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AN ANALYSIS OF THE BRITISH COUNCIL LIBRARY
SERVICE IN KENYA.

A CASE STUDY OF THE NAIROBI BRITISH COUNCIL LIBRARY

BY

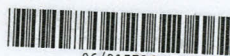
HARRIET WAMBUI GATHINJI

A PROJECT REPORT SUBMITTED IN THE FACULTY OF EDUCATION
IN PARTIAL FULFILMENT FOR THE AWARD OF
DEGREE IN MASTER IN EDUCATION
(LIBRARY SCIENCE)

AT
KENYATTA UNIVERSITY.

OCTOBER, 1994. ✓

Gathinji, Harriet
*An analysis of the
British Council*



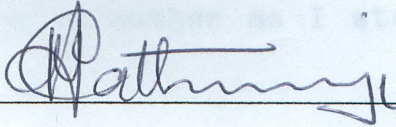
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KENYATTA UNIVERSITY LIBRARY

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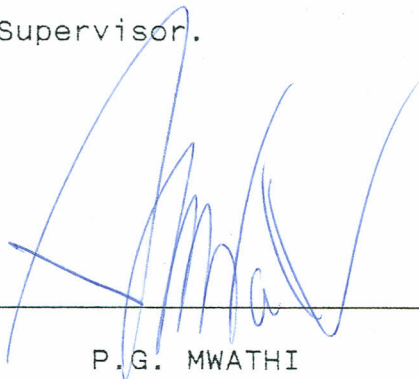
DECLARATION

This research project is my original work and has, to the best of my knowledge not been presented for a degree in any other University in Kenya.



HARRIET WAMBUI GATHINJI

This project has been submitted for examination with my approval as a University Supervisor.



P.G. MWATHI

LECTURER

KENYATTA UNIVERSITY.

(ii)

DEDICATION

This project is a dedication to my parents who, I believe, wanted me to have the best in life.

Also to my children, Muhoro, Nyawira and little Michael who provided me with the joy of a mother as I struggled with this work.

Finally to all those who contributed to the quality and completion of this work in every small way.

ACKNOWLEDGEMENT

My first thanks go to Kenyatta University for awarding me a scholarship to pursue this degree.

I also wish to thank most sincerely the Head, Library Services at the British Council for allowing me to carry out this research at Nairobi British Council Library.

Many thanks to the Library Staff for the cooperation they gave me in the course of collecting data.

Special thanks go to Mr. P.G. Mwathi, Senior Lecturer in the Department of Library Studies, Kenyatta University, for his most encouraging and selfless concern during the whole period this work was in progress, and Dr. G.K. Karugu for the enormous moral support he gave me throughout this course.

I am most grateful as well to Jane and Margaret for typing the proposal and the project report respectively.

Last but not least, I wish to thank our house-help, Wanjiru, who tirelessly took up my responsibilities in house keeping so that I could concentrate on my work. I want to thank her most sincerely for taking care of my youngest child while I was busy

in the library almost night and day.

Above all, thanks be to Our Almighty God who has taken care of all of us.

Following items have been used in this research report
included in the report as references. They are
all available.

Liberty: Freedom of ability of citizens to make use of:
the liberty to enter

Education: The nature of learning, including adjusting;
difficulties in which a person's growth comes to
fit into a given environment and is comfortable.

The following items are included in the report:
books, articles, and other references.

Some of the items are available in the library and
some are available only by one reader and in which
the books are not necessarily locked
due to the temporary absence of the reader.

Some of the items are available in the library and
some are available only by one reader and in which
the books are not necessarily locked
due to the temporary absence of the reader.

DEFINITION OF TERMS

The following terms have been used in this research report and are intended to be understood as defined. They are alphabetically arranged.

Accessibility: Freedom or ability to obtain and make use of; the liberty to enter.

Accommodation: The action of accommodating fitting, adjusting; a process in which a person or group comes to fit into a given situation and feel comfortable.

Acquisition: The process of obtaining materials such as books, non-book media for the library.

Carrel: A small room in a corner within the library set aside for research work by one reader and in which books, note books etc. may be securely locked during the temporary absence of the reader.

Clientele: Library users.

Closed Carrel: Those carrels that give complete seclusion and can be locked.

Librarian: A person charged with the running of the library, making the stock and library services available to the clientele.

Library Services: The work done by the people charged with the running of the library in giving provisions to the users so that they can derive maximum benefit from the use of the library.

Library use: Act of utilizing the resources and services available in a particular library.

Non-book materials: Those library materials that are not books, periodicals or pamphlets and which require special handling.

Open Carrels: Carrels that give partial seclusion; with only front and side screening.

Reading space: The area allocated for reading or/and reference purpose. It includes the reading tables and chairs.

Stock: All the books and non-book items in a library.

User relevance: The appropriateness of information retrieved or available for the library user.

LIST OF ABBREVIATIONS

Below are the complete forms of abbreviations used in this research report.

P	Page
PP	Pages
NBCL	Nairobi British Council Library
ODA	Overseas Development Administration
OP	Office of the President
Medline	Medlars on Line
Medlars	Medical Literature Analysis and Retrieval System
CAB	Commonwealth Agricultural Bureau
LIBID	Library Information Department
LISA	Library Information Service
OPAC	On Line Public Access Catalogue
CAS	Current Awareness Service
SDI	Selective Dissemination of Information
DDC	Dewey Decimal Classification System
BBC	British Broadcasting Corporation
ELT	English Language Teachers
BDDEA	British Development Division of East Africa
EC	European Community
UNDP	United Nations Development Programme
NGO	Non Governmental Organization
ICEA	Insurance Company of East Africa
GCS	Global Cataloguing Service

ABSTRACT

This is a study of Nairobi British Council Library.

The project report contains information on the Library's resources, services, staff, accommodation and accessibility. A brief history of the formation of the British Council as a body has also been included.

The study also contains remarks about the category of Nairobi British Council Library and by implication, the rest of British Council libraries in Kenya.

The idea was to try and come out with possible classification of the library based on both its policy and functions. To this effect, a conclusion based on the researcher's views as well as the services offered there has been drawn.

For every aspect of this study, some recommendations have been given. These are based on the research findings and conclusions. There is a suggestion for further research based on staff efficiency.

I hope it will make interesting reading.

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CHAPTER ONE

1.1 TOPIC OF RESEARCH

An Analysis of the British Council Library Services in Kenya: A Case study of the Nairobi British Council Library.

1.2 INTRODUCTION

1.2.1 The Beginning of British Council Library Services in Kenya

British Council Library activities in Kenya started in 1947 but due to problems of accommodation, proper library services did not start until the 1950s when the Council obtained a big enough place to provide adequate reading space (Nganga, 1979, p. 185).

It is this that became the Nairobi British Council Library. The utilization of this library was extensive and soon after in 1951 another library was opened at Mombasa. Just like in the case of the Nairobi Library, the response was very good. With a membership of only a thousand people, issues rose from about 3,500 to about 9,000 within the first year. (Nganga, 1979, p. 185).

A third library was opened in Kisumu in 1952 which also proved to be very popular. Each of those libraries is managed by a locally based librarian but the overall policy is in the hands of a London appointed 'Librarian for East Africa' currently based in Nairobi. He is the British Council representative in East Africa.

1.2.2 MODERN CATEGORIES OF LIBRARIES

Libraries fall under various categories depending on the type of user served by its resources.

User's information and education needs vary in any given community and in an effort to meet these diverse needs, different types of library services emerge (Malan, 1978) and consequently, different categories.

Malan goes on to say that:

The aim of libraries originate in the interest and needs of the community because each section of the community has its own particular needs. Libraries have come into being with the object of satisfying there needs. The aim of a library determines its character and therefore, difference in aim results in the establishment of different types of libraries (pp. 45 - 46).

To know therefore what type a library is, it is important to determine the library's aims (p. 46). The following is an analysis of the various categories of libraries.

1.2.2.1 Public Library

The term describes libraries supervised, financed and supported by either the central or local government to provide such services as considered appropriate to all those authorized to use them. Public libraries are also referred to as social libraries (Malan, p. 47) because of the social nature of their functions.

These exist in three main organizational forms namely the free, subscription and specialized public libraries.

