

**STRATEGIES OF FACILITATING USAGE OF COUNTY ASSEMBLY
LIBRARIES: A CASE OF KAKAMEGA COUNTY ASSEMBLY
LIBRARY, KENYA**

VICTOR ASWANI RAPANDO

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DECLARATION

I declare that this research project is my original work and has not been presented in any other university/institution for examination.

Signature.....Date.....

Victor Aswani Rapando

E65/OL/KKA/32473/2017

Supervisor's declaration

Signature.....Date.....

Dr. Daniel Wambiri Muthee

Lecturer

Kenyatta University

DEDICATION

This work is exceptionally dedicated to my nuclear family namely; Mr. Maurice Rapando Wambani, Mrs. Juliah J. Aswani, Mr. Japheth Wambani Rapando, Ms. Margaret Auma Rapando, Ms. Mercy Adipo Rapando and Ms. Daisy Opisa Rapando as a testament of true spirit of hard work.

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ABBREVIATIONS AND ACRONYMS

ACE:	Access, Capacity and Environment
AFIDEP:	African Institute for Development Policy
APA:	American Psychological Association
ICT:	Information and Communication Technology
JKUAT:	Jomo Kenyatta University of Agriculture and Technology
KCA:	Kakamega County Assembly
KLISC:	Kenya Library and Information Services Consortium
KNA:	Kenya National Assembly
KU:	Kenyatta University
MCA:	Member of County Assembly
MP:	Member of Parliament
NACOSTI:	National Council for Science, Technology and Innovation
PCEIDM:	Parliamentary Caucus on Evidence-Informed Decision Making
PLS:	Parliamentary Libraries Section
PR:	Public Relations
PRC:	Pew Research Center
PRS:	Parliamentary Research Services
RSS:	Really Simple Syndication

SPSS: Statistical Package for Social Sciences

ABSTRACT

The strategies adopted by a library to promote and enhance the usage of its information resources are critical in ensuring that its target in terms of mission and vision is achieved. Usage of libraries in legislative settings has hardly been examined in the mainstream literature prompting this study. The purpose of the study was to assess the strategies of promoting and enhancing the usage of county assembly libraries with particular reference to Kakamega County Assembly Library in Kenya. The objectives of the study were to; determine the extent of usage of Kakamega County Assembly library and services by MCAs, find out the perception of MCAs towards Kakamega County Assembly library and services, find out promotional strategies by Kakamega County Assembly to enhance usage of the library by MCAs and to establish the challenges encountered in enhancing the usage of Kakamega County Assembly library and services. The study was ground upon access, capacity and environment framework and adopted a descriptive research design. The target population was 91 MCAs, 3 library staff and the clerk of the county assembly whereas the sample size was 77 respondents. Simple random sampling technique was used to select MCAs whereas purposive sampling was used to select the library staff and the clerk of the county assembly. Questionnaire was used for data collection from the MCAs and the library staff. Interview technique was used to collect data from the clerk of the county assembly. Quantitative data was analyzed using descriptive statistics with the aid of Statistical Package for Social Sciences and presented graphically and in tabular form. Qualitative data was analyzed thematically and presented through narrations. The findings established that while the general perception of the MCAs towards library services and resources at KCA was not favourable, they acknowledged the importance of the library. It was also revealed that the library was underutilized as only 12 MCAs had patronized the library and this could ostensibly be attributed to the location of the library which is not within the same precincts where main activities related to functions of MCAs occur. Further, the findings revealed that the preferred sources of information for the MCAs who patronized the library were government documents, legislative documents and newspapers. In addition, the study established that promotional approaches or strategies that are in form of events are considered as the most effective strategies for enhancing usage of the library. The study recommended that KCA should ensure all services are centrally provided within the same precincts for ease of MCAs to patronize the library for the resources and services. The study also recommended that KCA should engage in rigorous marketing strategies for library services including but not limited to opportunistic approach, presentations, library tours, producing a leaflet or a guide about services in the library and induction programme for new MCAs. Lastly, the study recommend that KCA should consider rolling out remote access services to facilitate the technologically savvy MCAs to patronize library resources and services without necessarily being physically present in the library. This study contributes to the body of knowledge particularly in as far legislative libraries in the county assemblies in Kenya is concerned. Furthermore, the study makes a

significant contribution to the literature on parliamentary and legislative libraries that is very limited.

CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

1.0 Introduction

This introductory chapter presents the background of the study, the problem statement, purpose of the study, the objectives and research questions of the study. The chapter also highlights the significance of the study, the scope and limitations of the study as well as assumptions that the study made. In conclusion, this section presents theoretical and conceptual frameworks and definition of terms as used in this study.

1.1 Background to the Study

Libraries in legislative settings play a central role in supporting the realization of making informed decisions in democracies. Legislative libraries serve to provide legislators with unbiased and full information meant to aid their core mandate of representation, oversight and legislation (Watt, 2010). Watt (2010) posits that legislative information centers and services are based on the ideals of enlightenment; serving well informed and curious members who use reason and science in contributing to legislative and policy issues as well as holding the executive to accountability. Decision making processes and legislative debates in parliaments ought to be entirely driven by empirical evidence and objective facts rather than abstract political sentiments and personal opinion. Whereas parliamentary libraries have existed for decades, there is scanty independent studies published about them (Al Baghal, 2019; Watt, 2010). This is a clear indicator that

special libraries, particularly legislative or parliamentary libraries have hardly been explored. This revelation is undeniable based on the availability of literature which is much limited.

In Kenya, the contemporary county structures of governance are relatively new having become operational in the year 2013. In fact, some of the offices are still being established. The county government structure comprises of two arms which include the county executive and the county assembly. The county assembly, which is of interest in this study is charged with the responsibility for representation, oversight and legislation. The county assemblies have offices, among them, libraries and secretariat which fall under the office of the clerks of the county assemblies to support their functions. The newness of county government structures and offices could imply there might be little cognizance of the role of libraries in delivery of information programmes and services crucial in realizing the mandates of the Members of County Assemblies (MCAs). The usage of libraries and associated information services play a principal role in helping members to make objective and informed decisions, hold the executive to account and participating in the legislative and policies issues concerning the county governments. This essentially is a hallmark and a contribution towards good public governance and essence of the MCAs exercising mandate bestowed upon them.

Kenya embraces the devolved system of government in which powers have been delegated to subnational levels referred to as counties from the central government. Devolved system of governments differ in their administration from one country to another. Some of the unitary states with devolved system of governance include China, Colombia, Denmark, France, Finland, Greece, Italy, Indonesia, Japan, Netherland, Portugal, South Africa, Tanzania, Spain and United Kingdom among others. Closely related to devolution is federalism. The major difference between these two systems of governments relates to their autonomy and powers. Functionally, devolution and federalism serve the same purpose. Countries with federalism system of governance include United States of America, India, Nigeria, Brazil, Mexico, Australia, Argentina, Switzerland, Canada, Germany and Russia among others. In both devolution and federalism, there are parliaments or assemblies which bestowed with legislative functions.

The extent of usage of libraries is important, more so in informing policies on how to improve information services as well as ensuring that resources are allocated appropriately (Al Baghal, 2019). In this regard, special libraries, including county assembly libraries are not unique since the population catered for and the services provided are all geared towards provision of information services. In the United Kingdom, Al Baghal (2019) notes that member usage of the House of Lords Library varies significantly from one member to another based on their information needs. In Ghana, Ofori-Dwumfuo & Addo (2012) reveal that members of parliament do not patronize library and information services as expected and this was attributed to

the parliamentarians purported busy schedules. Members of parliament of Zimbabwe who patronized the informatics database in libraries were found to have improved their knowledge as well as quality of participation in parliamentary activities (Munyoro, 2017). This could be an indicator of greater use of legislative library and information services. There exists no studies on county assembly libraries in Kenya. However, limited studies have been done in related institutions like parliament library. Musungu (2015) reveals that very few legislators in Kenya National Assembly (KNA) patronize library information materials. This is despite the fact that the library holds information materials useful in guiding the processing of private member bills, motions, statements as well as contributing to informed debates based on facts.

The usage of information resources in a resource center is influenced by the perception of users and therefore understanding users' perception may provide a possible strategy for enhancing maximum usage of libraries. Kiriri (2018) notes that attitude and perception towards library resources is hinged on meeting the needs of users. Furthermore, it is the responsibility of the library head to communicate the role of the library to the users (Murray & Ireland, 2018) as this is deemed to influence perception of the users towards the library. In Norway, although the politicians positively viewed public libraries as promoting a literary tradition and supporting education, they did not see public libraries as being central in promoting social and democracy (Audunson, 2005). In Nigeria, postgraduates and lecturers in academic libraries consider their perception of the library and services as

unfavourable (Oyewole & Adetimirin, 2015). Sande (2018) notes that the Kenyan lawmakers are increasingly patronizing research evidence and routine data to support evidence-informed approach to decision making. This perhaps could be an indication that the parliamentarians are conscious of the importance of the library and its accompanying research services.

For libraries and information resource centers to attract patrons, raise awareness of the resources and services and generating non-user awareness, it is important for the libraries to find effective ways of promoting the resources and services to clients (Yi, 2016). According to Helinsky (2008) and Webreck-Alman (2007), promotional strategies and techniques are used for conveying the availability as well as value of resources and services to target audience and are basically designed to cause both the non-users and users of the libraries to act. In Australian academic libraries, a variety of techniques such as digital media (library websites and social media), print materials (newsletters, flyers, leaflets, brochures and giveaways) and events (face-to-face events, workshops, training sessions, one-to-one conversations) are considered the most effective promotion strategies. In India, Raul, Munnolli, & Belapurkar (2016) propose the infusion of the conventional methods of promoting library services and resources with the web technology tools such as the library website, library email alerts and newsletters, tutorials on various databases, remote access facilities for subscription-based resources, Really Simple Syndication (RSS) feed, Facebook, YouTube, Twitter, Pinterest, Tumblr, and Blogs. In Tanzania, the traditional methods of promotion such as face to face events, leaflets, phones,

workshops, emails, print adverts, displays and catalogues are dominant with little usage of the emerging web technologies (Malekani & Benard, 2018).

Whereas there is a consensus that legislators need access to accurate, up-to-date and timely information in order to facilitate effective decision making, they are nevertheless militated by challenges associated with using the libraries. The differences among the libraries on their usage was considered based on the mitigation measures adopted to address the challenges. Understanding challenges in the usage of libraries is essential as it may help inform policies on improving information services as well as ensuring that there is proper appropriation of resources. The fact that the law makers come different backgrounds, constituencies, contexts and have different preferences (Orton et al., 2000) may imply that different challenges may be encountered in using the legislative libraries. For instance, in Nigeria, Iwhiwhu (2011) reports that not all the lawmakers in Edo State use the assembly library as it is not automated and its lack of relevant and current information resources that may meet their information needs. This means that the lawmakers shy away from using the library because of out of date information materials and perhaps spending much time in information retrieval as the library is not automated. Essentially, the lawmakers cannot access relevant information materials.

The decline and or poor reading culture may be considered as impacting negatively on the usage of libraries. Notable countries that have been established to either having a decline or poor reading culture include America (Smith, 2019), Vietnam

(Hickok, 2019) Rwanda (Ruterana, 2012), Nigeria (Babarinde et al., 2018), Netherlands (Holte, 1998; van der Voort, 1991) and Kenya (Wanyama, 2014) among others. However, the decline or poor decline is attributed to myriad reasons varying from one country to another. Nevertheless, the decline and or poor reading culture is catastrophic as reading is perceived to foster creating thinking, building inquisitive minds and enhancing an individual lifelong learning abilities (Bulgurcuoglu, 2016). Critical thinking and inquisitiveness are no doubt key and crucial skills in this fast paced and competitive century vital for development. Consequently, it becomes crucial that a link has to be established between usage of libraries and these skills among law makers.

