	2	3%
Files and folders	30	37%
Online catalogue	11	14%
Directories	3	4%
Total	80	100%

Table 13 above revealed that parliamentarian mostly used files and folders, online catalogue and card catalogue to access information kept at the library. During the interview with the head of the library section, the researcher was informed that librarians prepared some manual retrieval tools to help in the location and access to information sources in the library. Such tools found at the Kenya parliament library included the card catalogue, card kardex, index, bibliography, file and folders and accession register. The researcher identified that the manual retrieval tools were not being updated and used as indicated below;

- **Indexes**

The researcher identified that, indexes found at parliament library included the subject indexes for journals and the visible index that is the card Kardex used for periodicals. The researcher learnt that though indexes were important tools for information retrieval, those which existed at the Kenya parliament library were not up to date and were no longer being used.

- **Bibliography**

This was described as a list of items restricted in coverage by some feature, like the subject or place of publication. Through interaction with the head of the library section, the researcher learnt that parliament library stored the Bibliography supplied to them by the Kenya National Library. The bibliography was limited in coverage and contained only items published by Kenyans and on Kenya.

- **Files and Folders**

The researcher was informed by the head of the library section that parliament library stored documents search as committee reports, annual reports of the auditor general, Acts and Bills and other loose materials that deemed to be of value in files and folders that were well labelled for quick retrieval.

- **Library Catalogue**

According to the American Library Association (ALA) dictionary, a library catalogue is list of items held in the library collection. The researcher was informed by the head of the library section that the library had both card catalogue and online catalogue that were no longer in use. The card catalogue was not being updated and had been thrown in the archive while the online catalogue lacked qualified person to manage and had failed.

4.6.2 Challenges in Location, Access and use of Information at the Library

The respondents were asked to identify the problems they encountered while locating, accessing and retrieving information at the library and the response was as follows; 25% (20) Internet fluctuation, 16(20%) scattered information sources, 14(18%) inaccessibility to the right information, 8(10%) limited support from staff, 4(5%) poorly organized materials, 18(22%) unreliable information retrieval tools as indicated in the table below:

Table 14: Challenges in Location, Access and Retrieval of Information at Parliament Library

Problems of information retrieval	Number of respondents	% of respondents
Internet fluctuation	20	25%
Scattered information sources	16	20%
Inaccessibility to the right information	14	18%
Limited support from staff	8	10%
Poorly organized materials	4	5%
unreliable information retrieval tools	18	22%
Total	80	100%

Table 14 above revealed that internet fluctuation, unreliable information retrieval tools and scattered information sources were major the problems associated with location, access and retrieval of information by members of parliament at the Kenya parliament library.

The researcher interviewed the deputy director information and research services who also heads the library department and was informed that parliament library had both manual and automated information retrieval system. And that, library had employed KOHA software as integrated library management system that had modules for Classification and Cataloguing, Serial control, Circulation, loaning, returns, fining, and costing but failed most frequently making it had for the librarians to effectively perform

their library duties. The researcher was also informed that the library was in its initial stages of automating its services to facilitate the information access and use. The researcher during the interview with the head of library section noticed that the librarians had not been trained to manage the library system and depended so much on the Information technology personnel who never committed themselves to make the system work. The researcher in the interview with the head of the library department suggested the following;

- **Cataloguing of Library Materials;** the researcher described this as the process of describing documents held in the library collection and providing entry points to them. The researcher in the findings noted that, there was no cataloguing unit within the library and that any staff of the library could do cataloguing regardless of the academic and professional qualification and the grade a librarian was holding and advised for such units to be established.
- **Classification of Library Materials;** The researcher described classification as a process of grouping together things according to some common characteristics which could also mean the process of determining the main subject, subsidiary subject and secondary characteristics of the document and expressing them by the most appropriate notation derived from a classification scheme. Based on the information given to the researcher by the head of the library section during the interview, the researcher learnt that parliament library had adopted Dewey Decimal Classification Scheme (DDC) scheme to come up with the class numbers of the library materials though it was a rare activity of the library staff who had relaxed so much in their core role of organizing the library materials. The researcher however advised on the

importance of staff engagement in the activity of organization of information materials to facilitate information use.

- **Indexing of Library Materials;** the researcher described indexing as a process of selecting the most appropriate terms to represent the intellectual content of a document. At parliament library, the researcher was informed by the head of the library section during the interview that indexing was done to paper cuttings, Acts of parliament and periodicals and that subject index and visible index were maintained. The card kardex served as an example of the invisible index catalogue. Its record included all the periodicals that were found at the library. The kardex cards were arranged alphabetically according to the title of the periodicals. The researcher was informed that, three librarians were responsible for preparing indexes on topical issues like corruptions in the country, Constituency Development Funds (CDF), Government issues and any other information pertaining parliament though this activity was rarely done by the responsible persons as was revealed by the information given to the researcher that reflected records of the past.