(i) Free public libraries

These are usually attached to municipalities which maintain them through tax revenues.

Extension services could be found in hospitals and prisons as mobile services. These are the true public libraries.

Free public libraries were officially recognized with the passing of the Library and Museum Act of 1946 in Britain and America.

In South Africa free public libraries were initiated in 1761 when a private library was left to the Dutch Reformed Church in Cape town on condition that it would be freely accessible to all citizens (Malan p. 47).

(ii) Subscription public libraries

In their aims and functions, they are like the free public libraries differing only in their method of financing. This is met partly by subscription payable by members and partly by subsidies made available by local provincial or central governments (p.47).

A significant difference is that:

A free public library is accessible to all members of the community for all services whereas the bookstock of the subscription library is available for home use only to subscribers (p.47).

That is, only subscribed members can borrow books for home use.

(iii) Specialized public library services

These form part of the free public library structure. Malan describes these as those given by public libraries to the following groups of people; The physically handicapped, the visually handicapped, the sick, the aged, toddlers, children, young people, the mentally disturbed, seamen, soldiers, the police, convicts etc.

1.2.2.2 University Libraries

These are libraries found in universities and whose collection of literature is meant to render information in those subjects taught by the institution concerned.

Their functions/aims can be summarized as follows:

- i) Collection and preservation of literature in the fields of study and research of the university concerned.
- ii) The retrieval of literature and information for the advancement of instructions, study and research.

iii) The making available of literature to students and teachers for their continued education.

1.2.2.3 College libraries

The aims and functions of university libraries are also true of college libraries. College libraries, however, serve middle level training institutions.

Another difference between the two is that college libraries do not usually support research programmes.

1.2.2.4 School libraries

These are libraries attached to schools. Their aim is to support the teaching and learning in the respective schools.

Ritchie p. 140 says, school libraries in U.K. is a post 2nd world war phenomenon. Being too small to need the services of professional librarians they had depended on the public library which deposited small collections which were renewed from time to time.

1.2.2.5 Special Libraries

These libraries serve single or even sub-sections of a single subject area; thus it not only serves a much smaller circle of readers than either of the other types of libraries but also usually concentrates its services on the needs of

researchers and research bodies (Malan, p. 53).
Ritchie calls it a library that is neither national, nor
academic, nor public (p. 141). She goes on to expound that:

Special libraries are not 'special' in a
superior sense but a library that covers
a special, particular and definable subject
field (p. 141).

Usually, they are those libraries that are set up to cater
directly for the needs of some organization, usually a large
industrial corporation.

Their main characteristics include:

1. They operate in one more or less clearly definable
field or area of activity.
2. They are set up by a parent organization which is
engaged upon that activity.
3. Exploit, on behalf of their users, information
containing material pertinent to that field
and to its peripheral areas.
4. They give an informational service to their users which
goes beyond the traditional lending and reference
function of other types of libraries.

Special libraries are a product of the industrial revolution in Europe. Malan (p.71) adds that special libraries exclude special collections such as Africana, government publications among others.

Another aspect of special libraries brought out by Malan is that they are largely informational and thus retain only the most recent literature on a subject leaving the older ones to National and University libraries from where they can get them if need arises.

Special libraries are also known for employing personnel highly conversant with the subject under question so that they may know where and how to obtain information and impart it successfully.

1.2.2.6 National Libraries

Ritchie defines a National Library as follows:

The principle most comprehensive library which serves a particular country's citizens (p. 114).

Examples are the Bibliotheque Nationale of France, Lenin Library of Russia, The Library of Congress in the United States of America and the British Library in U.K.

There are very few strictly National Libraries in the developing countries. They combine the services of public and

national library e.g. the Kenya National Library is more of a public library than National and so is the National Library service of Botswana (p. 115).

These libraries developed as reference libraries - that is, making seating available, bringing materials to its readers for study in its reading rooms and producing a catalogue of its collections.

Lending services have slowly been added to the traditional reference functions. Another major function of a National Library is the production of a current National bibliography of a country's literary output (p. 115).

1.3 STATEMENT OF THE PROBLEM

The Nairobi British Council Library has been classified differently by various researchers in the field of Librarianship.

Nganga, 1979 (p. 182) has called it a special public library and Mahinda, 1985 (p.3) called it a public library.

Talking to the Deputy Librarian of this Library, this writer gathered that the same library is regarded as a Cultural Library. This is a reflection of lack of consensus on what this library does; its functions as well as the activities it carries out to fulfil certain objectives.

Totterdell, 1987 (p.30) mentions that 'one knows what a library is by what that library does'.

It is therefore, the aim of this study to unravel this identity problem of the Nairobi British Council Library by carrying out a research of its services, to determine what services are offered and under what conditions.

The findings of this study will hopefully place Nairobi British Council Library in a clearly defined category.

1.4. OBJECTIVES OF THE STUDY

To obtain the required data to enable this study to be accomplished, the following will be done:

- i) A background study of the British Council as a body to establish its formation and the purpose behind its establishment.
- ii) Identification of the objectives of its Library services in Kenya and the role these services play in Kenya.
- iii) Establish the Library policy of the British Council Libraries bringing out its influence on the services the Libraries offer.

- 1.5 iv) Categorize the range of the services offered by the Library.
- v) Gather information on the type of Library materials available in the library and the type of clientele the library serves.
- vi) Find out whether there are any restrictions or conditions for the use of the Library materials found in this library.
- vii) Find out whether the users are satisfied with the type of services available in this library and what problems they have if any.
- viii) Find out whether there other activities related to library work that the British Council does in Kenya through her library network.
- ix) Categorize the Nairobi British Council Library on the basis of the research findings on its objectives, policy and the type of services and materials offered there.

1.5 SIGNIFICANCE OF THE STUDY

The findings of this study are expected to offer answers to various questions namely:-

By establishing the purpose behind the formation of British Council it will be easier to understand the role played by its library network in Kenya and probably elsewhere in the world.

This study will also identify the type of services available in the Nairobi British Council Library and therefore act as a public relations campaign for the library in that the public will know what this library has to offer and possibly start patronizing it.

The limitations of this library activities will be known to those who would patronize the library. In this way, they will know what to expect and what not to expect.

The study will also serve as an eye-opener to the management of this library by revealing their strong and weak points in the services they give to their clientele and hopefully, the users will benefit from the additional or improved services that may result from the management's response.

With a better understanding by the public, the Nairobi British Council Library and by extension the Kisumu and the

Mombasa ones will enjoy a wider patronage which will then utilize the services available in them, thus giving them their reasons for being. A library's reason for being is 'use' and this use must lead to a degree of satisfaction (Muya, 1985, p. 89).

Last but not least, it is the hope of this researcher that the findings of this study will throw some light into what type of library the Nairobi British Council Library is after establishing what its services are, what type of clientele it serves and under what objectives it operates.

1.6 LIMITATIONS OF THE STUDY

There are at present, three British Council Libraries in Kenya but this study is based on only one of them; the Nairobi British Council Library.

This is partly due to the amount of time allocated for this study. This cannot allow for the extensive travelling the study of all the three libraries would entail given that they are separated by long distances. The other limiting factor is availability of funds.

Although the sampling was done on the basis of proximity, there is the added advantage that it serves as the Headquarters of the British Council Library work and the researcher hopes to gather information on the other two libraries easily if need be.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 THE BRITISH COUNCIL AND ITS WORK OVERSEAS

2.1.1 The Origin of the British Council

The beginning of the British Council can be traced back to June 18th, 1934 when British missions abroad received a memorandum from the foreign office. The sending of the memorandum was a response and a reaction to what the foreign office thought was a threat to British political and commercial interests abroad (Coombs, 1988, p. 1).

The idea was hatched by a man called R.A. Leeper who is reputed to be the man behind the British Council formation. In his opinion and others' too, the best way to counteract that apparent threat to British interests abroad was through a projection of British Cultural values, attitudes and achievements (Coombs, p. 1).

To start with, an "Unofficial Cultural Relations Committee" was formed by the foreign office and entrusted with the raising of funds to support the activities of such a body.

Within a few months this unofficial committee became known as "The British Council for Relations with other countries". In 1936, this name was changed yet again to "The British Council" the name it has held to date.