The foregoing background information explicitly demonstrates that although there is empirical literature on the aspect of promotion strategies in libraries, much of these literature is skewed towards academic libraries. Special libraries, particularly legislative libraries, regardless of any particular subject of investigation, are hardly given dominance in the published literature. This scarcity of literature and information regarding legislative libraries thus calls for research on them. It is against this background that this study seeks to investigate the strategies of promoting and enhancing the usage of county assembly libraries with special reference to Kakamega County Assembly Library.

1.2 Statement of the Problem

Despite the fact that performance rating is based on private members' bills, some county assemblies have passed no bill or legislation raising questions about their

ability to perform their core mandates (Gisesa, 2019). In the past two years no single MCA has successfully sponsored legislation or a bill in the county assemblies of Bungoma, Embu, Homa Bay, Isiolo, Kajiado, Kericho, Kiambu, Kisumu, Mandera, Meru, Migori, Mombasa, Nakuru, Nyamira, Nyandarua, Siaya, Tharaka-Nithi, Turkana and Wajir (Gisesa, 2019).

Whereas some county assemblies have had ward representatives passing private member bills, concerns have been expressed about the quality and constitutionality of some of these bills (Menya et al., 2015). One of the reasons that has been attributed to the poor quality of these laws is the questionable academic qualifications of some MCAs (Menya et al., 2015). It is worth noting that county assemblies have invested in libraries which have resources to enable and enhance the legislators' capacity in delivery of their core mandates. Nevertheless, this state of affairs could be an indicator that ward representatives may hardly be using the county assembly library resources and services. Furthermore, the fact that academic qualifications of some of the legislators are questionable means that they could be skeptical about the role of the libraries and may subsequently develop apathy towards usage of these libraries. Lack or limited usage of libraries may result to poor citizen services by the legislators and unless drastic and urgent measures are taken into account to promote the usage of libraries, implementation of the Constitution of Kenya, 2010, particularly in realization of the vision of devolution would be greatly affected. It is against this background that this study seeks to

investigate the strategies for promoting and enhancing the usage of county assembly libraries with particular focus on Kakamega County Assembly (KCA) library.

1.3 Purpose of the Study

The study assesses strategies of promoting and enhancing the usage of county assembly libraries with special reference to Kakamega County Assembly Library in Kenya in order to identify areas of strengths and weaknesses.

1.4 Objectives of the Study

1. Find out the perception of MCAs towards Kakamega County Assembly library and services.
2. Determine the extent of usage of Kakamega County Assembly library and services by MCAs.
3. Establish promotional strategies by Kakamega County Assembly to enhance usage of the library by MCAs.
4. Establish the challenges encountered in enhancing the usage of Kakamega County Assembly library and services.

1.5 Research Questions

1. What are the MCAs general perceptions towards library services? Has this perception affected their usage of the County Assembly library? If yes, how? If no, why?
2. Do MCAs use the County Assembly library? If yes, to what extent? If not, why?
3. Does the County Assembly library service promote their services? If so, what strategies do they use? If not, what are the reasons for not promoting?

4. What are the challenges in promoting the usage of Kakamega County Assembly library and services?

1.6 Significance of the Study

The current study is valuable to various parties and groups. First, the study may benefit the Members of County Assembly (MCAs) as it demonstrated the usefulness of legislative libraries in county assemblies. The implication of this is that the county legislators can be able to appreciate their roles in ensuring good public governance and service delivery to the citizens. Besides, this study may be useful to the management and administration of county assemblies as it may help them realize the importance of libraries being the custody of information resources to ensure the posterity and sustainability of county assemblies. It is worth noting that the information kept in the county legislative libraries will not only be organized for consultation, reference and research for the conduct of business of the county assemblies but will also form institutional memory of the parent institution. This is principally for the county assemblies that are still establishing offices and in which libraries have not been established.

The findings of this study may be useful in informing the design of information literacy programmes for the library users. The practical approach of information literacy would not only be beneficial to the library users at that moment, but also may contribute to solving real life problems as well as making the right decisions. Knowledge and skills from information literacy do not fade and they are essential for the current information society. This means that the information literacy

programmes will instill skills and knowledge for use in the outside world and not only at the workplace.

The study contributes significantly to the body of knowledge particularly in as far as county assembly libraries are concerned. This is based on the fact that the county system of governance in Kenya is relatively new and therefore much studies may not have been done regarding county assembly libraries. This study may subsequently help in bridging the gap that exists with regard to information and knowledge available about county legislative libraries. The new knowledge and information emanating from this study is what makes a contribution to the body of knowledge.

The study may also be of importance to other researchers and academicians who may be interested in undertaking related studies in county legislative libraries. The researchers can find helpful and handy empirical literature that may be the basis of undertaking their research. Further, the study may provide literature for those who may simply be interested in getting information on strategies that could be used to promote and enhance the usage of county assembly libraries not only in Kakamega County Assembly (KCA) but also other county assemblies. Additionally, suggestions for further research emanating from this study may be useful to the researchers and academicians as they may use these suggestions to build upon this study.

1.7 Limitation and Delimitation of the Study

1.7.1 Limitation of the Study

Logistical and financial constraints ultimately made it impossible to cover all the county assemblies in Kenya. The researcher endeavored to have an adequate budget to do the case study. Therefore, the generalizability of the findings to other county assembly libraries has to be done with utmost caution. Secondly, the nature of the instrument used for data collection made it difficult to address challenges related to self-report. The researcher however encouraged the respondents to provide responses with utmost honesty and truthfulness. Thirdly, the respondents may be skeptical about the purpose of the study and may choose to uncooperative in filling the questionnaire. To overcome this possibility, the researcher explained in nitty-gritty the purpose and benefits of the study to the respondents before they fill the questionnaire survey.

1.7.2 Delimitation of the Study

Although there are 47 county governments in Kenya and all of them having a county assembly arm of the government, the present study specifically focused on the county assembly of Kakamega. Whereas the county assembly has secretariat who also patronize the library, it is worth noting that the study collected data from the MCAs only. In addition, the fact that this subject area of study in parliamentary libraries has no adequate current literature meant that review of related literature was not restricted to any particular number of years of recency of published studies. Lastly, the study was strictly and prominently concerned with the aspects of promoting and enhancing the usage of legislative libraries.

1.8 Assumptions of the Study

The assumptions were;

1. The study informants were truthful and honest in their responses as this helped the researcher make appropriate, rational and suitable recommendations.
2. The study informants understood the subject matter as well as the principal role that libraries play in county assemblies in Kenya.
3. Kakamega County Assembly has promotional strategies for enhancing the usage of the library.

1.9 Theoretical Framework

This study was guided by Access, Capacity and Environment (ACE) framework. The ACE framework was adapted and refined by Gomez (2010) from Real Access framework that was developed in 2005 in South Africa. The ACE framework is used to look at public access venues such as cybercafés, telecenters and public libraries among others that offer public access to information particularly ICTs. This framework is based on the premise that 3 pillars are key in understanding public access venues. These three pillars are access, capacity and environment.

The first pillar of this framework is access. This pillar encompasses four elements which include physical access to the venue, suitability of the venue, affordability of the venue and technology access. According to this pillar, physical access to the venue relates to the venue location, venue infrastructure and the hours of operation.

Suitability of the venue relates to physical safety of the venue, materials and people, venue that is commensurate with the local conditions and needs and its ability to serve all categories of users. Affordability of the venue relates to sustainability of ICT, the venue's financial sustainability, competence of services and cost vis-à-vis daily needs. Technology access relates to the infrastructure that supports the technology as well as the affordability of the technology. Successfully fulfilling all the key dimensions of the access pillar may provide a venue that is suitable to the users and consequently enhance and promote the usage of libraries.

The second pillar of this framework is capacity. This pillar encompasses three elements which include human capacity and training, meeting local needs and social appropriation. Human capacity and training element lays emphasis on the staff attributes as well as user attributes. Staff attributes relate to digital literacy and their attitude towards supporting information needs. User attributes relate to their perception of venue and user digital literacy. Meeting the local needs for users emphasizes on the relevancy of content and services provided whereas social appropriation relates to the integration of technology into culture in meeting the needs of users. This pillar is useful in understanding how human capacity for both staff of the library as well as the users themselves is important in ensuring that information centers are used as desired.

The third pillar of this framework is environment. This pillar encompasses three elements which include socio-cultural factors, political will and popular support. Socio-cultural factors are a combination of various factors such as socio-economic status, religion, education, age, gender and ethnicity which are deemed to influence the usage of ICTs. Political on the other hand demonstrates the regulatory and legal framework in supporting information centers and consequently their usage. Lastly, popular support is an attribute aimed at demonstrating the support of the information centers as being backed and supported by the users. This pillar is essential as it helps to understand the appropriate and suitable environment that is deemed to support the importance of information centers.

1.10 Conceptual Framework

Figure 1.1 demonstrates the study's conceptual framework.

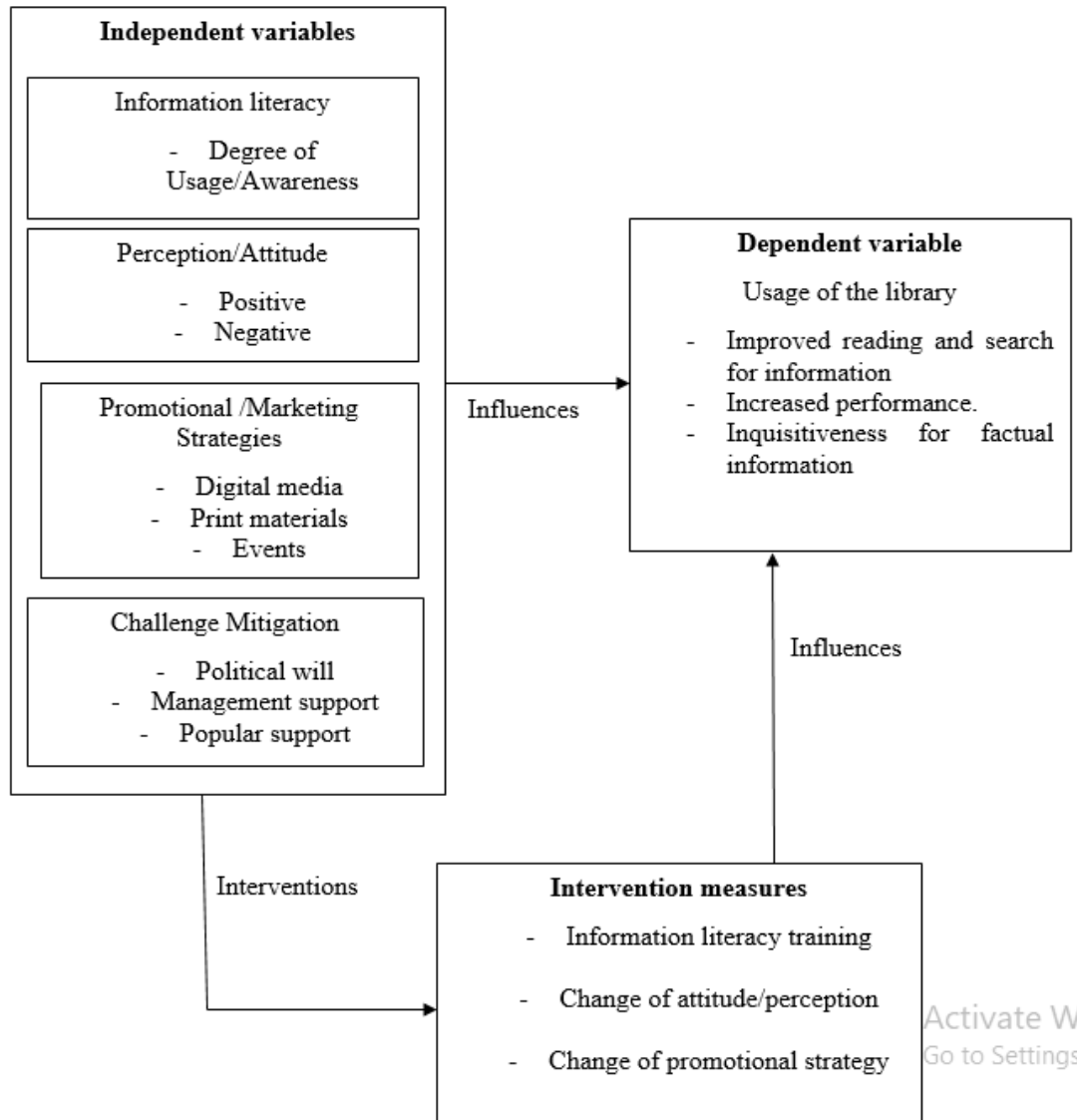


Figure 1.1 shows that usage of the library (dependent variable) is determined by other factors. These other factors which are the independent variables are the main determinants on how the library services and resources will be used. The figure shows that the independent variables directly impacts the dependent variable. It is