4.7 Kenya Parliament Library Services

The services provided by any library will always depend on the resources available. The question on library service was meant to help the researcher identify the various levels of information services and the type of services offered at the Kenya parliament library and whether the library services were satisfying the needs of the parliamentarians. When asked about the level of services at parliament library, 45 (56%) identified it as reactive, 10(13%) assertive and 25(31%) passive as shown in the table below.

Table 15: Level of Library Services at Parliament Library

Level of service	Number of the respondent	% of the respondent
Passive	25	31%
Assertive	10	13%
Reactive	45	56%
Total	80	100%

Table 14 above shows that majority of the parliamentarians recognized the level of service offered at parliament library as reactive since librarians were always there to respond to all kind of inquiries made and the information request were normally directed to them. The researcher's interview with the head of the library section revealed that the librarian played their responsibilities of organizing the information materials and as well assisted the library users in using those materials.

4.7.1 Services Offered to the Members of Parliament

The respondents were asked to list the various services they obtained at the Kenya parliament library and their response was as follows; 15(19%) identified photocopying services, 6(8%) lending services, 4(5%) research services, 8(10%) provision of documents in its original form, 10(12%) reference and referral services, 15(19%) current awareness services, 9(11%) provision of reading rooms, 13(16%) internet services as shown below;

Table 16: Services Offered to Members of Parliament

Type of service	Number of respondent	% of the respondents
Photocopying services	15	19%
Lending services	6	8%
Research services	4	5%
Provision of documents in its original form	8	10%
Reference and referral services	10	12%
Current awareness services	15	19%
Provision of reading rooms	9	11%
Internet services	13	16%
Total	80	100%

From table 16 above, majority of the parliamentarians identified current awareness and photocopying services as the main services obtained at the Kenya parliament library. However, by interviewing the head of the library section, the researcher was informed the library had a television and stocked both local and foreign newspapers to update the library users on current affairs. Although the Kenyan case presents a rarity of finding reproduction machines especially the photocopier in the library, the Parliamentary Library with its unique nature had this facility. Photocopying services at Parliamentary Library was highly demanded since parts of documents and publications stocked by the

library were required from time to time over a short notice during plenary or committee proceedings. Library staffs were therefore keen in meeting this need as it arises.

4.7.2 Ways of Accessing Services at the Kenya Parliament Library

The respondents were asked to identify the methods of receiving library services at the Kenya parliament library and their response was as follows; 15(19%) of the respondent said they received the library services through telephone calls, 5(6%) visited the library, 10(12%) send mails, 8(10%) visited parliamentary website, 2(3%) send letters, 5(6%) preferred sending messages while 35(44%) used their personal Assistant to get the library services as indicated in the table below;

Table 17: Accessing Parliament Library Services

Methods of access	Number of Respondents	% of the Respondent
Telephone calls	15	19%
Personal visit to the library	5	6%
e-mail	10	12%
Parliamentary website	8	10%
Sending letters	2	3%
Sending text messages	5	6%
Using personal assistant to get information	35	44%
Total	80	100%

Table 17 above revealed that majority of the parliamentarians depended on their personal assistants to get information that they needed in carrying out their political responsibilities while some made telephone calls, and send e- mails to the librarian in search for information. Minority of them used parliamentary website and text messages while looking for information. This was confirmed by the head of the library section who informed the researcher that that parliament library provided a wide range of services and offered a number of different products but members of parliament never spared their time to use the library whose most universal function was to act as a home for books and other library materials for use by legislators and served as an archive of parliamentary documents.

4.7.3. Quality of Services Provided at the Kenya Parliament Library

The respondents were asked to rate the quality of services offered at the Kenya parliament library. 55(70%) of the respondent indicated poor while 25(30%) indicated good as shown in the table below;

Table 18: Quality Of Services Provided at Kenya Parliament Library

Quality of service	Number of respondent	% of the respondent
satisfied	25	30%
Not satisfied	55	70%
Total	80	100%

Table 18 above revealed that majority of the parliamentarians were not satisfied with the kind of services offered by library. Based on the fact that the effectiveness of the library as an instrument of information utilization is determined by the success with which it is able to provide

the user with the information that is needed, the researcher was informed by the head of the library section that staffs of parliament library worked hard to provide services to the parliamentarians who failed to adequately use these services.