2.1.2 The Establishment of English Libraries

The establishment of English libraries was considered to be a major aspect of British Council work while its other activities included a variety of programmes which were collectively called "Bookwork".

These included Book exhibitions, British Book News, the low priced book scheme, and Books presentation programme among others. The last two were aid programmes which the Council was administering on behalf of the Donor Agency, 'Overseas Development Administration (O.D.A.)'.

The beginnings of the British Council work was hampered by financial difficulties because the British Government was not when France was spending 100,000,000, Germany 300,000 and Italy almost 500,000,000 (Coombs, p.2).

Department of Trade and Industry

completely in favour of the propaganda aspect of its work i.e. the spread of British Council propaganda abroad. So it only received lukewarm treatment as Coombs points out very clearly that:

Successive British Governments had remained largely impervious to previous calls for action on the field of propaganda abroad. Earlier in 1919 the government had forbidden the foreign office to engage in any type of cultural propaganda (p. 1).

However, in spite of this uninterest on the part of the home government, the Foreign office still felt very strongly that they had a duty to make English ideals move generally known and appreciated abroad.

They felt that British policy and British trade were being severely affected by lack of adequate provision of books and periodicals about Britain.

The Foreign office concern was the threat posed by other governments in Europe to British integrity abroad but without the necessary funds there was little that could be done at a time when France was spending 500,000 a year, Germany 300,000 and Italy almost as much on cultural propaganda abroad (Coombs, p.2).

In time the Foreign office received moral support from the Department of Trade who felt that:

"Cultural projection was inseparable from successful Commerce and diplomacy

(Coombs, p. 2).

Their combined pressure produced results and in November, 1930 the treasury approved a request for £300 to purchase books for foreign libraries. This was followed a year later in 1931 by a grant of £2,500 meant for Cultural Activities overseas.

The grant was to be renewed annually from this date. Things moved fast. A report compiled by a Foreign Office Librarian, Stephen Gaselec and Angus Fletcher, the then Assistant Director of the British Libraries, proposed the setting up of substantial British Reference Libraries in Buenos Aires and Rio de Janeiro among other smaller ones else where. The recommendations was supported by the British National Council of the "All People's Association" which asserted that:

The establishment of British libraries at various European Centres would be the best possible assistance to the spread of the British Language and to a better understanding of British Life and Culture.
(Coombs, p. 3).

This Association also proposed an increase in the funds set aside for Foreign Office abroad, and the establishment of English circulating libraries at various European centres (Coombs, p.3).

That is how in November, 1934, The Unofficial Committee formed in June, 1934, came to be called "The British Committee for Relations with other countries" and within six months became "The British Council" on 5th December, 1934. In 1936, the foreign office officially announced the following:

"The British Council for Relations with other countries has decided to abbreviate its title and style itself. "The British Council" (Donaldson 1984, p.1).

'The British Council' received the Royal Charter in 1940. (Nganga, 1971, p. 183).

Under the terms of the Royal Charter, The council became a body corporate with powers to accept, hold and dispose of money in furtherance of its objectives. It was also authorized to accept trusts in furtherance of those objectives and was given license subject to the usual limitation, to acquire real property. (report of the British Council 1940-1941 (p.10).

Thus, the British Home Government took up the challenge to counter-act the anti-British Cultural propaganda by other foreign powers of Italy, Germany and France through using the British Council as its instrument [1941 report (p.14)].

The Council's broad objectives were and still are:

1. To promote abroad, a wider appreciation of British Culture and civilization by encouraging the study and use of the British language and thereby to extend a knowledge of British literature and of the British contribution to music, fine arts, the sciences, philosophic thought and political practice.

2. Encourage both cultural and educational interchanges between the United Kingdom and other countries and as regards the latter, to assist the free flow of students from overseas to British seats of learning, technical institutions and factories and of United Kingdom students in the reverse direction.
3. To provide opportunities for maintaining and strengthening the bonds of the British Cultural tradition throughout the self governing Dominions.
4. To ensure continuity of British Education in the colonies and dependencies. (Donaldson, 1984, p.1)

In setting out to fulfil these objectives, Donaldson, (p.4) argues that Britain had a different motive from that of either France or Germany. The former's aim was to assert themselves and spread French way of thinking while the German's interest was to maintain the spirit of Germanism in the millions of Germans living overseas to keep children of Germans from being denationalized especially those of the poor.

Britain set out to prove that a true understanding of Great Britain might be contributed to by a non-political educational programme specifically designed to spread knowledge of the

British language and British arts and achievements.

But first the Council had to do the following:

1. Defend itself against the charges levelled against it by Germany, France and Italy - charges of decadence, incapacity, self-interest and incapability in looking after their imperial interests.
2. Show and demonstrate the contribution Britain had already made and continued to make towards the science of life and government.

To do the above the Council adopted the following methods:

1. Formation of new and/or the encouragement of the existing British Council centres abroad.
2. Encouragement of new and existing Anglophil Societies abroad - Groups of local people interested in Great Britain.
3. Formation of British schools abroad.
4. Encouragement of English Studies in foreign schools and universities.

5. The encouragement throughout these institutions and elsewhere of the knowledge of the English language.

6. To bring students, whether undergraduates or post-graduates from countries overseas to undertake courses of education or industrial training in the United Kingdom.

7. To spread among the widest public abroad a knowledge of those things which are the Council's business to make known through the medium of press service, films, the distribution of literature, exhibitions, lectures, concerts and theatrical performances (the 1941 report, p. 20).

Nganga, 1979, (p. 188) says that to carry out these activities and therefore achieve the Council's objectives the Council had to establish libraries abroad so as to disseminate and probably collect the necessary information in all forms.

2.2.0 THE BRITISH COUNCIL LIBRARY POLICY

A policy is a guideline and a plan of action to direct the activities of an institution. (Hornby and Parnwell, 1969).

The plan of action for British Council libraries was based

on the objectives and purpose behind their establishment. As already discussed in the previous section, English libraries abroad had the purpose of projecting the British Cultural values, attitudes and achievement. They were to serve as propaganda tools for the British government having been identified as the best possible method of doing this.

In the words of Ann Ormrod, one of its earliest directors abroad, council libraries were the working tool for the Council:

There was no way of serving the Council's essential work without a library (Coombs, 1988, p. 26).

The overall library policy of the British Council was set out very clearly in the British Council 'Annual Report of 1944 - 45 where it said:

British Council work was that of establishing in the majority of the countries in Europe and else-where a central library intended to serve the British institutes and any other British Council centres in the country. Such a central library would in time serve as a lending library for the benefit of students, research workers and professional men and women (p.20).

Thus, being at the centre of all council work, the library had to carry out those activities that the Council saw fit and to be a reflection of the culture of the country of its origin.

Thus, part of the library policy stipulated that the library had to be attached to the Council representative's office rather than to an institute. It was felt that this way, a more widespread and economic use of books would be realized than if

the library formed part of a British group abroad like the Anglophil Society (p. 22).

2.2.1 POLICY ON MANAGEMENT AND STAFFING

Coombs reveals that Council libraries would be under the management of London appointed librarians who would be responsible for all library activities which included circulation of stock, compilation of a union catalogue, the manning of an effective Reference Service, contact with local libraries and the coordination of library work with other council activities.

In those libraries where a training institute was attached such a Council Librarian would also oversee the training of local librarians (p. 22).

2.2.2 POLICY ON LIBRARY MATERIALS

In its inaugural meeting on 5th December 1934, The British Council came up with a committee of four people comprising what was called the 'Books and Periodical Committee'. The objective of this committee was to make recommendations regarding books, periodicals etc for the Council's libraries.

By this time the Council's policy for action was clear as far as books were concerned. Thus:

The Selection of English books and periodicals, both general and technical for presentation to English libraries abroad and the establishment of new libraries in all cultural centres where none

existed, exhibition of British books and organisation of book fairs (p. 5).

The Books and Periodical's Committee undertook this task of book selection as it was felt that unless orders were placed very early titles were likely to be sold out.

It turned out to be unmanageable by only a small team to select, order and dispatch all the Councils books especially with the few librarians available, working for the department as the committee had come to be called (p. 27).