observed that information literacy skills of both users and staff determines the extent to which the library is used. Attitude and perception of the users whether positive or negative influences how the library is used. In addition, promotional strategies such as digital media, print materials and events adopted in marketing the library products and services determines how the library is used. Furthermore, how the challenges related to promoting the usage of the library are addressed has a direct impact on the usage of the library. It is also worth noting that if the independent variables do not directly impact on the dependent variable, then there are interventions that may help influence the usage of the library. These intervention measures include change of attitude of the users towards library services, information literacy training and change of promotional strategies. When the independent variables impact the dependent variable, then there would be improved reading and search for information as well as increased performance and inquisitiveness for factual information among the library users.

1.11 Operational Definition of Terms

Legislative library: A special library with the primary function of serving the county assembly.

Marketing mix: A set of variables used in the promotion of library resources and services to users.

Perception: Belief or opinion held by MCAs regarding the county assembly library and its related services.

Quality: Library users' judgment of the extent to which their information needs are met given the information resources and services provided by the library.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

Presented in this chapter is a review of literature based on themes arising from the objectives of the study as follows;

1. Usage of legislative libraries by legislators.
2. Perception of lawmakers on legislative libraries.
3. Promotional strategies for enhancing usage of libraries.
4. Challenges encountered by legislators in using legislative libraries.

The literature was reviewed from sources such as journal articles, theses and dissertations, conference proceeding and credible internet sources. Identified research gaps are also presented.

2.2 Usage of Legislative Libraries by Legislators

The extent of utilization of legislative library is considered as being closely related to the democracy levels achieved in a nation (Mostert, 2007). In a country whose democratic principles are highly advanced, there is a greater need for research and information by backbenchers to perform effectively and efficiently. The fact that legislators make critical contributions that influence policy decisions for both national as well as local development makes it imperative that they too have to make adequate use of libraries which are stocked with wealth of information resources to inform their decisions. Traditionally and essentially, legislative libraries are established to provide parliamentarians with information that meets their

information needs (Mostert & Ocholla, 2005). Therefore, it is very important for legislators to have strong information accessibility that would enable them to effectively fulfill their responsibilities. The extent to which the legislators utilize legislative libraries determines how effectively they fulfill the mandates bestowed on them.

People visit libraries and information centers for various reasons and legislators are not an exception. There is motivation for seeking information for each individual. In their study on information seeking behaviour among Kuwaiti members of parliament, Mansour & Alkhurainej (2011) establish that the parliamentarians sought information majorly to make parliamentary inquiry/request, to make speeches and for making decisions. In Ghana, Alemna & Skouby (2000) reveal that parliamentarians sought information in preparation for parliamentary debates, questions and speeches. Members of parliament in Tanzania on the other hand, were mainly motivated in obtaining political and policy related information, technological information and general news (Kateule et al., 2004). However, Kateule et al. (2004) noted that the library provided very weak information services. The fact that weak services are provided in the Tanzanian Dodoma parliamentary library may be considered to affect the extent of utilization of information resources and services. Unless robust library information resources and services are provided, adequate utilization of the library may never be realized as the parliamentarians may not be enticed to use it due to the weak information services. Essentially, strategies and

efforts that may be made in promoting and enhancing the usage of the library may not be fruitful in delivering or achieving the intended objectives.

Hossain et al. (2017) assessed the information needs as well as information seeking behaviour of Bangladesh law makers. The researchers sought particularly to determine the sources of information, preferred formats of information and how frequent the members of parliament sought for information. The researchers utilized survey method as a technique for collection of data by way of interview guided by a structured questionnaire. Simple random sampling method was used to select the respondents and analysis of the data done with the aid of weighted mean. The researchers established that the law makers were ostensibly seeking information in order to make parliamentary requests/inquiries, making decisions and for making speeches. In addition, the researchers established that the sources of information sought by the members of parliament included, personal letters, mass media and minutes of sessions. Furthermore, the preferred formats of information by the law makers were physical formats as opposed to online documents. Interestingly, the researchers noted that the law makers who were aware of information services provided were very few although they were fulfilled by the services provided by the library.

In South Africa, Mostert & Ocholla (2005) investigated the information needs as well as information seeking behaviour of all the legislators. The researchers established that the parliamentarians underutilized the parliamentary library because they used other competing information sources particularly that which is accessed

through the internet. The worry associated with opting to use other competing information sources, particularly the internet is that the legislators may fail to distinguish between authoritative and factual information from the junk information available on the web. They may consequently utilize the junk information subconsciously in making decisions that would be inappropriate. The parliamentary library in South Africa, despite this finding, has enormous information sources and services that could be accessed and utilized by parliamentarians. Underutilization of the parliamentary library in South Africa could perhaps be attributed to poor marketing and lack of innovative information services. It thus becomes essential to examine strategies that could be used in order to promote and enhance usage of legislative libraries.

Preferred sources of information among parliamentarians is a key indicator on the extent of usage of legislative libraries. For instance, in Botswana, Thapisa (1996) through a structured questionnaire established that Botswana MPs sought information mostly from fellow parliamentarians, personal contacts and government departments. This finding implies that the parliamentary in Botswana may not be the MPs favourite source of information thereby raising questions about the extent of usage of the parliamentary library. The MPs preferred alternative sources notwithstanding the fact that the library had qualified information professionals who had capability to address their information needs. Nevertheless, the few MPs who patronized the library preferred reading journals and newspapers to books (Thapisa, 1996). The reason advanced in preferring newspapers and journals was that

information contained in books was often outdated and does not therefore reflect the present context or problem.

Ofori-Dwumfuo & Addo (2012) assessed the usage of information services and resources by members of parliament in Ghana. The study was implemented using survey method and questionnaires using a sample of 115 members. The researchers established that the members of parliament fall below the expected extent of utilization of the library and this was attributed to the legislators' purported busy schedules. It is important to note that despite the legislators' busy schedules, they have their core mandates that have to be fulfilled and it is imperative that libraries have to take an aggressive role in undertaking marketing activities. The strategies meant to promote and enhance the usage of the parliamentary library must be aggressive in order to help the legislators realize the importance of the libraries in aiding their legislative duties. It is worth noting that unless aggressive strategies are adopted to enhance and promote usage of the legislative library in this setting, the members of parliament might pay limited attention to the role of libraries as an enabler in the performance of their duties.

2.3 Perception of Lawmakers on Legislative Libraries

Lawmakers are the primary users of libraries within their respective parent institutions and their perception of the library influences the usage of information resources. It is thus central that a study is undertaken to help understand the users' perception concerning the library as this helped in addressing undesirable attitude that they may have towards the libraries. In a study of the perception of

postgraduates and lecturers on academic libraries in Nigeria, Oyewole & Adetimirin (2015) reveal that the overall perception was not favourable. The study adopted a survey method that was realized through use of questionnaire and interview schedule. This study was conducted in an academic setting while using postgraduate students and lecturers as the study participants. The present study was conducted in a political setting and perhaps point out whether there could be any common findings regarding perception on use of libraries. Furthermore, ideas may be borrowed from suggestions and recommendations of either study that may help to change the perception of library users to be favourable.

In Norway, Audunson (2005) examines how central decision makers and members of the Norwegian Parliament perceived the role of public libraries. The study was entirely qualitative in nature and utilized the interview technique for data collection. The study findings established that the politicians positively viewed the role of public libraries. The researcher, however, notes that the politicians restricted the role of public libraries as that of promoting literary culture and supporting education. Furthermore and interestingly, according to the politicians in this study, the role of public libraries in promoting social equality and democracy was not very central based on their perception. Parliament is a key institution in any country that is meant to engineer promotion of social equality and democracy. Whereas this study examined the perceptions of the Norwegian lawmakers based on the public libraries, the present study examined the perception of the legislators regarding legislative libraries and their services. In addition, while this study used qualitative approach in

data collection, the present study used a combination of both qualitative and quantitative approaches.

In Kenya, Parliamentary Caucus on Evidence-Informed Decision Making (PCEIDM) is spearheading and championing the need for legislators to use evidence in committee work (Sande, 2018). This essentially means that at the national level, the legislators have to use the Parliamentary Research Services (PRS) of which the library is a constituent. Besides PCEIDM lobbying the legislators to participate in issue-based policy dialogues, they are urged to collaborate with think tank like African Institute for Development Policy (AFIDEP) in discussing policy implications and how these inform legislation. Issue-based policy discussions would require legislators to consistently patronize library services and this may perhaps influence their attitude and perception on the role of the library and its research services. Continued usage of the library and its services might change the mindset and attitude of the legislators to appreciate the value of the library. It would be arguable that stressing on the need for evidence-informed public policy and decision making may increase the uptake of library research evidence and subsequently lead to a change in perception and attitude of the legislators regarding the library.

In a survey by Pew Research Center (PRC) among Americans on their attitudes towards public libraries, Horrigan (2016) states that the attitude of the public is largely positive regarding the role of the public library in the community.

Additionally, the survey established that the Americans were interested in libraries that offered a variety of services. The implication for this revelation is that the users are likely to have a rather unfavourable attitude towards libraries that do not offer a range of services. The range of services provided could be the motivating factor that may be contributing on their perception towards the library and the services offered. In fact, the study established that two-thirds of the participants would be majorly impacted if the libraries were to be closed. Interestingly, those that were to be affected most if the libraries were to be closed were women (74%) and college graduates (71%). Those who reported that the closure of library would have a negligible impact were those who had no high school degrees (15%) and non-internet users (15%). This means that there is a sense in which perception and attitude towards libraries differ based on demographic characteristics.

The library and research services for parliaments section in IFLA's strategic plan 2016-2017 hopes to promote library and research services including the parliamentary libraries section globally. In its strategic direction, the Parliamentary Libraries Section (PLS) recognizes the importance of changing the attitudes and perception of the users on the parliamentary libraries and the services offered. Further, the strategic plan notes the importance of recognizing library and research services in legislative settings as essential services. The effectiveness of parliamentary libraries and research services may be increased with the change of attitude and perception from one that is unfavourable to a favourable one. Hence, for a change in attitudes and perception to be realized, IFLA proposed the need to

build a communications campaign that demonstrated the importance of the parliamentary libraries for the policy makers.