4.8 Enhancement of Parliament Library Service Delivery

The question on enhancement of the library service delivery was meant to help the researcher evaluate the quality of services offered by the librarians in order to come up with ways of enhancing library service delivery. The respondents were asked to rate the staff performance in the relation to their Communication skills, Attentiveness to users, Attractiveness, Politeness, Patience of staffs in dealing with clients, Ability to interpret questions and accomplish assignments, Conversant with library services, Knowledge of the library collection, Information communication technology skill and Public relations and the response was as indicated in the table below;

4.8.1 Assessment of Parliament Library Staff Performance

The respondents were asked to comment on the ability of staffs in offering services to the parliamentarian and the overall response was as follow; 327(41%) of the respondent termed it as poor, 285(36%) fair and 188 (23%) termed it as good.

Table 19: Assessing Staff Performance

Staff assessment	Good	Fair	Bad	number of respondent
Communication skills	11	34	35	80
Attentiveness to users	15	32	33	80
Attractiveness (Neat and smart)	35	20	25	80
Politeness	12	33	35	80
Patience of staffs in dealing with clients	10	22	48	80
Ability to interpret questions and accomplish assignments	20	35	25	80
Conversant with library services	15	32	33	80
Knowledge of the library collection	20	15	45	80
Information communication technology skill	35	25	20	80
Public relations	15	37	28	80
Total number of respondent	188	285	327	800
% of the respondent	23%	36%	41%	100%

Table 19 above reveals that, the services provided to the members of parliament by the library staffs were bad and that staffs were not patient while dealing with clients and lacked knowledge on library services. The researcher in an interview with the head of the library section learned that the librarians were well qualified both academically and professionally though they failed to apply their knowledge and skills in performing the activities of the library.

4.8.2 Ways of Enhancing Parliament Library Service Delivery

The respondents were asked to state the various ways library services could be improved and listed the following; 10(12%) training of the existing library staff, 24(30%) marketing of library services, 19(24%) improving communication in the library, 14(18%) performing user assessment test regularly, 5(6%) Establishing a collection development policy, and 8(10%) designing information service that meet users' needs as indicated in the table below;

Table 20: Ways of Improving Library Services

Activity	Number of Respondent	% of the Respondent
Training of the existing library staff	10	12%
Improving communication in the library	19	24%
Performing user assessment test regularly	14	18%
Marketing library services	24	30%
Establishing a collection development policy	5	6%
Designing information service that meet users' needs	8	10%
Total	80	100%

Table 20 above shows that service delivery could only be enhanced if the librarians marketed their services, when communication is improved in the library and when user assessment test is done regularly. The researcher interviewed the head of the library department and was informed that the librarians found it had to deliver services because

of the changes that had taken place as a result of the implementation of the new constitution that was promulgated in the year 2010 which demanded that parliament should have two Houses; the Senate and the National Assembly. This impacted negatively on the office space and forced the library facility to be relocated to another office space which could not accommodate all the activities and services of the library and as a result interrupting service delivery. The researcher was also told that the librarians though few in number and in poor working environment tried so much to help the parliamentarians get what was needed in accomplishing their political responsibilities. The researcher was also informed that there was fear in marketing the library services because the space allocated for the library did not allow it.

CHAPTER FIVE

FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

The purpose of the study was to investigate the factors contributing to low use of the Kenya Parliament library by Members of the National Assembly in order to enhance library and information service delivery. The study established that the sources of information, services and systems of information in place did not adequately cater for information needs of members of the Kenya National Assembly. The study also established various factors that contributed to low use of the library by members of the National assembly. Administration of questionnaire and interview was used as methods of data collection.

In the study, interview schedule was used to get information from the Chair persons of the 24 departmental committees, Clerk of National Assembly, Deputy Clerk National Assembly, Director General, Director Information & research services, Deputy Director Information research services and the leaders of the majority and minority. The interview was conducted to act as a confirmation to information collected using the questionnaire. The method was successful in the collection of detailed information about personal feelings, perceptions and opinions and allowed more detailed questions to be asked in order to clarify ambiguities.

5.2 Summary of the Findings

5.2.1 Objective 1. To Determine Information Needs of the Members of the National Assembly

The type of information needed depends on the person who is going to utilize that particular information. The study established that parliamentarian have diversity of information needs based on the preferences and circumstances surrounding a member. They need information to understand current issues, monitor issues in relation to the success of the ongoing programs and identify areas of weaknesses, develop policy decisions, predict consequences, influence government decision making, oversee the executive, prepare parliamentary debates and answer parliamentary questions. The study revealed that information was much needed by the parliamentarian to understand current affairs. The study findings also revealed parliamentarians acquired information required through making personal visit to the library to ask questions to the librarian, by performing personal search for information from various sources provided at the library, use of telephone calls and e-mails and some preferred sending their personal assistants to get the information that was needed to perform a given task. However, the study findings indicated that the information needs for the parliamentarians was not fully met and was attributed to the poor information system in place.