Space was also a problem as well as lack of a qualified librarian to attend to the 'mass of bibliographic materials'. The Department Director, Mrs Ann Ormrod moaned "the scamped way in which they had to do a function which was the very lifeblood of the Council work - selection' (p. 27).

This practice ended in 1948 when Libraries overseas started selecting books for their libraries. The basis of selection fell under the following areas:

1. British Culture and Civilization.
2. Standard British Scientific and Technical books.
3. Others with relevance to British Culture and Civilization.

To ensure that 'unsuitable' books did not find their way into this selection, orders from abroad were rechecked against a nucleus booklist.

This policy guideline was contained in an office circular No. 156 on 'Book selection for council libraries overseas' produced by the Director of the British Council Book selection department.

Suitable books fell under the following categories

1. Books on the five cultural subjects namely, English language, British Drama, Fine Arts, Literature and Music.
2. Books on British Civilization and Institutions.
3. British Fiction.
4. Optional books - subjects of international interest i.e. Philosophy, Science, Medicine, Technology, Educational Theory, Political, Economic and Social theory.
5. British Economic History.
6. Books by foreign authors on British Civilization and

other institutions although in this category British editions of such books would be given priority over other editions (p. 48).

The book selection policy failed to legitimize certain books for council libraries. These included Foreign Cultural books translated to English and books by British authors on foreign subjects. Books on the theory of money were also not allowed into Council libraries abroad.

2.2.3 SUBSCRIPTION POLICY IN COUNCIL LIBRARIES ABROAD

The question on subscription to Council libraries was first raised in the 1940s by a senior official of the British Council (p. 32). It was in an attempt to reply to an enquiry by the Council's representative in Poland who sought to know the "propriety of charging library fees".

Since there was no Council policy in operation regarding this, the Director of the Book and Periodical Department enquired from the Library's sub-committee itself.

In her observation, "There had never been any general instructions on the subscription matter and it had become a practice for council institutes to charge membership fee to cover use of the library" (p. 32).

She herself was not in favour of this practice as she felt it was foreign to British traditions because it tended to keep readers away. The aim of the council libraries, they felt, was not entertainment or general reading for which subscription fee might arguably be appropriate, but informational.

Efforts to get the Council come up with a policy on this matter failed to produce results - a situation that has persisted to this day since from present information the Nairobi British Council Library, charges membership fee of Ksh. 750 renewable yearly. (Library regulations No. 2).

The question of subscription was often raised by Council librarians who had worked in public libraries before which did not charge the public anything as from 1864. This was after the passing of the public Library and Museum Act which prohibited charges in public libraries (Sheila, 1982, p. 135).

This group believed passionately in 'free' libraries, open to all and which attached much importance to responding to the needs of the user (Coombs, p. 45).

It had support even from the management of the British Council but as fate would have it, due to the Council's funds being progressively reduced towards the end of 1947, library subscription became a way of raising revenue. Very soon, it

became council policy to introduce subscriptions. (p. 46)

2.2.4 Policy on Children's Library

It was the council policy not to have a section for young readers because books for young readers would not ordinarily form part of a Council Library (p. 50).

There would be an exception where an agreed decision to have a children section or a young readers' section had been reached. All this was contained in a policy paper entitled office circular no. 156 which came out on 1st October, 1952 and has largely remained in force up to the present day.

2.3.0 LIBRARY SERVICE: AN OVERVIEW

The whole range of libraries - public, national, special academic and school - exist to offer services. This is despite having different objectives and purposes which serve to determine function. Otherwise, the end product for all of them is service to the user (Bakewell, 1990, p. 2).

A Library that does not offer services is condemned to have outlived its usefulness and has no reason for being. A prerequisite to service is quality. Totterdell, 1978, (p. 33) asserts that it is this quality of service that will ultimately determine the patronage of a given library. It is on the basis of quality of service that satisfaction is measured, though its

extent cannot be easily evaluated. Qualitative library service will also attract non-users into the library.

Thus, one can safely say that in the absence of other restrictions, the quality of service as well as its extent and variety will determine use. No wonder then, it is listed as a major element along with materials and staff as advocated by Totterdell, 1978, (p. 60). thus:

Libraries exist to serve, to give
without question, favour or limitation.

He is supported in this respect by Lewis as quoted by Bakewell, 1990, (p. 3) who says that:

Information is a basic
resource that should exist
only for the satisfaction of users.

Bakewell goes on to say that users needs can be satisfied only if the service meets the following requirements:

1. usefulness i.e. accomplish a given role.
2. Comprehensiveness i.e. satisfy the whole purpose not just a part of it.
3. Currency - be the most up to date and therefore correct or accurate.
4. Speed - be provided as soon as it is needed.

- Bakewell 5. Validity - be the right kind of information for that user.
6. Practicality - be such that use can be made of it.
7. Effectiveness - provide a solution or a satisfaction to that particular need or needs.

It is the business of every library to strive to fulfil the above requirement because ignoring one of them will mean curtailing its applicability as a satisfier. Put another way, the library should aim at providing the right information in the right quantity, the right time and in as complete a way as possible to ensure that it completely satisfies the need or want for which it was sought. Thus satisfying the user.

There is little consensus in the field of librarianship as to what determines whether or not a given user has been satisfied.

Urquhart (1981, p. 13), Stoakley, 1982, (p. 640 and Bakewell, (1990, p. 3) among others agree that user satisfaction is the most difficult thing to accomplish.

This is not made any easier by the fact that in the words of

Bakewell, (1990, p. 3).

A user can at times be awkward and not always state his/her views as clearly as we would like.

This is when a need arises for interview so as to establish wholly what the user's need or want really is. But first the librarian must welcome the patron to enable him to feel free and consider him as a friend.

By welcoming the users into the library, the librarian makes them feel less awkward, less nervous and more articulate in stating their needs (Bakewell, p. 3).

The inquiry interview is aimed at a better understanding of the user by the librarian in as far as his or her need goes with the hope that satisfaction will be the end result.

Users satisfaction will also depend on the strength of library materials. Stoakley says that these materials should be selected after a thorough user-needs survey has been carried out.

This is typical of any market research that an organization may do to establish what the needs are so that appropriate products may be supplied.

Anderson as quoted by Bakewell, 1990 (p. 181) defined market research as:

The activity concerned with collecting, recording and systematically analysing

market data for assessing consumer reaction in respect of specific goods and services.

In the context of the library, market research means finding out what the potential user needs are and attempting to meet these needs.

There is no doubt then that every library management should find library marketing useful because it is through it that needs of the potential users are established so that appropriate library materials can be acquired and made available for the user.

It is a weak management indeed that does not give detailed consideration to this principle that underlies all library services (Stoakley 1982, p. 62).

Urquhart (1981, p.56) summarizes this very well when he points out that 'satisfied users are the best publicity for a library service'.

In this connection, the user should be seen as the most important element of a library and Malan, 1978, (p. 44) gives the reason behind this rationale:

it is for the user's sake that the collection is built and it is for his education and guidance the service is offered.

2.4.0 The other element of the library - organized stock and professional staff are aids to use, he adds. Just as user-needs require monitoring to keep abreast of changes, so does stock require editing. This is an activity meant to maintain the quality of stock. It is done by qualified staff who are in a position to observe users and their reading tastes. This is accomplished by handling large numbers of books and related materials, and adopting an objective attitude towards them. The physical condition of these materials is noted and their date labels monitored to see how frequently they are used.

This process takes a long time but it is worth the effort as the end product is a well balanced stock able to give a high turn-over rate due to its closeness to the needs of the users (Malan, 1978).

Through this stock editing process, changing users needs are easily taken care of through continuous weeding of stock while increasing that type of stock which the user seems to prefer.

Changes in user tastes or needs are caused by many factors among which are population movements, local and national circumstances technological changes etc.

Ignoring such changes in needs means not satisfying or meeting the needs of a proportion of the user community.

2.4.0 LIBRARY MATERIALS

2.4.1 Introduction

The range, quantity, and quality of library materials are major determinants of the quality of service that a library can offer to its clientele.

Stock is therefore tied up with service - the choice of it, its organization, access and encouragement of its use largely determine the degree of utility of that stock and in turn, the satisfaction of the intended user. This is what Stoakley (1982, p. 63) summarises when he says:

The stock of the library system is the core around which the whole service is built.

