

**THE INFLUENCE OF INFORMATION
LITERACY ON THE ACCESS AND USE OF
INFORMATION SERVICES IN SPECIAL CORPORATE
LIBRARIES IN KENYA**

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Abstract

This paper examines the influence of information literacy on the access and use of information services in special corporate libraries in Kenya. A mixed research design was used to carry out the study at the Kenya Power and Lighting Company (KPLC) which runs a special library. The study sampled 96 respondents using a stratified sampling technique. The study used questionnaires and interview guides to collect primary data. The study established that information literacy influences the access to information services in special libraries and the use of information gathered to achieve personal and organizational goals. The study recommends training of librarians and entire organizational staff on information management, awareness creation on services provided in the special libraries and design of special libraries to suit information needs of persons with visual and hearing impairments.

Introduction

Employees in both private and public sectors work in environments that require specific knowledge and skills in order to meet organizational objectives. Consequently, special libraries play an important role in ensuring that employees are equipped with appropriate knowledge required for efficient execution of their duties and responsibilities. The importance of special libraries in the public sector is further emphasized by the fact that most organizations invest in research and development activities. Special libraries provide information needed in the development of government policies and review of various strategies adopted in the provision of goods and services.

Many schools of thought and past scholars opine that special libraries furnish staffs with technical information that help them accomplish assignments that require specialized knowledge and skills. Nevertheless, libraries services are hampered by a myriad of challenges that include: low levels or lack of information literacy, shortage of telecommunication equipment and insufficiency of funds set aside for the development of libraries, low levels of computer literacy and internet connectivity.

For instance, developing countries in Africa and the world at large lag behind in terms of adoption of modern information communication technologies in the delivery of library services (Halliso, 2011). The access and use of information services in African libraries is hampered by inadequate funding which result to inability to upgrade ICT infrastructure, stock new sources of information and to upgrade physical