In the study findings, members of parliament were cited as primary users of the library though there was a growing craving for library services by other staff who normally come to look for certain information materials either to satisfy their personal information needs or furnish members of parliament with information so collected. The study findings

identified factors that contributed information use at Kenya parliament library as; availability and accessibility to information resources that were unique in nature, the system of information dissemination, the ease of use of information provided, the specialized kind of information services and special treatment given to them, the use of Information Technology and the support from the library staff. The study findings established that members of parliament used information provided at the library to make references, gain knowledge, to be enlightened, to be entertained, for research and for inspiration and the majority of them preferred using this information daily and especially those days when the parliament was in session. In the findings, it was revealed that the library failed to offer members of parliament with up to date, accurate, timely and reliable information that was required in accomplishing their political responsibilities and enough space for reading.

The study identified the following as factors that contributed to the use of information at Kenya parliament library;-

- **Availability of Information Sources;** Parliament library has a role to play in the provision of day to day information that will help the members of parliament in carrying out their political responsibilities. The library has a collection from as early as 1907. The library does not only store the traditional print on paper media like books, journals, newspapers, maps, but also audio-visual materials like audio cassettes, video cassettes, maps, photographs, e-books, CD-ROMs, computer software, online databases and internet.
- **Accessibility to Information Sources;** It is important to know that the availability of information resources and services does not guarantee information accessibility and

use. Despite the many resources that the parliament library has, it is not easy for the library users to access and use these resources. Accessibility is one of the pre-requisite of information use. The more accessible information sources are, the more likely they are to be used and users tend to use information sources that require least effort to access.

- **Organization of the Library Materials;** Library resources and services should be sufficient in quality, depth, diversity and currency and as well accessible to support the needs of the parliamentarians. However, this is not the case at the Kenya parliament library as the study findings reveals that information sources at the library are poorly organized and not made accessible for use by the library users. The available information sources are poorly organized and some left lying on the floor making it difficult for the librarians and library users to locate, access and use such information.
- **Familiarity on the Library Holdings;** Members of parliament only used the sources of information provided at the library that they were familiar with. This means that the librarians should market their library services to encourage the parliamentarians to make good use of the library. The librarians should engage in educating the library users about the existence of certain information sources in the library to create awareness on what is available at the library.
- **Ease of Use;** Members of parliament prefer those information sources that are already packaged and ready to use. In the findings, it was revealed that members of parliament failed to use the library not because the library was not important but

because they failed to get the information that they wanted in carrying out their political responsibilities.

5.2.2 Objective 2. Ascertain the Information Sources Available and Accessible to Members of Parliament

With the available funds, the library should acquire books, electronic information sources, newspapers, periodicals and pamphlets and other information materials needed by parliamentarians. In the research findings, the three resources found at the Kenya parliament library includes; human resource, print and non-print resources.

The librarians should serve to provide the parliamentarians with ready-made information from reliable and credible sources. They should be at par with the parliamentarian and should know their information needs and what they can do to fulfil them. They should be a key player in contributing to the progress of informed parliament. However, the study findings revealed that Kenya parliament library had a total of ten staffs appointed by the Parliamentary Service Commission and that majority of them had qualification for working at the library. At the time research was done, the head of the library section was having a Master's Degree in information science, four staffs were holding Degree certificate, four staffs had Diploma certificates and one staff had certificate in library studies.

The findings revealed that the library staffs from the post senior librarian to the level of library clerk were responsible for the organization of the information materials at the library to facilitate accessibility and use. However, that was not the case. The study finding revealed that the library information materials were poorly organized and that the

staffs were normally occupied with administrative duties which have little to do with professional library work despising professional duties related to organization of information materials through cataloguing and classification, abstracting and indexing and shelving which they considered to be inferior and below their status in establishment. This as a result hindered information use by the members of parliament.

The study identified the print resources found at Kenya parliament library as books, magazines, newspapers, journals, Bills, Acts, Kenya Gazette and legal notices, hansards, committee reports and other parliamentary papers, sound recordings, photographs, administrative records of parliamentary administration, resolutions passed by parliament, minutes of the proceedings and other papers related to the proceedings, bibliographies, directories and library catalogue. The study also identified that Kenya parliament library kept non-print (electronic) resources which included video tapes, compact discs, computer software, and television and sound recordings and that this resources were acquired through, purchase, donation, borrowing from other libraries and most of the reports generated within the institution in the course of accomplishing institutional goals while others were as well downloaded from the internet.