It is not surprising therefore, that next to staffing stock is the largest item in a library budget.

2.4.2 MATERIAL SELECTION

Because of its usefulness a lot of effort goes into the stock's selection, maintenance and use.

Its selection is a professional activity which is based on an important tool; the selection policy, also called collection development policy.

This collection development policy is defined as a process

of making certain that the information needs of the library's clientele are met. It is a policy statement representing a plan of action used to guide the staff thinking and decision making, consulted to give answers to questions pertaining to subject area needs of new materials and how much of those materials. (Evans, 1987, p. 65).

Nganga, 1988 rightly points out that:

An information centre's worth is measured according to the strength of its library collection.

Being so important an element of a library the document on which it is based can only be compiled after extensive groundwork has been done. The groundwork falls under three main areas, namely:

1. A thorough knowledge of existing library stock and an appreciation of its strengths and weaknesses.
2. A detailed knowledge of published output.
3. A full understanding of the needs of the community to be served.

Geographical locations of libraries and information centres have also an influence on the type of stock available. This results in certain leanings or biases in stock to reflect either

the urban, rural, industrial or agricultural settings.

So much for the acquisition of the appropriate stock in a given library. But it is not just enough to have the stock on the shelves. The library staff should ensure that this stock is fully utilized by those for whom it is meant.

This calls for proper organization of the stock to ease retrieval because a library is not just a store, it is also a disseminator and efficient service by way of dissemination cannot take place in the absence of proper stock organization to ease retrieval.

This is what Stoakley refers to when he says:

The layout of the library and the presentation of its stock, the staff... and publicity ... all have a part to play (p. 66).

2.5.0 LIBRARY ACCESSIBILITY

For library stock to be utilized maximumly, the potential user should be accorded complete access to it.

Library Accessibility cuts across several factors that include:

1. Closeness of libraries to the community they serve.
2. Location within that community.

3. Access to buildings and restrictions in way of ramps of lifts especially for the disabled.
4. Size and range of facilities provided.
5. Library's opening hours.
6. Communication links.
7. Road patterns, car parking, public transport and telecommunication network.
8. By-laws and regulations (Stoakley, 1982, p. 28).

Given how important a library could be in a community it is no wonder that access to its knowledge is universally accepted as an important aspect of its work - agency of information, education and culture (Stoakley, 1982, p. 29).

In this regard, for public libraries especially being located in those areas mostly frequented by the local population is a priority consideration. Sometimes it may be very expensive to acquire such a central position but experts in librarianship who include (Malan, 1978; Stoakley, 1982; and Bakewell, 1990) say that:

Anything that leads to a dramatic increase in the use of a library

service justifies the cost of change of premise.

2.5.1 SIGNPOSTING

Signposting aids accessibility of a library service. In this respect standard road signs should be used for guiding purposes.

These Stoakely 1982 says, are easily recognizable as direction signs by pedestrians and motorists alike.

The ideal point for such sign-posts could be the main shopping area, central car park and public transport terminals among others where most logically, one would start off. This is not just for users but also non-users of the library.

These signpostings should be evenly spread along the way up to the library location. To attract somebody who might be passing, Stoakley, 1982, adds that the library should be adorned with large enough displays to catch the eye of a passer-by and at the same time signal the end of the search for those who could have been following the signposts.

2.5.2 THE LIBRARY BUILDING

The Library is a means of communication - a store house of recorded information so arranged as to be available for continuous use over an indefinite period of time. (Johnson, 1993, p. 9).

but To reach and access this recorded information the library building should initiate the communication process.

Johnson reveals that building designs can be said to be in communication with those who come into contact with them. A library more than any other building should advertise itself not with a cross-sign or a crescent but with the structure itself. It should be attractive to the point of arresting one's attention enough for one to want to enter.

Signposting has already been discussed but if after the long search one comes across an unattractive, unwelcoming imposing building, there is a possible changing of mind.

Malan, (1978); Bakewell, (1990); and Johnson, (1973), among others agree that a library should announce its presence to the community around it by being sufficiently attractive, this attractiveness improves accessibility to its content. this is what Bakewell, 1990, p. 42 refers to when he points out that:

The exterior encourages the potential users to enter while the interior induces them to stay.

That is before the stock can be used, the potential user has to be persuaded to enter and this is important as far as accessibility to the stock is concerned.

In addition to the sheer attractiveness of a library

building, there is also need to display its wares distinctly enough to a person outside who might be wondering what libraries offer and yet they do not wish to enter to find out.

Stoakley (1982) suggests the use of large windows and plate-glass doors, well lit interiors and cheerful decor. This is something not very far removed from shop displays. Even for libraries window shopping is a necessity to persuade would-be customers. This is especially so for those libraries which for some reason have to occupy a floor upstairs.

This calls for more effort to encourage a potential user. Even for normal businesses it takes quite an effort to climb upstairs or go up the lift to reach it. The library is taking quite a risk this way but if it cannot be avoided, then a lot of energy has to go into leading a potential customer up the stairs.

These stairs and lifts serve as physical, visual and emotional barriers to the potential library user. For the handicapped and the old the barrier may be unsurmountable because a wheel chair cannot go up the stairs no matter how much effort has been put in making the way up attractive and welcoming.

A lift should be available for this category of users and inside the library the wheel chairs should be accommodated. For the physically able, the problem would be to encourage him/her to

walk upstairs or go up a lift - not one of those pleasant things.

Careful use of colour, displays, plant tubs and floral arrangements as well as carpeting can be used to soften the atmosphere up the stairs and to the library entrance as well as inside it.

The desire to go into a library should be heightened once a potential user reaches the library entrance either at ground floor or upstairs (Johnson, 1973).

The inside of the library should be such that the user feels welcome and can easily find his way around through following a proper guiding.

Bakewell 1990 reminds us that asking for direction can deter one from using a library service. It were better if by applying the technique of looking, one can see where one wants to go. He also reminds the library staff to answer a question long before it is asked by being watchful of those who wear a questioning or puzzled look. They feel welcome and attracted to the library more than when they just have to undergo the agony of asking for direction, that is, if they so decide. Quite a number would prefer to go away and that would be one more would-be customer, lost, probably for ever.

Whatever the kind of information centre, the user should be welcomed and helped long before he puts the question ...

(Bakewell 1990, p. 5).

The point coming out here is user friendliness that centres on approachability. Bakewell, 1990, p. 5 reminds librarians thus:

please make life easy for your users - if they approach the staff for help do not bombard them with library jargon - 'class number', 'charge', 'Dewey' etc are meaningless terms to the majority of library users.

This way you make your libraries more accessible and heighten material utilization.

2.5.3 OPENING HOURS AND MATERIAL UTILIZATION

Prytherch (1978, p. 22) considers library opening hours as a great determinant in its accessibility. He vehemently points out that:

No amount of effort on other aspects of the service will be of any use if people cannot get them when they want.

Anything short of this consideration may border on dictatorship on the part of a library management on the users themselves. Dictatorship in the sense that it wants to fit its user community into a pattern suitable to itself.

Opening hours of a library should be convenient to the users not the library staff. For the latter, they should avail themselves to meet this demand and not the other way round.

To cater for all types of clientele (most true of public libraries) opening times are crucial because as Prytherch (1978, p. 22) adds accessibility of libraries goes hand in hand with opening hours that are convenient to the patrons.

Other experts in librarianship support Prytherch's stand in opening hours as a factor in library material accessibility. They lament that due to problem of economy, opening in the evening and Saturdays have been stopped in many libraries. This is even with the knowledge that during daytime when most of the libraries are open a large part of the reading public is either in offices working or engaged in other normal activities. For students, that is when they attend classes.

Stoakley (1982, p. 36) finds this unexcusable and he is right:

It is unexcusable
to close our libraries on Saturdays
and evenings when demand is known to
be at its highest merely as a means
of reducing staff cost.

Public libraries are the worst culprits. Academic libraries may open for part of Saturday and the early hours of the evening for example Kenyatta University Library opens up to 5.00 on Saturdays when the academic work is in progress and in the evenings during weekdays up to 10.00 p.m.