2.4 Promotional Strategies for Enhancing Usage of Libraries

According to Chartered Institute of Marketing (2009), promotional strategies have to be designed in such a way that they attract user attention and provide reasons as to why to prefer library's services over those of the competitors. In a survey of effective techniques for promotion of library resources and services in Australian academic libraries, Yi (2016) grouped promotion approaches into three categories, that is digital media, print materials and events. The researcher established that digital media (library websites and social media), print materials (newsletters, flyers, leaflets, brochures and giveaways) and events (face-to-face events, workshops, training sessions, and one-to-one conversations) are considered the most effective promotion strategies. Whereas this study used the library professional staff as its respondents, the current study used library patrons who in this case are the MCAs. The study by Yi (2016) does not take into account how these promotion approaches are received by the users who are the intended audience. Furthermore, whereas this study was undertaken in an academic environment, the present study was undertaken in a political environment as there might be some differences.

In conference proceedings in India, Raul, Munnolli, & Belapurkar (2016) opine that it is essential to enhance the usage of services and resources and this could be enabled by using effective marketing strategies. With the advent of the internet and the changing patron behaviour as well as changing roles of information

professionals, Raul, Munnolli, & Belapurkar (2016) state that there has to be a shift from the conventional methods for promotion of library services and resources to the current methods of using the web technology. The fact that information professionals work in particular libraries means that they are familiar with the information needs of their clients and therefore could perhaps gauge the appropriate tools to market the library resources and services. Some of the proposed promotional methods that use the web technology include the library website, library email alerts and newsletters, tutorials on various databases, remote access facilities for subscription-based resources, Really Simple Syndication (RSS) feed, Facebook, YouTube, Twitter, Pinterest, Tumblr, and Blogs. Raul, Munnolli, & Belapurkar (2016) suggest that there should a manner in which the conventional and web technologies forms of promotion could be integrated to create powerful messages.

In Greece, the academic libraries and resource centers have varying strategies adopted for promoting and marketing their information products and services. Some of these strategies include but not limited to local press and media, announcements, exhibitions, online newsletters, e-mail lists, posters, user orientation and brochures (Garoufallou et al., 2013). The available empirical literature has revealed that promotional tools and activities are dominating strategies in the practice of marketing library services and resources (Edewor et al., 2016; Patil & Pradhan, 2014). Although, these promotional tools and activities are being used in the practice of marketing library services and resources, it is worth noting that these

strategies are largely dominating in academic libraries' literature. There is hardly published empirical literature on libraries in legislative settings documenting the promotional strategies and techniques that may enhance the usage of libraries.

Malekani & Benard (2018) examined the techniques for promoting the usage of Sokoine National Agricultural Library resources and services in Tanzania. The study was implemented through the use of survey questionnaire and the collected data analyzed using both inferential and descriptive statistics. The authors established that various techniques such as face to face events, leaflets, phones, workshops, emails, print adverts, displays and catalogues were used in promoting the usage of the library services and resources. In addition, the researchers noted that the respondents were of the opinion that the use of library website updates and social media as well as regular user training could be beneficial in helping to enhance users to patronize the library. This means that besides the conventional methods of promotion, there is need for use of web technologies in promotion of library services and resources. It would, however, be interesting to find out whether lawmakers and politicians hold similar views regarding strategies and techniques for promoting the usage of library resources and services.

Kiilu, Gathoni, & Kabugu (2011) note that in a report jointly commissioned by KLISC and INASP, it was not that very little was known about the usage of electronic resources in academic libraries. Furthermore, it was observed that in

cases where awareness levels are high and training is provided, the usage levels of e-resources are also high. The report subsequently suggested based on the collected data that there is need for libraries to improve their promotion and marketing strategies. Given that academic libraries in Kenya are constrained by lack of funds, Ndungu (2016) sought to establish ways of promoting the usage of e-resources on minimal budget. The study took a case of JKUAT. The researcher identified various promotional activities and things that may be undertaken in instances where budgets are constrained. These promotional activities include student magazine, institutional newsletters, institutional networking, instructional sessions, free online tutorials and training materials, reading lists, peer trainers' programmes, social media, YouTube, library websites, giveaways and word of mouth. It however remains that this study was undertaken in academic setting as opposed to the current study that was undertaken in a parliamentary setting.

2.5 Challenges Encountered by Legislators in Using Legislative Libraries

For the lawmakers to be successful in their daily mandate, they need to make use of well-resourced and functional libraries in their legislative set ups. However, the usage of these libraries is in no doubt characterized by a myriad of challenges which if not mitigated may hamper the success of legislators' day to day work. Joel-Ikokoh (2009) for instance notes that user attitude and unqualified personnel are some of the challenges militating the usage of parliamentary library in Nigeria. On the account of user attitude, Joel-Ikokoh (2009) argues that it is a collective duty for both the librarian and the users in undertaking collection development. Though, the users do not have a keen interest participating in this exercise even when presented

with publisher catalogues for their contribution. On the account of unqualified personnel, the author notes that the government views librarianship as insignificant and as a result hires any person thinking that they can render appropriate information services. The implication could thus be felt in the extent of usage of the library.

In addition, in a case study of Edo State House of Assembly in Nigeria, Ishola (2014), sought to examine the importance of libraries to lawmakers. The researcher used questionnaire and observation checklist as data collection tools. Among other major findings, the study revealed that although libraries are important and lawmakers were using the library occasionally, there were challenges which the lawmakers cited as leading to their lackadaisical attitude on the use of the legislative library. The findings indicate lawmakers citing that the library does not have relevant information materials and this is attributed to poor funding. The library has non-relevant information resources despite the fact that parliamentarians have to be served with timely and current information that is based on present context. The revelation that poor funding is blamed for non-relevant information materials available in the library is a demonstration that actions by the parent institution have a ripple effect on the use of the library. The study does not, however, indicate any possible explanations on what triggers low funding of the library.

The decline in reading culture in America has been considered as a challenge in the usage of public libraries (Smith, 2019). A similar challenge was reported by Ishola (2014) in a study in a study in Edo State House of Assembly in Nigeria. Members of parliament are not only restricted to the usage of legislative libraries in their setting but are welcome as well in public libraries alongside other citizens. The trend in the decline of reading culture is a concern as readers including political leaders play a more active and involved role in their communities (Bradshaw & Nichols, 2004). To fulfill their information needs, the political leaders must engage themselves in reading some literary materials whether in their original form or repackaged. The decline in reading culture could as well threaten the very existence of libraries. Furthermore, a decline in reading culture suggests that it may not be easier for the parliamentarians to constructively and effectively deal with the demanding array of tasks and issues for which information and policy advice is required. Although the observation by Smith (2019) was based on public libraries which also has different types of users, it was important that the current study captures the views of law makers alone with regard to the concept of reading culture.

Senators and members of parliament in Australia are faced with challenges such as information overload and the emerging web 2.0 technologies like Facebook and Twitter from which plenty of information is generated and disseminated (Missingham, 2011). Information overload refers to a situation where there is too much information whose quality and reliability is variable. Sieving and filtering this junk of information therefore becomes a problem in judging its authenticity and

reliability. Further, web 2.0 technologies have led to proliferation of information making it difficult to find appropriate and relevant information that could be used in decision making and for policy issues. The fact that the senators and members of parliament are faced with challenges of information overload as well as those associated with use of web 2.0 technologies could imply that they may not be making use of information professionals. Information professionals have the relevant training and knowledge on evaluation of information. Furthermore, it may be logical to indicate that these law makers do not consider the library and information professionals as the first source of information, hence the challenges of information overload, quality and reliability that they encounter. Nevertheless, it was important that this study is current to understand whether similar challenges could be reported by MCAs in Kenya.

Menya et al. (2015) reports that alarm over the quality of laws crafted by MCAs in Kenya could be attributed to their low questionable academic qualifications. Whereas the legislators could be having questionable academic qualifications, this perhaps may portend that they are likely not having a literary tradition, their information literacy skills are low and more importantly the possibility of these legislators appreciating the role of the library could absolutely be limited. Questionable academic qualifications could imply that some of the legislators may not be able to read and write and therefore, it may become difficult for such legislators to patronize the county assembly libraries. The library may be their last priority. The fact that the academic qualifications of the legislators are suspect and

they shun away from using the libraries means that they may consistently craft inferior laws for as long as they are still re-elected. Consequently, it may be deduced that the constituents whom the legislators are representing could be experiencing poor governance. In this study, the researcher sought to examine whether academic qualifications of the legislators may be influencing their usage of the library.

2.6 Summary and Research Gaps

The Kenyan scholarly community hardly has adequate published studies on libraries in legislative settings. Inadequate literature is not a Kenyan scholarly community issue, but which other scholars (Al Baghal, 2019; Watt, 2010) confirm that there are scanty independent studies on legislative libraries despite these libraries being in existence for decades. This is evidence that special libraries, particularly legislative libraries have not received adequate attention from scholars in this field. On the account of limited independent literature regarding legislative libraries, this became an indicator of a gap in the knowledge base which had to be filled. Further, the fact that limited studies could have been done in other jurisdictions does not guarantee the generalizability of the findings to other regions or countries without taking into account the unique aspects and factors that may affect the validity of the findings.

Current studies regarding libraries have prominently focused on academic libraries. The studies seem to be skewed or biased in favour of academic libraries. Adequate balance in research has not been given across all categories of libraries and specifically in as far as parliamentary libraries are concerned. This has left parliamentary libraries with absolutely minute studies undertaken about them.

Therefore, conducting this study endeavored to bridge the gap in literature concerning parliamentary libraries.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

Presented herein is research design adopted, site of the research, and population of interest in this research, sample size and sampling technique used in selecting the respondents. In addition, this section highlights the research instrument used, how validity and reliability of the instrument was established as well as the data collection techniques. The chapter ultimately concludes with how collected data was analyzed and the logistical and ethical issues considered in this study.

3.2 Research Design

Krishnaswamy & Satyaprasad (2010) defined a design in research as a systematic and logical plan developed in order to give direction to a study. It provides a procedure or systematic plan that a researcher has to adhere to so as to achieve the purpose of the research. Descriptive research design was used to implement this study. A descriptive research design is an approach that studies the status of an environment and is premised on the fact that problems can be solved and improvement to practices can be made (Koh & Owen, 2000). This research design was suitable for the present study as it examined the status and strategies of enhancing the usage of county assembly libraries. Furthermore, the suitability of this research design was due to the choice of the research instrument that was used

to collect data for analysis and help in description of practices for improving strategies of enhancing and promoting the usage of county assembly libraries.

3.3 Location of the Study

The research was undertaken in Kakamega County Assembly. The choice of this locale was based on the fact that Kakamega County Assembly is among those that have largest representation of MCAs given the numerical strength. The researcher, subsequently considered this locale as ideal given its numeracy in representation would provide adequate sample for the study.

3.4 Target Population

A population is a composition cases of things or individuals fitting the researcher's specifications (Easterby-Smith et al., 2012). The study target population constituted all the 91 MCAs, 3 library staff and the clerk in the County Assembly of Kakamega.

3.5 Determination of Sample Size and Sampling Techniques

3.5.1 Sampling Techniques

The study adopted simple random sampling strategy to recruit MCAs. This sampling technique was suitable as it provided all the 91 MCAs with similar chances of being considered as respondents (Mugenda & Mugenda, 2003). Purposive sampling was used to select all the library staff and the clerk of the county assembly.