The study findings revealed that parliamentarians wanted certain online information sources to upgrade their knowledge but this information sources were not availed for use to members of parliament. This included; films, online newspapers, online magazines, e-books, blogs, twitter and Facebook. The study findings cited inadequacy of information resources a hindrance to the use of the library by members of parliament in carrying out their political responsibilities.

5.2.3 Objective 3. To Establish the Extent to which the Existing Information Sources met the Information Needs of Members of Parliament

The findings identified members of parliament blamed the library for they did not get enough support from the librarians, wasted a lot of time in locating the right documents, availed outdated information sources and as well lacked adequate and reliable information sources and reading space and therefore could not be relied on in meeting the information needs of the parliamentarians.

The finding identified that library staffs and users had depended so much on online catalogue for information retrieval ignoring the manual information retrieval system. However, the findings revealed that the online catalogue had failed and no one seemed to have an idea on how to go about it. Worse to it was the internet fluctuation that made it more difficult for the library to deliver its services. The finding revealed that Kenya parliament library organized its information sources using DDC scheme, AACR2, and sears list of subject heading standards and that parliament library had tools for information retrieval such as card catalogue, the accession register/list, and card kardex for periodicals which were no longer in use as they were not being up dated and therefore making it difficult for the parliamentarians to locate and access the needed information on time.

5.2.4 Objective 4. To Analyze The Kind of Information Services Provided to Members of The Kenya National Assembly

The function of the library is to determine the information needs of its users, select, acquire, organize, store, disseminate and promote the use of the library through its information holdings. The library services should work to the effectiveness of parliament

through provision of authoritative, independent, nonpartisan and relevant information that is timely and reliable for the proper functioning of the legislatures.

The librarians should not just expect the parliamentarians to make personal visits to the library but should go an extra mile in anticipating the topics and forms of needed information and as well assemble the relevant materials to the parliamentarians for use in regular basis. The librarians should work out new strategies to make their information services become of much use to the parliamentarians. The study finding identified the level of services provided at the Kenya parliament library as reactive. The study identified the main services offered to the parliamentarian included; current awareness services and photocopying services. Other services included; information searching and retrieval, provision of documents in its original form, reference and referral services, user guidance services, provision of reading room, internet services, abstracting and indexing services. The study revealed that the services of the library were made available to the members of parliament when they visited the library to make inquiries, through e-mail, parliamentary website, writing letters to the librarian, and text messages and some used their personal assistants. However, the study identified some level of dissatisfaction by the parliamentarians who were unable to fully utilize the library because they lacked knowledge on parliament library activities and services and as well lacked support from the librarians.

5.2.5 Objective 5. To Find out Challenges Facing Members of Parliament in Meeting their Information Needs

- **Lack of up to date Information Retrieval Tools;** the study revealed that Kenya parliament library did not have current information retrieval tools. The information retrieval tools in place were not up to date and had been thrown in their so called archive and the librarians had depended on the automated information retrieval which had failed. This as a result made it difficult for the parliamentarians to find the information that was needed.
- **Inaccessibility to Information Sources;** The study revealed that parliament had a lot of information sources scattered in two separate buildings and poorly organized in a way such that accessibility was a problem. The parliamentarians did not have time to access the information sources due to their busy schedule.
- **Space and Accommodation;** Many libraries in Africa are affected by the problems of space. The library in its nature is a growing organism and as the resources keep growing with acquisition of additional furniture and information equipment and the clients of the library increase in number, these affect the space allocated for the library. The problem of space can only be solved if parliament will have proper plans for the future library and if the library will have a collection development policy that will safeguard the library against wastage of space and as well get rid of unused materials and acquisition of unnecessary information materials. The study established that lack of enough reading space contributed so much to the use of the library by the parliamentarians. The library resources were housed in two separate

building; at the County Hall and at the Continental House making it difficult for members of parliament to use the facility.

- **Support from the Library Staffs;** it takes qualified staffs to understand the objectives of the library and know what is expected from them in utilizing the available resources to meet the needs of the library users. The activities done by the parliamentarians required information support. However, the study revealed that the staff at Kenya parliament library did very little to support members of parliament to meet their information needs while using the library.