Library opening hours should suit a library's type of

clientele. Just like user needs, some market research should be carried out to establish what hours are best for each community because again, patterns differ. Stoakley, 1982, p. 37 observed that for inner-city areas peak uses is during normal office hours from Monday to Friday with a particular high demand for lending services at lunch time.

Market days and early closing days can also affect the pattern of use and these too should be used as influencing factors in opening hours. Opening hours should also be extended in small libraries in order to spread the use of the service. This is an issue of user accommodation which will be discussed in detail later.

2.5.4 SUBSCRIPTION CHARGES AS A FACTOR IN LIBRARY ACCESSIBILITY

Malan (1978, p. 175) talks about free access to information saying:

All individuals in a country have the right of free access to information since this leads to full self-development which in turn is essential for the development of the country and its population

He has in mind here the imposition of membership fees as a prerequisite to library use which in essence means there is restriction for those who cannot afford the imposed amount which for some libraries can be too high for the average reader.

This researcher sees subscription fees as one of the

greatest restrictions to library use because others like location, time and even accommodation can be manoeuvred but not money. I argue this from the point of view of libraries irrespective of type having the educational aim as the most fundamental one and for some of them, like the public library, the very reason for their existence.

A free library service is acceptable to all members of its community whereas the subscription library is available for use only to subscribers. Herein lies the bone of contention. As long as there no free access to a library, there is a limit to the extent of its material utilization.

This is a fact which according to Malan, (1978, p. 6) was recognized as early as during the rule of Caesar Augustus in Rome who allowed for General public access to libraries.

The importance of free accessibility as a factor in material utilization was also argued out during the beginning of British Council work.

It was cited as a questionable policy to charge subscription fee in council libraries and particularly condemned as a practice that kept readers away and thus lowered the standard of library use (Coombs, 1988, p. 32).

The general feeling was that so long as a library's aim was not purely entertainment and leisure (which has never been the case) subscription fee were an enigma to them. As agents of education, information and culture mainly, they should adopt a democratic approach in their attitude towards public patronage.

2.6.0 USER ACCOMMODATION AND LIBRARY MATERIAL UTILIZATION

This is a direct reference to size of a library.

If a library is to offer a full range of services including reading facility, it should abide with the recommended minimum floor area for the population served (Stoakley, 1982, p. 35).

Indicators for a small than average size floor area as stated by Stoakely, (1982, p. 35) are:

1. Too high shelves.
2. Congestion of materials especially books.
3. Bookcases placed too close together hindering free-flow of users.
4. Non-existence of children accommodation.
5. Furniture placed close together.

The impression a user gets of such a library is one of repulsion especially for those who hate crowds and as a result of this Stoakley (1982, p. 35) says that on purely statistical evidence, the library will be underused.

This repulsive feeling is a product of certain reactions within a human beings' make up called 'Human territoriality' Aaron and Elain Cohen, (1979 pp. 14-21) have revealed in their studies that there is such a thing as human territoriality saying:

Everyone seems to have a tendency towards personal territoriality especially in public places.

It has been observed that users especially in schools and college libraries return to the same reading table or carrel over and over gain, even going to great extent to mark this space as theirs.

Such an observation reveals that if a library does not have enough reading space for its maximum reader capacity, some users will be influenced by this natural instinct of human territoriality and decide against using the library.

The reason behind human territoriality is privacy. Reading or study has nothing to do with socializing. There is no need for company. The nature of work one is doing is another factor. Libraries as noted earlier are for study and research among other

things. A researcher will require a larger area to spread his paper work.

William Pierce, 1980 (pp. 21-36) suggests and correctly that for researchers, carrels are best for they provide the much needed privacy for research and study purposes. He summarises that:

There is no question that many libraries if they are to continue with successful operations must quickly deal with increasing space demands.

He goes on to emphasize that users prefer carrels almost in every situation. Where they are offered, users prefer them to open reading places. They provide the much needed privacy and absence of visual and other disturbances.

Sheila (1982, p. 91) and Cabeceiras, (1978, p. 232) also support individual space concept. Sheila says that the determinant of library space is the intended size of clientele, the activity their use of the library material generates, the staff and their activity in providing library services and the equipment necessary to facilitate the various activities.

For each category of library, there should be an estimate of the size of clientele expected. For special libraries the staff of the organization the library is expected to serve will determine reading space. For public libraries it is the quantity of the general public and for the academic library, the number of

staff and students (Sheila, 1982, p. 292).

For each of these individuals, Cabeceiras (1978, p. 233) says a nine square feet of a working surface is necessary to have enough room for spreading out his reading materials. He goes on to suggest that such an area should be demarcated by some form of boundary line or partition to keep away patrons from accidentally infringing on each other's learning space and materials. Like Pierce, Cabeceiras is in support of either a wet or dry Carrel. To ensure visual and audio privacy partitions of up to 30 inches high are preferred.

When there is enough room in libraries, children can also be catered for. The importance of this cannot be over emphasized. As Corbett, (1966, p. 211) says:

Library provision for children is one of the most important activities of libraries especially academic and public libraries. It serves as a means of introducing children to books, making them library-conscious and educating them to standards of library efficiency.

He suggests a space area of between 1500 and 2000 square feet to be allocated to children (p. 212). The subject of children's library is a wide one which cannot be covered fully in the present study. It is however important to note that children form part of future reading and research populace. Therefore, if library materials are to continue attracting users, then it is just as well that libraries especially public ones whose role is

to serve the general public provide accommodation for children. By so doing, they are bringing up library users.

2.7.0 STAFFING IN LIBRARIES

Royston Brown, (1979, p. 48) has categorized library staff into two parts namely the professionals and the non-professional staff. To these two categories, a third one could be added, the para/semi/middle level professional staff. This category has had some training in information work.

Each of the three categories has defined responsibilities as follows. Semi professional and professional staff are involved in day to day professional undertakings of a library and information service. They are both trained in library and information work albeit at different levels.

The non-professionals have no basic training in library and information work. They provide support service e.g. cleaning and dusting the storage places for books, staff and user premises.

Njoroge, (1990 p. 28) expressed a high regard for the professional staff saying:

For a library to fully meet the growing and changing needs of the community which it serves, it is crucial that it be manned by a fully qualified staff with a multiplicity of skills.

He points out their work as that of ensuring that

appropriate resources are acquired, well managed and organized to be effectively utilized by the users.

The support staff also have a complementary role to play in that they provide a healthy environment for the library services to take place.

Njoroge, (1990, p. 28) accords them their rightful role when he says:

Failure or success of library service depends on the absence or presence of professional and supportive staff members.

The Library Association (L.A.) also recognizes the importance of ensuring the presence of qualified and motivated staff in the library. It says that:

The Library's most important resource is its staff. This importance is crucial when one considers that stock is a passive resource. It needs good staff to exploit it for the benefit of the user.

Among the various functions that a library staff carries out, Njoroge, 1990 outlines the following:

1. Instructing patrons on the use of the library and its resources.
2. Providing a reference and information service.
3. Giving guidance to readers.

4. Acquiring and making available a regular supply of books and non-book materials.
5. Maintaining an up to date system of classification and cataloguing.
6. Maintaining an efficient circulation system in which library materials are made available on to loan on library users.
7. Maintaining the stock in good condition by regular discarding of out-of-date information and replacing these with current materials.

The above functions sum up the nature of services that a library gives. It can clearly be seen that only a qualified and well motivated staff can provide it as adequately as would satisfy the users.

Another important aspect of staff is number. Brown, 1979 (p. 47) calls this staff-establishment and goes on to define it as follows:

The total number of staff which an institution is authorized to employ as well as the salary gradings attached to the post.

The authority to employ a certain number of staff is primarily governed by the staff requirements of a given

organization. A full staff establishment is crucial to library success because fatigue borne out of too much work affects efficiency in the services provided. Users will be forced to queue for long hours waiting to be served at the circulation desk, especially during peak hours.

At the same time, some very crucial services like current awareness, selected dissemination of information, literature search, abstracting and indexing among others will not be done. An over-worked staff member is likely to be unfriendly to the users.

All these inefficiencies can enormously affect the reputation of a given library to the extent of being poorly patronized especially where alternatives are available.

This is something that a library management should avoid at all costs because all his efforts in stocking his library might go to waste.