3.5.2 Determination of Sample Size

A sample is a portion of the population having similar features and in which a researcher is interested in (Bailey, 2003). In determining the size of the sample, the

researcher used the formula provided by Yamane (1967) for sample size determination.

$$n = \frac{N}{1+N(e)^2}$$

$$n = \frac{95}{1+95(0.05)^2} = 76.76$$

The researcher thus recruited a sample of 77 respondents to participate in the study from a population of 91. In this study, 73 MCAs, 3 library staff and the clerk of the county assembly participated in the study.

3.6 Research Instruments

Questionnaire and interview were used as data collection methods. Questionnaire was used to collect data from the MCAs and library staff whereas interview technique was used to collect data from the clerk of the county assembly. The questionnaire was structured based on the objectives of the study. Based on the structure of the questionnaire, there were sections that represented each objective. The first section collected general data whereas sections two to section five collected data for the first to the fourth objectives respectively. The questionnaire contained both closed and open ended questions. An interview schedule was prepared and used to guide the interview process with the clerk of the county assembly.

3.7 Piloting Study

Before subjecting the questionnaires to a full-scale survey, a thorough pre-test was undertaken to help identify flaws in the instrument which needed amendments. The pilot study was important in helping ensure that the respondents understand the questions as intended by ruling out the possibility of ambiguous questions whilst ensuring their clarity in order to achieve the desired outcome. The researcher made amendments on the research instrument based on the account of responses from the pilot respondents. The pilot study was conducted in the neighbouring Vihiga County Assembly with MCAs and the library staff as the pilot respondents.

3.7.1 Validity of the Study

Construct validity of the instrument was achieved by ensuring that only relevant questions were asked and were in line with the objectives of the study. Content validity of the instrument was achieved by ensuring that each objective under study had adequate representation based on the number of questions asked. Furthermore, the researcher had the instrument reviewed by the supervisor who is an expert in this field of study. Suggestions and recommendations from the supervisor were captured in the final instrument.

3.7.2 Reliability of the Study

Reliability refers to the degree to which the data collection techniques and analytic procedures would consistently produce similar findings when repeated on multiple occasions (Easterby-Smith et al., 2012). Test re-test technique was employed to establish the reliability of the research instrument. In test re-test technique, a research instrument is administered to the same participants twice over a period of

time under similar conditions and the findings assessed to establish their consistency (Multon, 2010). Cronbach's alpha was computed and the resulting coefficient interpreted using the guidelines by George & Mallery (2003). The researcher accepted the research instrument after establishing a coefficient of 0.76. Test re-test reliability of the instrument was established during the pilot study period.

3.9 Procedure for Data Collection

The researcher first sought for regulatory approvals from relevant institutions before proceeding to the data collection locale. Once all the necessary documentation for conducting research were obtained, the researcher sought for appointment with the Clerk of Kakamega County Assembly. On the scheduled appointment date, the researcher introduced himself and explained why the visit was necessary. In addition, the researcher reached an agreement on when it is best to conduct the study under minimal disturbance. On the data collection that was agreed, the researcher in person administered research instrument to research participants. Respondents were allowed enough latitude to fill in the research instrument. Further, the researcher was on standby to clarify any issues that could have arisen from the respondents regarding the study instrument. Eventually, the researcher collected the filled in questionnaires to start the data analysis process.

3.10 Data Analysis

The collected data was scrutinized for completeness. Both quantitative and qualitative data were collected. Collected data that was quantitative in nature analyzed using descriptive statistics with the help of (SPSS) and presented graphically as well as in tabular form. On the other hand, qualitative data were

thematically analyzed and presented through narrations. Table 3.1 provides data analysis framework.

Table 3.1: Data Analysis Matrix

Section	Data analysis plan	Presentation
General information	Descriptive statistics using SPSS	Tables, graphs and charts
Objective one	Descriptive statistics using SPSS	Tables, graphs and charts
Objective two	Descriptive statistics using SPSS	Tables
Objective three	Descriptive statistics using SPSS	Tables
Objective four	Descriptive statistics using SPSS	Tables and thematic narrations

3.10 Ethical and Logistical Considerations

3.10.1 Logistical Considerations

The researcher sought a letter of approval of research proposal from KU Graduate School. Further, in order to comply with the government policy on conducting research within the country, the researcher sought a research permit and authorization letter from (NACOSTI) to undertake the study. The letter of approval, research permit and letter of introduction were the binding legal framework to grant the researcher access to the data collection locale.

3.10.2 Ethical Considerations

Ethics according to DuBois (2008) refers to the researcher's determination of what is right or wrong and which could be embodied in codes, policies, laws or principles. The APA Code of Ethics in research activities was the principal guide that the researcher used to adhere to ethical principles in conducting and disseminating this research. The need to observe and adhere to ethical principles, ensuring that there is no infringement of their rights as well as to avoid fraud (Sobočan et al., 2018).

The researcher protected the anonymity and confidentiality of the research subjects so as to shield them from any harmful effects which may among others include victimization. The anonymity of the research participants was achieved through removal of any information that may lead or suggest to identify any individual involved in the study. In instances where particular respondents had to be identified, pseudonyms were used to describe such participants in this study. On the other hand, the confidentiality of the data collected from the research subjects was protected as the researcher ensured that the collected information is not made available to any other person.

The researcher sought informed consent of the research participants before engaging them in the study. The purpose of seeking informed consent was to protect those participants who may be vulnerable from potential harm and exploitation due to

their involvement in the process of research. Being a critical centerpiece in protecting the research participants, the researcher attached on the research instrument a consent note as a means of achieving the principle of voluntary informed consent. The consent note informed the participants of potential benefits and risks of participation, the procedure for conducting the study, aim, goal of study and their rights in partaking in this study. The informed consent was written in an easy to understand language and one in which possibility of coercion or undue influence is highly minimized. The informed consent was central as it provided adequate information to allow research participants make a voluntary and informed choice on whether or not to be participants in this study.

The researcher avoided causing harm to research participants and had unconditionally and moral duty to ensure that the values, humanity and dignity of all those participating in the study were preserved. The research participants were treated with the respect they deserved and not viewed as a means to an end. The risk of harm and wrongdoing was minimized whilst maximizing the possibility of ensuring that the research participants have their dignity assured and preserved. In addition, the researcher ceased from engaging in deceptive vices in the research process while promoting honesty and transparency. The researcher neither did fabrication nor manipulation of data and research findings.

Finally, the researcher did not engage in acts that could have constituted plagiarism such as intentionally or unintentionally presenting the work of other people. Where the researcher borrowed ideas and knowledge of other scholars and researchers from any source, ownership was attributed to the original author through appropriate citations. The researcher adhered to the Kenyatta University policy on plagiarism.

CHAPTER FOUR

PRESENTATION OF FINDINGS, INTERPRETATION AND DISCUSSION

4.1 Introduction

Presented here are study findings, interprets the findings followed with a detailed discussion. The presentation, discussion and interpretation of findings is connected to the literature reviewed in this study. The presentation of this chapter is based on study objectives that were to;

- a) Find out the perception of MCAs towards Kakamega County Assembly library and services.
- b) Determine the extent of usage of Kakamega County Assembly library and services by MCAs.
- c) Establish promotional strategies by Kakamega County Assembly to enhance usage of the library by MCAs.
- d) Establish the challenges encountered in enhancing the usage of Kakamega County Assembly library and services.

4.2 Demographic and General Information

4.2.1 General Information

The study data was collected from Kakamega County Assembly and the respondents were 73 MCAs, three library staff and the Clerk of the County Assembly. Questionnaires were used to gather data from MCAs and the library staff whereas interview technique was used to collect data from the Clerk of the County Assembly. The researcher administered 73 sets of questionnaires to the MCAs and collected ones after being filled were 56. All the library personnel returned the questionnaires that were filled and the interview conducted with the clerk. This means that the researcher collected data from 60 respondents from a sample of 77 which represents a return rate of 77.9%. A return rate of 70% and above is considered satisfactory and adequate for analysis of data in the social sciences (Orodho, 2009).

4.2.2 Respondents' Gender

The researcher made efforts establishing the gender of participants. This data was collected from MCAs and the library staff. The gender demographic was important because it would help determine the pattern of usage of the library based on the gender parameter or help establish if there is any association between gender and usage of the library. Due to privacy and identity concerns, the gender of the clerk was omitted in this report. Table 4.1 presents the results on gender.

Table 4.1: Respondents' Gender

Respondent	Gender of the Respondents	Total
------------	---------------------------	-------

	Male	Female	
MCA	42	14	56
Library staff	2	1	3
Total	44	15	59

Table 4.1 shows that there were 42 male and 14 female MCA respondents and 2 male and 1 female library staff respondents. It was revealed through the interview that the gender difference among MCAs arises from the fact that there are more male MCAs as compared to the female MCAs based on their numerical strength.

4.2.3 Age of the Respondents

The researcher made efforts establishing the age of participants. This was necessary in order to establish if usage of the library is associated with age of the respondents.

The results are presented in Figure 4.1.

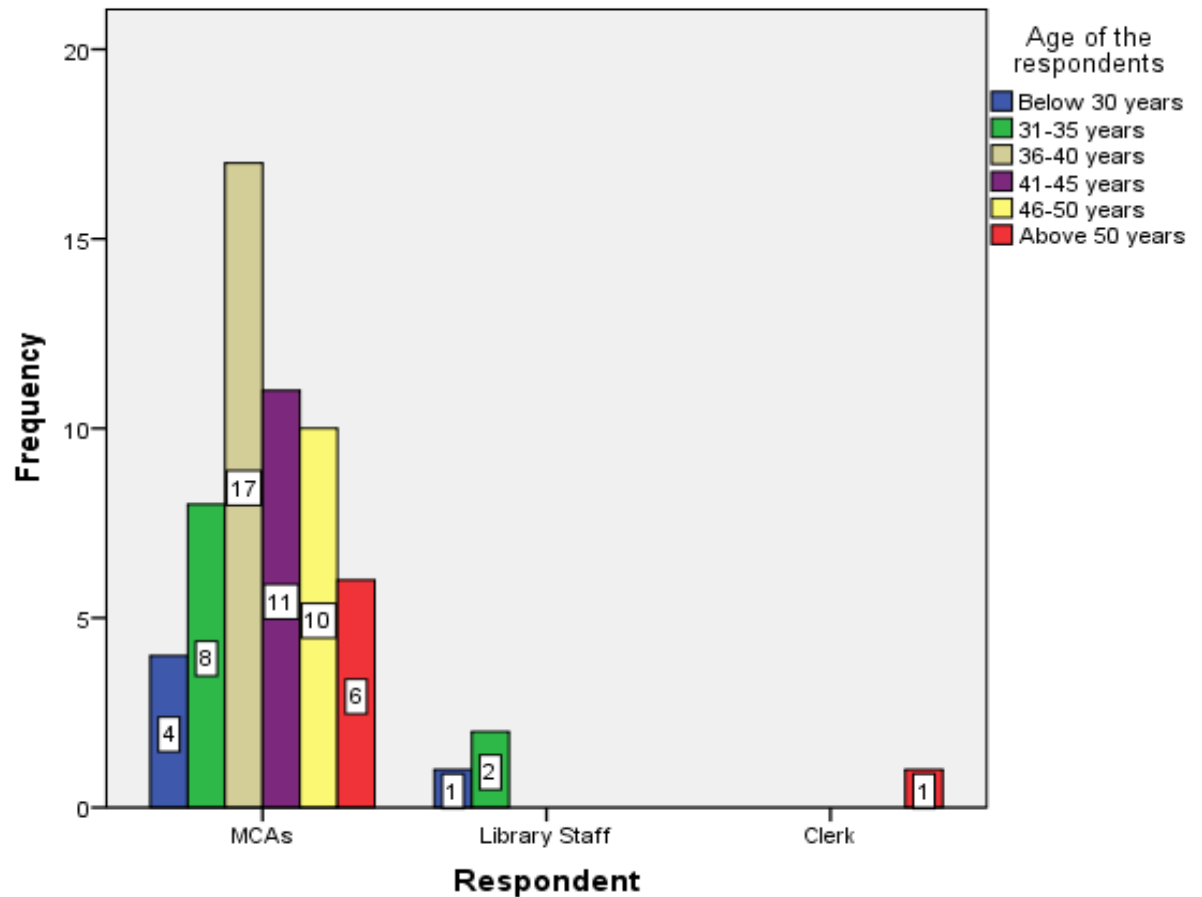


Figure 4.1: Age of the Respondents

Figure 4.1 shows that 45 respondents were above the age of 36 while those between the ages of 30 to 35 were 10 and 5 were below the age 30. This means that the respondents had diverse age ranges with the youngest being less than 30 years whereas the oldest being above 50 years.