5.2.6 Objective 6. To Propose Ways of Enhancing Library and Information Service Delivery to Members of Parliament

Parliamentarians need to access information services required for different reasons and at different time. There need for information services are always urgent. The information service should therefore be availed within the library or through internet or other stake holders. The study established that the qualities of services offered at Kenya parliament library was poor and attributed it to staffs rendering these services. The study revealed that space meant for the library had been taken away to create room for the offices of the senate this could be attributed to lack of proper marketing strategy of the library staffs.

The findings identified various ways of improving the library service at Kenya parliament library among which includes; marketing the library services, improving communication in the library, performing needs assessment to the library users regularly, training the existing staffs, designing information service that meets the needs of the users and establishing a collection development policy

5.3 Conclusions

The findings of this research deeply recognize that the so-called information age phenomenon has triggered momentous changes as regards information sources, information provision, organization and use. Evidence of sweeping change on the day-to-day information needs of users at all levels and the ever-growing number of sources meant to cater for those needs is undeniable. These changes in modes of communication, the various media, methods and tools by which information is stored, retrieved and disseminated-have significant implications for the evolution and character of society and politics of the day both at local and world level.

The place of libraries in these changes cannot go unnoticed since they fulfill economic, socio-cultural, educational, research, spiritual, ethical, aesthetical, and political functions. The case for Parliament Library deserved an even more unique and keen treatment considering that it serves legislators who in turn serve the people. Since Parliament belongs to the people, according the best information services to members of parliament, the library was by extension serving the interests of the people at large.

Most of the activities done by members of the National Assembly require a well-equipped library that facilitates information service delivery. This being the case, use of library information service could not be left to move along on their own in a seemingly unmonitored and lethargic pace. It is the conceptualization of this reality as captured by the survey that informs the researcher's persuasive argument for a more effective information service delivery to the users.

From the study findings, the researcher arrives at the conclusion that parliamentarians failed to make maximum use of the library and blamed the library for lacking of up to date information retrieval tools, inability to access information sources, limited space and accommodation and limited support from the staff.

5.4 Recommendations

The following recommendations were made with regard to this;

- **Information Needs Assessments;** information needs assessment of parliamentarians is necessary in order to establish the information requirements
- **Marketing of the Library Services;** the parliament librarians should market library information resources through the use of user education programs, seminars, workshops and displays.
- **Use of ICT;** e.g. optical technologies and the use of the Internet in the library can also be used to enhance user services in areas of information access and dissemination.
- **Cooperation with other Libraries;** There is need for more cooperation and linkages with other relevant stake holders, in order to supplement information resources available to parliamentarians.
- **Constructing a Purpose Build Library;** there is need to construct a well equipped library with highly trained personnel to offer efficient information services to parliamentarians.

5.4.1 Recommendations for Further Research

Although this study has covered several issues, there still remains certain area which needs further investigations. This includes;

- **Provision and Improvement of ICT Infrastructure in the Library;** Lack of ICT infrastructure appears to be principal hindrance in accessing information resources at the library demanding that parliament administration to be responsible for decision making and planning to enhance technical infrastructure on which diffusion and use of information communication technology can take place. There is also great need to beef up the staff strength in the library through continuous trainings on ICT related skills.
- **Information Security;** the study revealed that parliament library did not have any policy regarding the security of information. The security of information is very important as it prevents unauthorized users from accessing, disrupting, modification and using the information in the wrong way. This being the case, there is need for further studies on information security to be carried out to find out the current status of the Kenya parliament library in relation to the security of information.

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APPENDIX I: LETTER OF INTRODUCTION

I am a student at Moi University Nairobi Campus pursuing Masters of Science degree in Information Science specializing with library. I am expected to carry out a research on the assessment of the factors contributing to low use of Kenya parliament library by Members of the National Assembly. I am kindly requesting for your permission and support in filling the attached Questionnaire to help me complete my study. The information provided is intended to help the Parliament library staff enhance library and information service delivery to the users. Any information provided in the course of research process will be treated with maximum confidentiality. The study intends commence on May, 2013 and will end in December, 2013.

Your support is highly appreciated in advance.

Thank you.