CHAPTER THREE

METHODOLOGY, DATA COLLECTION, INSTRUMENTS AND PROCEDURE

3.0 INTRODUCTION

One British Council library the Nairobi British Council library, henceforth abbreviated to N.B.C.L has been covered in this study.

3.1 RESEARCH PARTICIPANTS

The following individuals and groups of individuals provided part of the necessary data for this research project.

- i) The NBCL librarian
- ii) Deputy Librarian
- iii) Library staff
- iv) Library staff member in charge of books and periodicals.
- v) Member of library staff in charge of audio-visual materials.
- vi) Library users.

3.2 SAMPLING RATIONALE

The librarian referred to on the questionnaire as the Library Head was expected to provide information on the following aspects.

1. The day to day running of the NBCL.
2. The problems encountered in relation to staffing, stock and user management.
3. The type and variety in the library stock.
4. Information on the current membership of the NBCL.
5. The contents of the library policy.
6. How the library policy relates to the services provided in the library as well as the library objectives.
7. Indicate the future trend of the NBCL.
8. Categorize the NBCL giving reasons why it should be so categorized.

The Deputy librarian came in to fill the gap of both the

librarian and Assistant Director for Enterprises for the questions they could not find time to answer. The two members of staff in charge of books and periodicals and audio-visual materials were selected after this researcher learnt that there were such posts/responsibilities at the NBCL.

The researcher expected to find all the library staff members doing a generalized kind of work. A previous visit had confirmed there were no heads of department.

They were selected to provide information on the following aspects of the library.

- i) The acquisition procedure of the materials they are incharge of.
- ii) Identify the variety of those materials.
- iii) The acquisition methods of the material under their charge.
- iv) Processing procedures of the materials under their charge.
- v) The popularity/usefulness/utilization of such materials by the users.

3.2.1 MEMBERS OF THE LIBRARY STAFF

These were expected to provide information on the following areas:-

- i) Selection acquisition and dissemination of the library materials.
- ii) Type and variety of these materials.
- iii) Utilization of these materials.
- iv) The type of clientele frequenting the library.
- v) The attitude of the users towards services provided in NBCL.
- vi) Common user needs and how they are met.
- vii) Their own feelings about the same they give at NBCL.
- viii) The problems faced by library staff in disseminating information etc.
- ix) Their own categorization of the NBCL.

3.2.2. LIBRARY USERS

The cost-effectiveness of the stock in a given library is measured in terms of the amount of use of the materials stocked there. Being the consumers of these materials and services, users are best placed to provide the following information.

- i) Relevance, adequacy and variety of the NBCL stock and services.
- ii) Problems involved in obtaining these services.
- iii) The adequacy on otherwise of the library accommodation.
- iv) The degree of library accessibility to the users.
- v) The efficiency of the library staff and management in the provision of these services and facilities.
- vi) The presence or absence of user education.
- vii) The benefits of such user education.

3.3 RESEARCH INSTRUMENTS

Four types of research instruments were used in this research project as follows:

- Questionnaires

- Interviews

- Observation method

- Documents.

3.3.1 QUESTIONNAIRES

There were questionnaires for the following categories of subjects:-

- Assistant Director/Librarian for E.Africa

- NBCL librarian

- Library staff

- Library users.

The Assistant Director's questionnaire contained 25 items. The librarians questionnaire had 39 items. The questionnaire for library users had a total of 36 items. These were divided into various sections citing the kind of data required.

The library staff questionnaire had 36 items. All the items in each questionnaire were different except in the few cases where counter checking for information was required.

3.3.2 INTERVIEWS

Face to face interviews were conducted for the Deputy Librarian. The librarian and the two members of staff in charge of stock - both book and non-book materials.

The questions used in the librarian's interview were the ones in her questionnaire. She preferred an interview to filling a questionnaire citing pressure of work.

The Deputy librarian availed himself for an interview. He was answering those questions based on policy matters when the Assistant Director and the Librarian were not available to answer.

This researcher thought him qualified to answer some of the questions because he had the longest experience working with the Nairobi British Council library. The librarian had only joined the staff a year previously - 1993. There we also unscheduled interviews for some library users to obtain some of the information not covered in the questionnaire.

3.3.3. OBSERVATION

While obtaining of data using the observation method, the researcher sat at a strategic place where she could see what was going on.

3.3.4 The researcher could not pose as a user because the library staff already knew her. Nevertheless posing as user on telephone was quite successful. This was used to check how promptly they receive calls and their kind of response.

Observation was used to collect information on the following aspects:

- i) Library accommodation of the users.
- ii) Library accessibility
- iii) Type of library furniture, equipment and other items.
- iv) Arrangements of the book shelves and cabinets.
- v) Size of the library (estimated)
- vi) Member registration process.
- vii) Interaction between the users and library staff.
- viii) Changing and discharging of books.
- ix) Degree of library visits by the users.

3.3.4 DOCUMENTS

These included pamphlets, brochures, textbooks, newsletters and information sheets. Part of the data regarding the following areas was gathered from the documents available in the library as well as the British Council centre.

- i) Library regulations for users.
- ii) Services and facilities available there.
- iii) Type of materials available.
- iv) The subjects areas covered.
- v) Membership requirements.
- vi) Opening hours of the library.
- vii) Video and film shows for the months of June and July 1994.
- viii) Information on British Council film and video library.

3.4 PROCEDURE USED IN COLLECTING DATA

This research project was done by the researcher alone. There were no research assistants because there was no money to pay for such help. It took this researcher two and a half months.

During these two and a half months, the researcher visited the Nairobi British Council Library 5 days each week. One of these days was Saturdays. Questionnaires of all categories of

subjects were distributed during the first one month. There were 40 questionnaires for the users, 7 for library staff and one each for the Librarian and the Assistant Director, Enterprises.

User questionnaires were distributed at the rate of an average of five per day so as to cover as many library clients as possible.

It was not possible to have the library staff identify the categories of users as they came in because of pressure of work. It was not therefore possible to use a stratified sampling in the choice of subjects among the users.

To cover users of varied interests, however, user questionnaires were distributed according to seating clusters. At the NBCL, there is a cluster for periodical and newspaper readers, two clusters for book reading and writing, a cluster for both reading of books periodicals and newspapers and another cluster for audio-visual materials services.

The determining factor for who sat where was governed by the material location as well as the type of furniture placed there. These clusters were not always clearly defined because, due to lack of enough reading space in the library as a whole, the five clusters would comprise users doing different activities. Sometimes, even the audio visual materials carrels would contain

people reading or studying.

On Saturdays especially, every available space would be occupied with some users either leaning against walls or using cabinet surfaces for writing purposes. This researcher used her discretion judging from the look of a library client to judge what category of client he/she might be but since most of the users were college students, they all looked mature. One could mistake a doctor for a student and vice versa.

Users questionnaires were distributed in sessions; between 10.00 am to 12.00 noon, 1.00 to 2.00 p.m., 4.00 p.m. to 6.00 p.m. An average of five user questionnaire were distributed during each session. These were collected before the users left the library.

Library staff questionnaires were given to each library staff members depending on who was present. These were distributed only to Assistant Librarians and Library Assistants. There were no questionnaires for the cleaner, office messenger and security officer.

Only four questionnaires were filled. they were collected separately over a period of one month. The library staff took long to fill them reportedly due to pressure of time. The questionnaire meant for the Assistant Director was administered

to the Deputy Librarian in form of an interview.

During this interview, this researcher raised questions on areas not clearly understood as well as other questions that cropped up during the interview that were relevant to this research. Answers from interviews were jotted down as the respondent talked and written soon afterwards to avoid forgetting the details.

Impressions on accommodation in the library were obtained through observation method and described. No photographs were taken.

No camera or tape recorder was used for this research.

CHAPTER FOUR

4.0 PRESENTATION AND ANALYSIS OF DATA

Presented in this chapter are the findings of the study and their analysis as per the objectives identified earlier.

Tables with frequencies and percentages will be included whenever necessary.

4.1 THE BRITISH COUNCIL ESTABLISHMENT AND PURPOSE

The British Council was first known as 'Unofficial Cultural Relations Committee'. Later it became known as the 'British Council for Relations with other Countries' before finally settling for the name it bears today 'The British Council'.