4.2.4 Highest Academic Achievement

Respondents were requested to state their highest academic achievement. This was important because utilization of the library resources requires patrons who are

literate and passionate about seeking factual and authoritative information. The findings are presented in Figure 4.2.

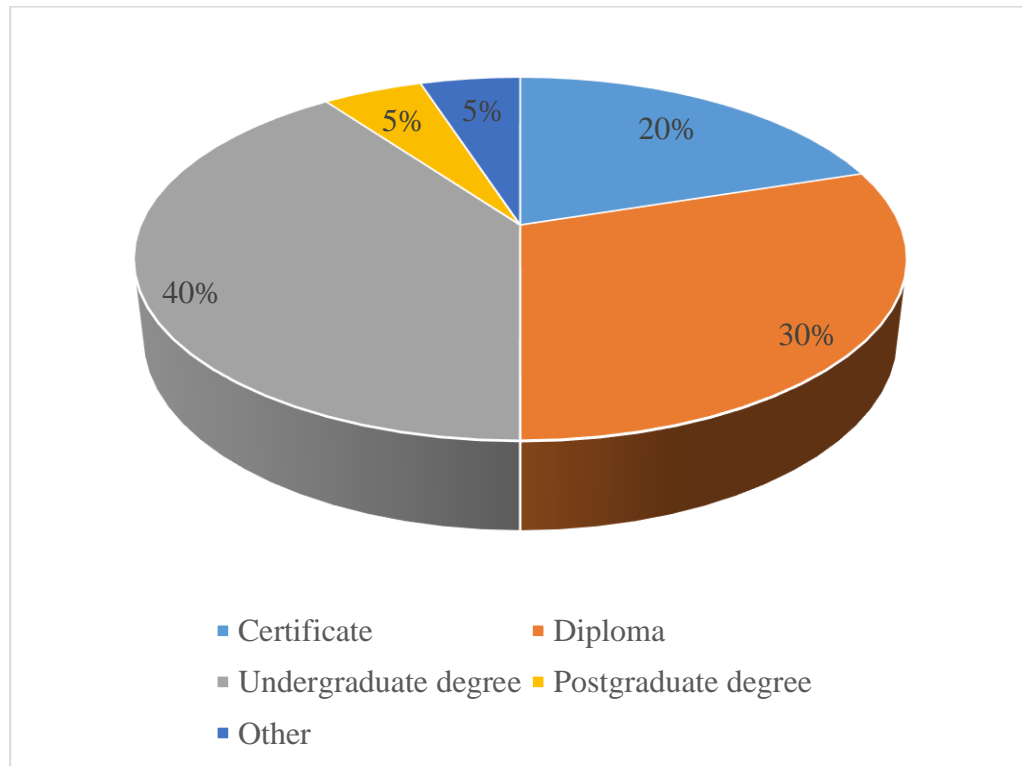


Figure 4.3: Highest Educational Qualifications of the Participants

Figure 4.2 shows 24 (40%) of people responding had undergraduate degrees as their highest academic achievement followed by those with diploma who accounted for 30%. Respondents with certificate as their highest educational qualification accounted for 20%. Only three (5%) had postgraduate degrees while the remaining three (5%) indicated having other qualifications. The level of education of an individual including the MCAs influences their ability of searching, collecting and using recorded as well as digital information. The implication of this finding is that MCAs with advanced levels of education could be having a higher ability of patronizing the library and be in a position to search, evaluate and use the

information sought. It is also worth noting that legislators with advanced levels of education could easily utilize modern information and communication technologies.

4.3 Perception of MCAs on County Assembly Library Services

The first objective was establishing attitude of MCAs towards KCA library and services. This was important because it is based on the perception that the patrons have towards the library and the affiliated services that improvement can be made.

4.3.1 Importance of the Library in the County Assembly

The researcher made efforts in finding out the opinion of MCAs on importance of the library in the county assembly. Understanding the opinion of the MCAs who are the basically the patrons of the library services is an indicator of the role that the library plays in the county assembly. The respondents to this question were the MCAs and the Clerk. The results are presented in Figure 4.3.

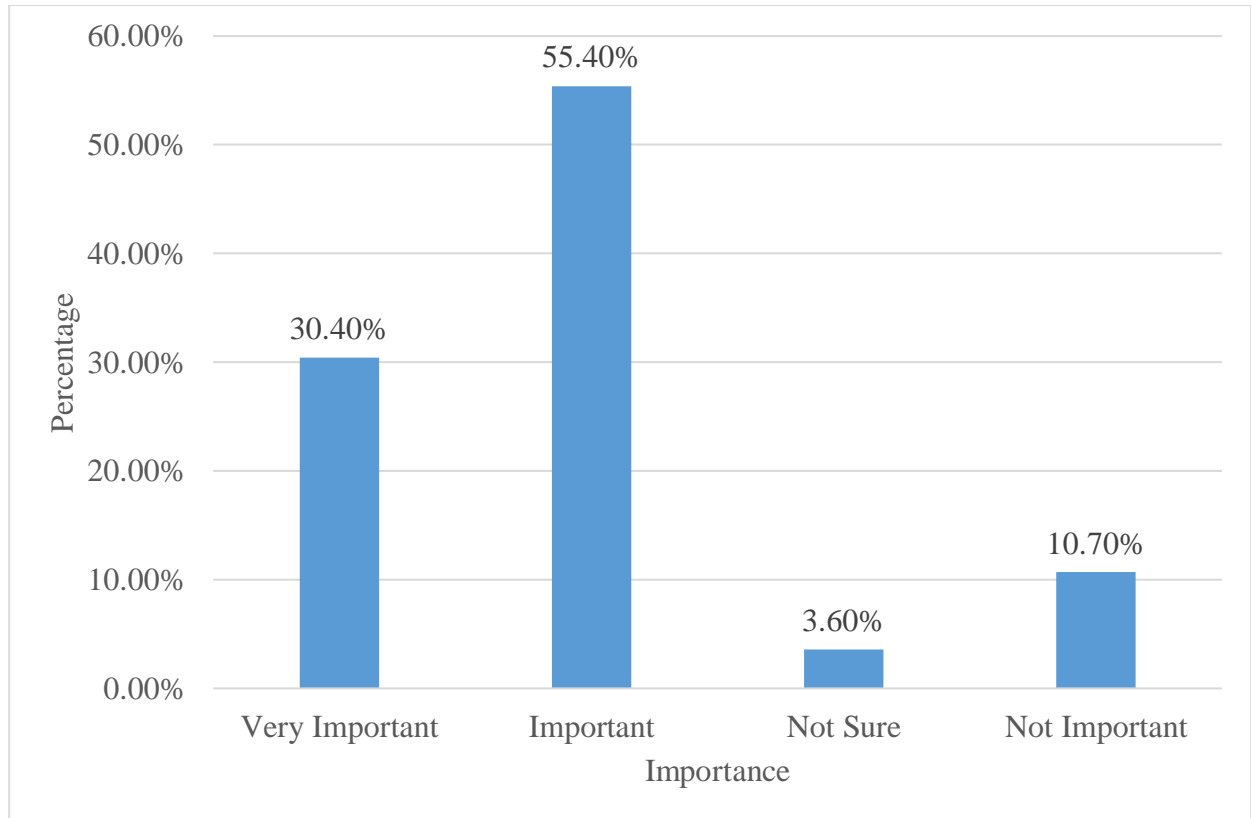


Figure 4.2: Importance of the Library in the County Assembly

Figure 4.3 shows at least 85% of people were of the opinion that library services were either very important or important in the county assembly. It was also revealed that 6 (10.7%) considered the library services in the county assembly as not important whereas 2 (3.6%) of the respondents cited that they were not sure of the importance of the library in the county assembly. It is interesting that respondents who had either undergraduate or postgraduate degrees constituted the majority who indicated that the library was either very important or important. The clerk through the interview noted that the library is very important in the county assembly as it is the library that preserves the history of the county assembly given that the county assembly is a house of records. The finding of the respondents on the importance of the library is akin to endorsing the value of the library in the county assembly.

These findings are in congruence with those by Horrigan (2016) in America but conflicts with those of Oyewole and Adetimirin (2015) in Nigeria who established otherwise. This means that the attitude and perception of the MCAs towards the resource center in the county assembly is favourable. This may also be a demonstration of how the MCAs view the significance of the library and the services offered in the county assembly. The implication of this finding is that the library while acting as a repository of the history of the county assembly may be considered as central to the county assembly. The library could be considered as having a wealth of information on operations of the county assembly as well as information about the county in general and therefore deemed to be a valuable resource center.

4.3.2 Impact of Closure of Kakamega County Assembly Library

The respondents were asked how they would be impacted by the closure of the KCA library. This was necessary because closure of the library would have an impact on those who patronize the library. The findings are illustrated in Table 4.2.

Table 4.2: Impact of Closure of KCA Library

Impact	F	%
Major Impact	7	12.5
Minor Impact	33	58.9
No Impact	16	28.6
Total	56	100

Table 4.2 shows that 33 (58.9%) of the respondents indicated that they would experience a minor impact on closure of the county assembly library. Seven (12.5%) stated that closure of the county assembly would impact them heavily whereas 16 (28.6%) indicated that they will experience no impact on closure of the library. Through the interview, it was indicated that closure of the library should be able to largely impact the respondents since their information needs can be fulfilled solely through library services.

This finding is interesting when more than three-quarters of the respondents state that closure of the library will have a minor or no impact on them yet 85% of them indicated that the library as being either very important or important. This finding is in tandem with that of Horrigan (2016) who indicated that those that are affected by closure of library are degree holders. However, this finding may not wholly concur as it clearly shows that some of the respondents who are degree holders cited that closure of the library will have either a minor or no impact on them. This finding could imply that the respondents may not be having adequate information or knowledge concerning the usefulness of the library to them as legislators.

4.3.3 Description of the KCA Library Services and Resources

The respondents were requested to state their description of the resource center services and resources offered at KCA. This was important as the quality of services offered determines how the library is patronized. This question was ostensibly to be answered by the MCAs as they are the primary users of the library. The findings are presented in Figure 4.4.