Yours faithfully

REBECCA MUSUNGU

**APPENDIX II: QUESTIONNAIRE FOR THE MEMBERS OF THE KENYA
NATIONAL ASSEMBLY**

Tick the appropriate box

Section A. Bio-data of the respondent

- i. Age
- a. 18-35 Years
- b. 36-45 Years
- c. 46-60 Years
- d. 61 Years and above
- ii. What is your academic qualification?-----

- a) Certificate
- b) Diploma
- c) Higher Diploma
- d) Bachelor Degree
- e) Master Degree
- f) PHD

Section B. Information needs

- i. Have you ever been at Parliament library?
Yes. No.. If No why?-----
- ii. What motivates you to use the Kenya parliament library?-----
- iii. When do you find the information provided at the library appropriate?-----
- iv. Were you helped by the librarian to meet your information needs?
Yes No

- v. Are you comfortable with the kind of support given by the librarians when meeting your information needs at the library? Yes. No

If No what do you think can be done to enhance library use-----

Section C. Information use

- i. Are you making use of the library facility? Yes. No. If No why?-----

- ii. What motivates you to use the Kenya parliament library?-----

- iii. Are you aware of any policy governing information use?-----

- iv. When should the library information sources be made available for use to Members of the Kenya National Assembly?

- a) Daily
- b) 3 days in a week
- c) 5 days in a week
- d) 7 days in a week

Section D. Library Information Sources

- i. Is Parliament library well equipped with library information sources?
Yes No

Explain-----

- ii. Are the available information sources adequate in meeting the information needs of all Members of the Kenya National Assembly? Yes. No.

- iii. Are the Parliament library staffs well equipped with current technological advances? Yes No .

If No explain why -----

- iv. Are you able to identify the print sources of information? Yes No

- v. Are you helped by the library staff to access information sources? Yes No

If No, Explain-----

- vi. Have you ever borrowed library information materials? Yes No

If No, explain why?-----

- vii. Are you able to use online library catalogue? Yes No.

If No, how do you access the print sources of information?-----

Section E. location and access to information materials at Kenya parliament library

- i. Are you able to locate and access information materials at the library?

Yes No

- ii. Does the library have bibliographic tools in place? Yes. No.

If 'No' how do you access information materials? -----

iii. How long does it take you to get the exact information that is needed?-----

Section F. Library Services

i. When did you last visit the library?-----

ii. How do you rate library services at the Kenya parliament library?

a. Passive

b. Assertive

c. Reactive

iii. What kind of library information services do you get at Kenya parliament library?-----

iv. Were you satisfied with the kind of library information services provided?

Yes No

If No Explain-----

v. What do you think can be done to improve on the quality of library information services?-----

vi. What can you commend to the library staffs in relation to the following?

Staff assessment	Good	Fair	Bad
Communication skills			
Attentiveness to users			
Attractiveness (Neat and smart)			
Politeness			
Patience of staffs in dealing with clients			
Ability to interpret questions and accomplish assignments			
Conversant with library services			
Knowledge of the library collection			
Information communication technology skill			
Public relations			

vii. Are you provided with specialized library information services to your offices? Yes No

If Yes, list some of them?-----

viii. Do you experience challenges in using library information services? Yes No

If Yes list the challenges-----

ix. What do you think should be the solution to those challenges?-----

x. What do you think can be done to enhance library services?-----

Section G. Challenges experienced at the Kenya parliament library

- i. What challenges do Members have in meeting their information needs?-----

- ii. What are the hindrances to using information materials at the Kenya Parliament library? -----

APPENDIX III: INTERVIEW SCHEDULE

Interview schedule for the Chair persons of the 24 departmental committees, Clerk of National Assembly, Deputy Clerk National Assembly, Director General, Director Information & research services, Deputy Director information research services also heading the library and the majority and minority leaders.

Section A

- i. What position do you hold in the organization?-----
- ii. Which department are you heading?-----
- iii. When does the Member come to the library?
 - a) When Parliament is on
 - b) When in recess
- iv. Which days of the week do Members visit the library? Monday
 Tuesday Wednesday Thursday Friday
- v. How frequent does the Member visit the library?-----

Section B Information needs

- iii. What are the information needs of Members of the Kenya National Assembly?----
- iv. Do they seek for help when meeting their information needs?-----
- v. How often do they succeed in meeting those information needs?-----
- vi. Are they at one point disappointed while trying to look for information to meet their needs? Yes No

- vii. What do they do when disappointed?-----

Section C. Information search strategies

- i. Do Members of Kenya National Assembly visit the library to look for information? Yes No.
- ii. Do the Members of Kenya National Assembly require any special attention while searching for information in the library?
Yes No
- iii. Do they spare time read and consult various information resources while searching for certain information? Yes No
- iv. Are they patience while searching for information? Yes No
- v. Do they use library information search tools? Yes No
- vi. Do they get the exact information being sought without the help of the librarians? Yes No
- vii. How long does it take for them to get the information they are looking for?
a) Immediately
b) After some time
- viii. Are they ICT literate? Yes No
- ix. What do they prefer? Manual Electronic Catalogue or Both

x. Do they shout for staff when they fail to get what they want in time?