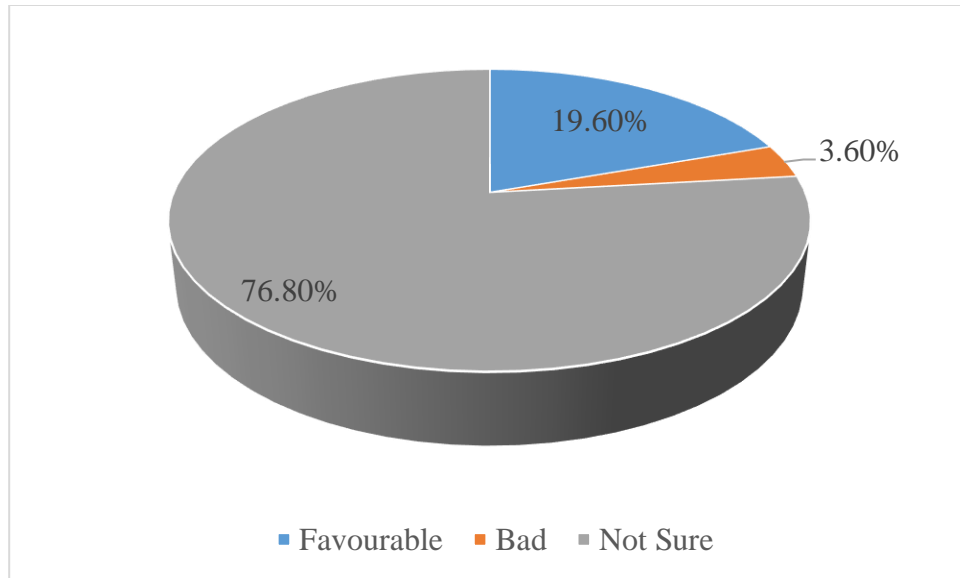


Figure 4.3: Description of KCA Library Services and Resources

Figure 5.5 shows at least three quarters of the respondents who accounted for 76.8% of the respondents cited that they were not sure of how they would describe the services and resources offered in the KCA library. It was also noted that 11 (19.6%) of the respondents cited that the services and resources in the library were favourable whereas 2 (3.6%) of the respondents indicated the services and resources provided as being bad. None of the MCAs described the services and resources offered as either being excellent or worse. The clerk through the interview described the services and resources offered as being favourable citing the conditions that the assembly is encountering as well as the fact that all offices are not centralized. The library is not located within the same vicinity as to where the MCAs hold meetings and debates.

A similar finding was revealed by Oyewole & Adetimirin (2019) in Nigeria who opined the perception towards the resource center services and resources was generally not favourable. The fact that the library is not located in the same precincts where the main business for the MCAs occurs could perhaps explain why majority of the MCAs cited that they were not sure of the quality of services and resources offered. This essentially means the location of the library could be the primary reason why the respondents are not sure of quality of services and resources offered. The implication of this finding is that majority of the MCAs hardly patronize the library based on their inability to describe the quality of services and resources offered.

4.4 Usage of the County Assembly Library

The second objective was assessing the extent of usage of KCA library. This was necessary because assessing the extent of usage of the library would be essential in helping to identify the areas of improvement in order to reap maximum usage of the resource center. The resource center staff were also asked to respond to the questions under this objective.

4.4.1 Frequency of Using Resource Center

The study attempted to investigate frequency of the MCAs in using library by MCAs. This was necessary as the findings would help inform future decisions about how the library could be utilized optimally. The findings are presented in Table 4.3.

Table 4.3: Prevalence of Using the Resource Center by MCAs

Frequency of use of library	Respondent		Total
	MCA	Library Staff	
Frequently	3	0	3
Sometimes	9	3	12
Never	44	0	47
Total	56	3	59

Table 4.3 shows that only 3 MCAs frequently patronized the library whereas 9 of them cited as sometimes patronizing the library. Fourty four of the MCAs cited that they never patronized the library. All the library staff stated that the MCAs could sometimes patronize the library. According to submissions by the clerk, the MCAs could sometimes patronize the library.

This finding concurs with that of Mostert & Ocholla (2005) in South Africa where it was revealed that the legislators underutilized the library and instead opted for other competing information sources. The finding could imply that the MCAs may not perform their duties effectively and efficiently because they are hardly utilizing research and information services. The limited usage of the library could also perhaps explain why this study found most of MCAs being unable to describe

library services and resources at the county assembly. While the minority could be having their information needs fulfilled in the library, the majority could be looking at other sources of information for their research and information needs. There is a danger in other sources of information particularly where an information is not involved in evaluating the authenticity, quality and trustworthiness of the information gathered.

4.4.2 Information Needs for Library Services and Resources

The study attempted to investigate motivation for MCAs in seeking library information resources and services. This was necessary as user needs survey that would help in informing delivery of resources and services that fulfill information needs of the MCAs. This was a multiple response question and only MCAs who indicated as having used the library were the respondents. Library staff also responded to this question. Table 4.4 presents the results.

Table 4.4: Motivation for Seeking Library Services and Resources

Motivation	Respondent		Total
	MCA	Library Staff	
To be up-to-date with current affairs	3	3	6
To engage in parliamentary debates	12	3	15
To inform decision making	1	3	4
To prepare for a speech	7	3	10
To make a particular research	3	3	6
To make a general research	3	3	6
Other	1	0	1

Unanswered	44	0	44
Total	56	3	59

Table 4.4 shows that all MCAs who visited the library sought information to engage in parliamentary debates followed by seven of them who sought information for preparing a speech. Three MCAs visited the library to make a particular or general research whereas one of them visited the library to obtain information for decision making. In addition, three MCAs visited the library in order to be up-to-date with information on current affairs. Only one MCA cited visiting the library in order to gather information for preparing parliamentary questions. Forty four of the respondents failed to answer this question. All the library personnel indicated that the MCAs who visited the library were motivated by the above mentioned factors. Through the interview, it was noted that majority of the MCAs who visited the library were motivated more so by the need to obtain information necessary for parliamentary debate as well for speech preparation.

The finding that majority of the MCA s who visited the library did so to gather information to facilitate them in parliamentary debate and for speech preparation was also revealed by Mansour and Alkhurainej (2011) in Kuwaiti and Alemna and Skouby (2000) in Ghana. This finding raises issues on the quality of debates in the county assembly because quality of debates depend on the information at the disposal of the MCAs. This finding could perhaps imply that those MCAs who

utilized the library are more effective and efficient in their performance than those who did not utilize the library.

4.4.3 Sources of Information for the MCAs

The researcher attempted to find out sources of information that MCAs consulted in order to fulfill their information needs. This was necessary as the finding would be essential in informing weeding decisions in the library. The question was a multiple response one and MCAs who had indicated as having used the library were the respondents to this particular question. Table 4.5 presents the results.

Table 4.5: Sources of Information for MCAs

Source	Respondent		Total
	MCA	Library Staff	
Government documents	8	3	11
Hansard reports	12	3	15
Committee reports	5	3	8
Newspapers	12	3	15
Internet sources	10	3	13
Newsletters	1	0	1
Books	2	2	4
Other	0	0	0
Unanswered	44	0	44
Total	56	3	59

Table 4.5 shows that all the MCAs who have visited the library got their information sources from hansard reports and newspapers with others utilizing government documents and internet sources. Five of the MCAs utilized committee reports while two of them utilized books as sources of information. Fourty four MCAs failed to answer this question as they indicated not utilizing the resource

center. According to the library staff no MCA had made use of newsletters as sources of information. None of the respondents cited has having obtained information from other sources. The findings based on the majority of the MCAs on their preferred information sources are consistent with the revelations of the clerk who noted that the most frequently utilized sources were hansard reports, committee reports, newspapers and government documents.

Furthermore, the revelations are also in tandem with those of Ofori-Dwumfuo and Addo (2012) in Ghana who noted that most sought sources of information were legislative and government documents. These sources of information of information contain factual information and could thus be critical particularly when debating. Having factual information contributes to debates being credible. The implication of this finding is that whereas there are a minority of MCAs who undertake their duties with information that is factual, majority of the MCAs may be performing their duties with limited to almost no factual information. This case also has implication on the general quality of the functions of the MCAs.

4.5 Strategies for Promotion of Library Resources and Services at KCA

The third objective was establishing promotional techniques by KCA to enhance usage of the library by MCAs. The respondents were requested for their opinions on the effectiveness of various promotional techniques used in promotion of library resources and services. This was necessary as the most effective promotional strategies would be advocated for use in promotion of library information services and resources so as to enhance its usage. Table 4.6 presents the results.

Table 4.6: Effectiveness Promotional Strategies

Strategy	Most effective	More effective	Effective	Somewhat effective	Ineffective
	Percentage	Percentage	Percentage	Percentage	Percentage
Workshops	0	0	27.1	61	11.9
Website announcements	0	0	0	15.3	84.7
Training sessions	28.8	20.3	50.8	0	0
Social media	0	0	0	16.9	83.1
Published guides	0	0	28.8	44.1	27.1
Phone	0	0	0	0	100
One-to-one conversations	79.7	20.3	0	0	0
Newsletters	0	0	1.7	55.9	42.4
Library website	0	0	0	10.2	89.8
Library tours	16.9	69.5	13.6	0	0
Leaflets	0	0	37.3	62.7	0
Giveaways	0	0	0	0	100
Flyers	0	0	40.7	59.3	0
Face-to-face events	88.1	10.2	1.7	0	0
Exhibits/displays	0	0	35.6	30.5	33.9
Emails	0	0	3.4	23.7	72.9
Direct mail	0	0	0	0	100
Brochures	0	0	40.7	59.3	0
Booklets	0	0	0	11.9	88.1

Table 4.6 shows that there were promotional strategies that were considered by the respondents as being superior to others. Strategies that were considered as either effective, more effective or most effective had the following cumulative percentages; training sessions (100%), library tours (100%), face-to-face events (100%) exhibits/displays (35.6%), leaflets (37.3%), brochures (40.7%), flyers (40.7%). Equally, it was also revealed that there were ineffective promotional

strategies which included phone conversations (100%), giveaways (100%), emails (72.9), library website (89.8%), social media (83.1%), website announcements (84.7%), booklets (88.1% and direct mails (100%). According to the clerk, the most effective promotional strategies to enhance usage of the library are library tours, training sessions and face-to-face events.

The finding is somewhat inconsistent from the finding of Yi (2016) who categorized promotional strategies into three as follows; print materials, digital material and events and opined that these are the most effective promotional approaches. However, in this study, it was established that events were the promotional activities considered to be more effective. This finding further deviates from the submissions by Raul et al. (2016) who advocated that institutions move away from conventional methods of promoting library information services and resources to current methods of using the web technology. This basically means that the use of web technology at KCA for promoting library services and resources to MCAs may not be realized soon given that events are still the most preferred approaches as being effective.

4.6 Challenges in Enhancing Usage of KCA Library

The last objective of this undertaking was establishing challenges in promoting usage of KCA library. This was necessary in order to help address the challenges and subsequently improve the promotional efforts of the library. Table 4.7 presents the findings.

Table 4.7: Challenges in Enhancing Usage of County Assembly Library

Challenge	Responses		Percent of Cases
	N	Percent	
Poor reading culture	7	10.8	16.7
Low literacy levels	4	6.2	9.5
Poor digital literacy skills	10	15.4	23.3
Poor location of the library	39	61	92.9
Other	2	3.1	4.8
No answer	3	4.6	7.1
Total	65	100	154.8

Table 4.7 shows that the greatest challenge towards enhancing the usage of the KCA library is the poor location of the library that account for 61% of the responses. Poor digital literacy skills accounted for 15.4% followed by poor reading culture at 10.8% and low literacy levels at 6.2%. Table 4.7 further shows that three respondents who were the library personnel failed to answer this question whereas two respondents cited that they have other competing interests and therefore usage of the library is not a priority to them. Based on the submissions by the clerk, the greatest undoing towards the usage of the library is its location as the library is not within the same precincts where most of the activities related to the duties of MCAs occur. According to the clerk, limited office space within the precincts made the county assembly to have other offices including the library outside the precincts.

It is worth noting that the challenge established by other previous researchers such as Ishola (2014) and Smith (2019) that is consistent with this study is that of poor

reading culture. The study findings, however, mean that a library may well be utilized when it is located within the same precincts where main activities occur. Perhaps if the library was located within the same precincts where MCAs undertake their duties, usage of the library would have been higher.

4.6.1 Suggestions of Increasing the Usage of the Library

The researcher asked the respondents for proposals on how to ensure optimal usage of the library. The question was open ended aimed towards gathering views of all respondents. It was interesting to establish a significant section of respondents citing that all services of the county assembly including the library should be within the same precincts. Given the nature of politicians as having so many other competing interests, it may not be tenable for them to move to some other site in order to access the library. It may be easier for them to access it if it is located within the same precincts where they conduct their core business.

The other suggestion that was provided is the need for the county assembly to provide remote access to services and resources offered by the library. This means that the library is not currently providing remote access to its resources and services and as such they have to visit the library in person so as to patronize the services and resources provided. Provision of remote access services would facilitate the MCAs who are technologically savvy to patronize the library resources and services without necessarily being present in the library. This could perhaps contribute to enhancing the usage of the library among the MCAs.

It was further suggested that other forms of marketing the library resources and services such as opportunistic approach, induction programmes and library tours should be undertaken thoroughly particularly when new MCAs are received at the county assembly. It is through such programmes that the MCAs may be given in-depth knowledge of the role and importance of the library from the start. Introducing a programme when they are relative still new would be easily welcomed unlike when it is done when they are already accustomed to their duties.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

Presented in this chapter is the study summary, conclusions and recommendations.

5.2 Summary

It was revealed that although the respondents noted the library as being important in the county assembly, their general perception of the library services and resources was not favourable. This could ostensibly be attributed to the location of the library which is not within the same precincts where the MCAs conduct their business.

The study established that only 12 of the MCAs have ever utilized the library. Essentially, this means that the library is underutilized. All the MCAs who have visited the library did so to gather information essential in engaging in parliamentary debates as well as for preparation of speeches. The most utilized sources of information were government documents, hansard reports, committee reports and newspapers.

The promotional activities that were considered to be effective, more effective or most effective as promotional approaches include training sessions, library tours and face-to-face events. The ineffective promotional strategies included phone

conversations, giveaways, emails, library website, social media, website announcements, booklets and direct mails.

The greatest encountered by the MCAs in patronizing the library services and resources was the location of the library. The library is not within the same precincts where the main activities occur and is considered as inconveniencing the users moving from one place to another whereas they have other competing interests. Poor reading culture and poor digital skills were among those also identified as challenges.

5.3 Conclusions

It is concluded that;

- i. The general perception of the MCAs towards library services is not favourable although they acknowledge the importance of library services in the county assembly.
- ii. The legislative library at KCA is underutilized by the MCAs. This is based on the finding that only 12 MCAs have utilized the library so far.
- iii. The preferred sources of information for the MCAs from the library were government documents, legislative documents and newspapers.
- iv. Promotional approaches or strategies that are in form of events are considered as the most effective strategies for enhancing utilization of library services and resources.

- v. The location of the library in relation to the location where main activities of the MCAs occur is the greatest undoing towards enhancing the usage of the library.

5.4 Recommendations

The study recommends that;

- i. Kakamega County Assembly should ensure all services are centrally provided within the same precincts in order to enable the MCAs patronize the library for the resources and services with ease.
- ii. Kakamega County Assembly should engage in rigorous marketing strategies for library services including but not limited to opportunistic approach, presentations, library tours, producing a leaflet or a guide about services in the library and induction programme for new MCAs.
- iii. The library at KCA should consider rolling out remote access services to facilitate the technologically savvy MCAs patronize the library resources and services without necessarily being physically present in the library.

5.5 Recommendations for Further Research

Further research on the following areas should be made;

- i. A study on the challenges encountered by MCAs in using their legislative libraries using a larger population.
- ii. A comparative study on the extent of usage of legislative libraries for county assemblies with libraries located within the same precincts and for those with libraries outside the precincts of the county assembly.

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APPENDIX I: QUESTIONNAIRE FOR MCAs

Section A: General Information

1. What is your gender?

Male []

Female []

2. What is your age bracket? (Tick appropriately)

Below 30 years []

31-35 years []

36-40 years []

41-45 years []

46-50 years []

Above 50 years []

3. What is your highest level of academic qualification?

Certificate []

Diploma []

Under-graduate []

Post-graduate []

Other

Section B: Usage of County Assembly Library

4. What is your frequency of using the library?

Always []

Frequently []

Sometimes []

Never []

5. Do you ever seek help from the library staff for information requests?

Yes []

No []

6. What is your motivation for seeking library information resources and services?

Motivation	Tick (Where applicable)
To be up-to-date with current affairs	
To engage in parliamentary debates	
To inform decision making	

To prepare for a speech	
To make a particular research	
To make a general research	
Other (Specify)	

7. What information sources do you frequently use for your information needs?

Government documents []

Hansard reports []

Committee reports []

Scientific reports []

Newspapers []

Internet sources []

Newsletters []

Books []

Other (Specify)

Section C: Perception and Attitude of Legislators towards Libraries

8. How would you describe the importance of the library in the county assembly?

Very Important []

Important []

Not Sure []

Not Important []

9. How would you be impacted by closure of the legislative library at Kakamega County Assembly?

Major impact []

Minor impact []

No impact []

10. How would you describe the library the library services and resources offered?

Excellent [] Favourable []

Bad [] Worse []

Section D: Strategies for Promotion of Library Services and Resources

11. How would you rate the effectiveness of the following strategies used in promotion of library resources and services?

Strategy	Most effective	More effective	Effective	Somewhat effective	Ineffective
Emails					
Library website					
Social media					
Website announcements					
Booklets					
Brochures					
Direct mail					
Flyers					
Giveaways					
Leaflets					
Newsletters					
Published guides					
Exhibits/displays					
Face-to-face					

events					
Library tours					
One-to-one conversations					
Phone					
Training sessions					
Workshops					

Section E: Challenges Encountered in Using the Library

12. What challenges do you think are impeding you from using the library?

Challenge	Tick (Where appropriate)
My attitude towards the library	
Unqualified personnel	
No relevant information materials	
Poor reading culture	
Information overload	
Low literacy level	
Other (Specify)	

13. What suggestions would you provide that may increase the usage of the library?

APPENDIX II: QUESTIONNAIRE FOR LIBRARY STAFF

Section A: General Information

1. What is your gender?

Male []

Female []

2. What is your age bracket? (Tick appropriately)

Below 30 years []

31-35 years []

36-40 years []

41-45 years []

46-50 years []

Above 50 years []

3. What is your highest level of academic qualification?

Certificate []

Diploma []

Under-graduate []

Post-graduate []

Other

Section B: Usage of County Assembly Library

4. How would you describe the usage of the library by the MCAs?

Always []

Frequently []

Sometimes []

5. Do the MCAs ever seek help from the library staff for information requests?

Yes []

No []

6. What is the motivation for MCAs to seek library information resources and services?

Motivation	Tick (Where applicable)
------------	-------------------------

To be up-to-date with current affairs	
To engage in parliamentary debates	
To inform decision making	
To prepare for a speech	
To make a particular research	
To make a general research	
Other (Specify)	

7. What information sources do MCAs use to meet their information needs?

Government documents []

Hansard reports []

Committee reports []

Scientific reports []

Newspapers []

Internet sources []

Newsletters []

Other (Specify)

Section D: Strategies for Promotion of Library Services and Resources

8. How would you rate the effectiveness of the following strategies used in promotion of library resources and services?

Strategy	Most	More	Effective	Somewhat	Ineffective
----------	------	------	-----------	----------	-------------

	effective	effective		effective	
Emails					
Library website					
Social media					
Website announcements					
Booklets					
Brochures					
Direct mail					
Flyers					
Giveaways					
Leaflets					
Newsletters					
Published guides					
Exhibits/displays					
Face-to-face events					
Library tours					
One-to-one conversations					
Phone					
Training sessions					
Workshops					

Section E: Challenges Encountered in Using the Library

9. What suggestions would you provide that may increase the usage of the library?

APPENDIX III: INTERVIEW SCHEDULE

On meeting the clerk of the county assembly, the researcher will;

- i. Introduce himself and explain the purpose of the interview.
- ii. Request the interviewee to briefly introduce him/herself.

Questions

1. How would you describe the MCAs general perceptions towards the library and its services?
2. Has this perception affected their usage of the library? If yes, how? If no, why?
3. How would you describe the extent to which the MCAs use the library?

4. Does the county assembly library promote/market their services? If so, what strategies are used? If not, what are the reasons?
5. What challenges are encountered in promoting the usage of the library and its services?
6. What are your suggestions on how to enhance the usage of the assembly library despite the challenges?

APPENDIX IV: APPROVAL OF RESEARCH PROJECT PROPOSAL



KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 810901 Ext. 4150

Internal Memo

FROM: Dean, Graduate School

DATE: 7th May, 2022

TO: Victor Aswani Rapando
C/o Library & Information Science.

REF: E65/OL/KKA/32473/2017

SUBJECT: APPROVAL OF RESEARCH PROJECT PROPOSAL

This is to inform you that Graduate School Board at its meeting of 25th May, 2022 approved your Research Project Proposal for the M.LIS Degree Entitled, "Strategies of Facilitating Usage of County Assembly Libraries: A Case of Kakamega County Assembly Library, Kenya".

You may now proceed with your Data Collection, Subject to Clearance with Director General, National Commission for Science, Technology and Innovation.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking and Progress Report Forms per semester. The Forms are available at the University's Website under Graduate School webpage downloads.

Thank you.

ELIJAH MUTUA
FOR: DEAN, GRADUATE SCHOOL

c.c. Chairman, Library & Information Science Department.

Supervisors:

1. Dr. Daniel Wambiri Muthee
C/o Department of Library & Information Science,
Kenyatta University

EM/inn

APPENDIX V: RESEARCH AUTHORIZATION - KU



**KENYATTA UNIVERSITY
GRADUATE SCHOOL**

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 8710901 Ext. 57530

Our Ref: E65/OL/KKA/32473/2017

DATE: 7th June, 2022

Director General,
National Commission for Science, Technology
and Innovation
P.O. Box 30623-00100
NAIROBI

Dear Sir/Madam,

RE: RESEARCH AUTHORIZATION FOR VICTOR ASWANI RAPANDO – REG. NO.
E65/OL/KKA/32473/2017.

I write to introduce Victor Aswani Rapando who is a Postgraduate Student of this University. The student is registered for M.LIS degree programme in the Department of Library & Information Science.

Victor intends to conduct research for a M.LIS Project Proposal entitled, “Strategies of Facilitating Usage of County Assembly Libraries: A Case of Kakamega County Assembly Library, Kenya”.

Any assistance given will be highly appreciated.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'E. Kimani'.

PROF. ELISHIBA KIMANI
AG. DEAN, GRADUATE SCHOOL

EM/inn