Yes No

Section D. Library use

i. When is library open for use by Members of the Kenya National Assembly?

a) When Parliament is on

b) When Parliament is on recess

c) Always

ii. Do Members of the Kenya National Assembly make use of the library facility?

Yes No

iii. What kind of information service does they look for? Special General

iv. Is there any policy governing the information used by Members of the Kenya National Assembly at the library? Yes No

v. What commends do they make while using the library facility?

a) Satisfied

b) Unsatisfied

Section E. Library Information sources (staffing, Equipment, Documents)

i. What kind of information sources are made available for use by Members of the Kenya National Assembly at Parliament library?

ii. Are the staffs well trained? Yes No

iii. Does the parliament library have enough space for its users? Yes No

iv. Are the sources of information adequately used? Yes No

- v. Do Members compete for those sources? Yes No
- vi. What information sources are consulted most?
- a) Staffs
- b) Equipment
- c) Book materials
- d) Internet
- vii. Are the Members satisfied with information sources available? Yes No

Section F. Library Information resources

- i. What kind of information resources are made available at Kenya parliament library? human print resources electronic resources
- ii. Which print resources are Members are common to the library? Primary
Secondary Tertiary
- iii. What kind primary resources are used most by member of Kenya National Assembly? Newspapers Journals Reports magazines
- iv. What kind secondary resources are used most by member of Kenya National Assembly? Text books informational books Reference
sources
- v. Which of these tertiary sources are made available at the library? Bibliographies Indexes Abstracts Catalogue
- vi. Can information resources be accessed online? Yes No
- vii. Are these resources adequate to for use by Members of the Kenya National Assembly? Yes No

- viii. Are Members of Kenya National Assembly able access these resources available to the library? Yes No
- ix. Do Members of the Kenya National Assembly know how to use information search tools available at the library? Yes No
- x. Do Members borrow library information sources? Yes No
- xi. Which resources do they prefer using? Electronic Print
- xii. Do Members of parliament borrow these information resources?
Yes No

Section G. Library Services

- i. What kind of library information services do members of parliament frequently ask for? General services special services
- ii. Do they show any sign of dissatisfaction on the kind of services provided?
Yes No
- iii. Does the library provide CAS to Members of the Kenya National Assembly?
Yes No
- iv. What special services are Members of the Kenya National Assembly provided with?
- a) CAS
- b) SDI
- c) Abstracting
- d) Indexing
- v. Does the librarian train new Members of Kenya National Assembly about the library and its services? Yes No

- vi. Do the library staffs perform document delivery services to Members of Kenya National Assembly? Yes No
- vii. Do Members of Kenya National Assembly use computerized data base?
Yes No
- viii. Do library staffs compile bibliographies? Yes No
- ix. Are all Members of Kenya National Assembly able to use the library facility without support from the staff? Yes No

APPENDIX IV: PRETEST CHECK LIST

Pre-test check-list for questionnaire in the title, “assessing factors contributing to the low usage of Kenya parliament library by members of National Assembly”. Please refer to the accompanying questionnaire and interview schedule attached and kindly answer the following questions after reading the aim and objectives as listed below;

Aim of the Study

- To assess the factors contributing to low usage of the Kenya Parliament library by Members of the National Assembly in order to enhance library and information service delivery to the users.

Objectives of the Study

- i. To determine the information needs of the members of the National Assembly
- ii. To ascertain the information sources which are available and accessible to members of parliament
- iii. To establish the extent to which the existing information sources met the information needs of members of parliament
- iv. To analyze the kind of information services provided to Members of the Kenya National Assembly
- v. To find out the challenges Members of Kenya National Assembly face in meeting their information needs.
- vi. To propose ways of enhancing library and information service delivery to Members of Parliament.

Pre-Test Checklist for the Questionnaire to be Answered by 10 Members of the National Assembly not Included in the Study Sample

a. Do we have words that are spelt incorrectly?

Yes () No ()

If yes please underline them in the question and give possible suggestions

b. Is the vocabulary used appropriate for different category of the respondents?

Yes () No ()

If No, give your suggestions

c. Are there any questions in the questionnaire that are not clear?

Yes () No ()

If Yes, please indicate them and provide some suggestion on clarity.

d. Is the sequence on questions in both questionnaire and interview schedule in order?

Yes () No ()

If No, suggest the best way of doing it

e. Are all the objectives adequately covered in the questions in both the questionnaire and the interview schedule?

Yes () No ()

If No, please indicate the specific objective not covered and give suggestions on the kind of questions to ask.