The British Council received its Royal charter in 1940. It became a corporate body authorized to carry out its objectives, accept, hold and dispose of money and acquire real property. The Council's purpose of establishment was to propagate British Culture abroad.

The Council first concentrated its efforts in Latin America, Europe and the far East but soon spread all over the world. Its tool for propaganda was the library where materials on British Culture could be stored and disseminated to the people.

The British Council's objective is to promote education, cultural and technical cooperation between Britain and other countries. This would be accomplished through the following activities:-

1. Encouragement of the use of the English language so as to act as a vehicle with which to acquire knowledge of the British culture through reading and appreciating their literature music, art and science.
2. Operating an exchange programme between students from Britain and other countries so that they can learn about each other.
3. Ensure a continuous and lasting impact of British Education and practises in there foreign countries.

In so doing, Britain would be assured of its economic and cultural influence on the people of these countries; thus counteract the influence of other European nations on these nations.

4.2 THE OBJECTIVES OF BRITISH COUNCIL LIBRARY SERVICES

The objectives of the British Council Library in Kenya are tied up with those of the British Council. The libraries were

meant to enable the British Council achieve its aims and thus accomplish its mission abroad - that of promoting cultural, educational and technical cooperation between Britain and other countries.

They were to do this through the dissemination of the necessary information and knowledge about Britain.

4.3 THE BRITISH COUNCIL LIBRARY POLICY

The Library policy as regards location, management, stock staffing and finance were to be laid down by the British Council.

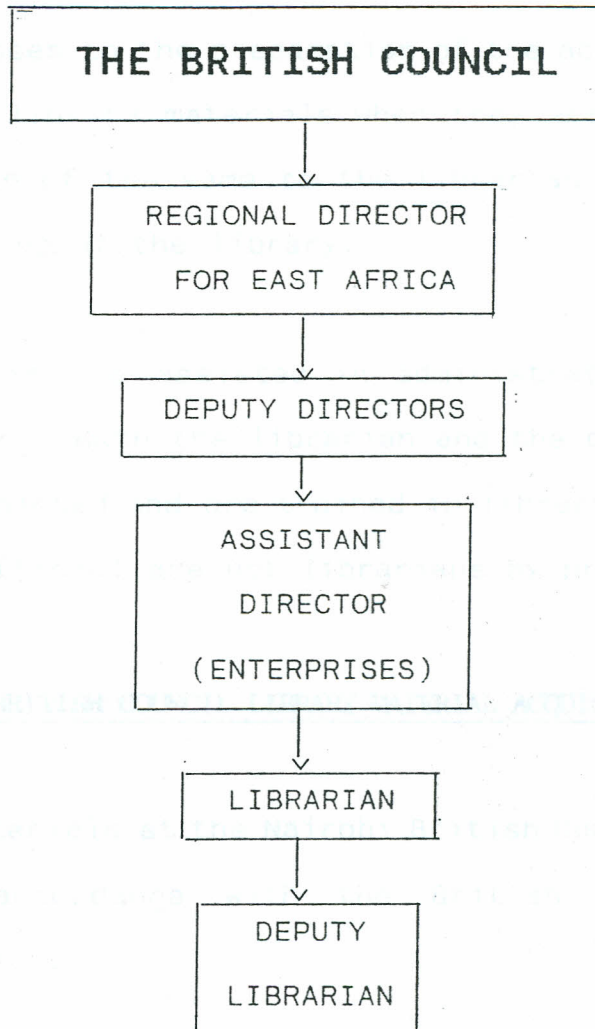
4.3.1 Library Location

The Library itself had to be part of a British Council set up and would be run as part of the whole British Council Mission.

4.3.2 The Management of the Nairobi British Council Library

The following is the organization chart of the Nairobi British Council Library.

Fig. 1: Organization Chart



As can be seen from figure one British Council Library, Nairobi is directly under the management of the Council Director who is a London appointee.

Under him are several deputy directors who are in charge of the various official functions of the council library work which include financing, staff recruitment etc.

The direct running of the Nairobi British Council Library is under the Assistant Director, Enterprises who is also a London appointee. He sees to the preparation of the acquisition orders, receipt of the library materials when they arrive from Britain and the dispatch of the same to the librarian in charge of the day to day running of the library.

The librarian is assisted in administrative work by the Deputy Librarian. Both the librarian and the deputy librarians are locally appointed and are trained in library work. The rest of the senior official are not librarians by profession.

4.3.3 NAIROBI BRITISH COUNCIL LIBRARY MATERIAL ACQUISITION POLICY

Library materials at the Nairobi British Council library are purchased in accordance with the British Council library acquisition policy.

There is a written policy on material acquisition which is kept in the office of the Assistant Director in charge of the Library.

The policy stipulates what books should be bought and where they should be bought from.

The following officers are involved in book selection:-

- Assistant Director (Enterprises)
- Librarian
- Assistant Librarian.

In terms of coverage all subject areas are catered for but materials can only be bought from Britain and should be about Britain. Priority is also given to British publishers.

There are some books which are not about Britain but are by British publishers but they are very few. They include African writers books like Ngugi wa Thiong'o, Ngugi wa Mirii and others.

Registered library members are asked to make suggestions for books but are reminded that only those books that adhere to the provisions of the British Council acquisition policy can be bought.

Such suggestions are supposed to be made from a prepared list of subject areas. All Nairobi British Council Library materials are acquired through purchasing only.

4.3.4 The Financing of the Nairobi British Council Library

Table 1: Sources of Finance for NBCL

SOURCE	PERCENTAGE
British Government	90%
Other sources	10%
Total finance	100%

Nairobi British Council Library is largely financed by the British Government through the British Council Directorate.

This money meets staff salaries, administrative costs, stock acquisition and other related activities. The subscription fee, according to the management of the library also contributes to the financing of the library services. This amounts to about 10% of the whole library budget. It includes money from other library charges.

Book budget alone amounts to about £50,000 per year.

4.3.5 Nairobi British Council Library Staff

Table II: Current Staff Establishment of the Nairobi British Council Library showing position, number of appointees and whether trained or not

POSITION	NO	PROFESSIONALLY TRAINED OR NOT
Librarian	1	Yes
Assistant Librarian	2	Yes
Library Assistant	3	Yes
Copy Typist	1	No
Office Messenger	1	No
Security Officer	1	No
TOTAL	9	

All those trained in librarianship have already had long experience both at Nairobi British Council Library and other libraries in Kenya.

The staff working in the Nairobi British Council Library comprize both men and women who are all locally appointed. The current staff establishment is as the above table.

4.4.0 THE LIBRARY SERVICES OF NAIROBI BRITISH COUNCIL LIBRARY

4.4.1 LENDING OF THE LIBRARY MATERIALS

The lending service is given to all registered members of

the Nairobi British Council Library. Each member is allowed to borrow a maximum of four books or other materials (non-book materials) for a period of either four or six weeks for those living in Nairobi Province and up country respectively.

Members of Parliament and the Library staff can borrow a maximum of six library items for the same period as stipulated above. For all categories of borrowers, the return date may be extended for the same period of four or six weeks through a renewal notice received before the item return date. However, a renewal is not possible if a particular library item has already been reserved by another user. This reservation service is available at a cost.

The lending service became fully computerized/automated in May 1994. Before this date, the Nairobi British Council Library management provided a circular dated 27th April 1994 referenced NRB/265/33 informing all library members that in future, they would be required to present their bar-coded membership cards whenever they wanted to borrow an item.

Before this date, the lending service was only partially computerized. Materials which can be loaned at the Nairobi British Council Library include:

- Books (excluding reference books)
- Back issues of periodicals

- Back issues of Newspapers
- Audio and video cassettes
- Films
- Slides.

NB: Films and video cassettes are loaned to institutions only, not individuals. The latter can however view them in the library premises.

4.4.2 ENQUIRY SERVICE

This is a service that requires an answer to a question rather than the source document itself.

There are two types of enquiries at the Nairobi British Council Library; General and user enquiries.

4.4.2.1 General Enquiries:

The Nairobi British Council Library serves as an information centre for the British Council body. Such general enquiries include information about study in Britain in all institutions of higher learning. Such institutions calendars are available for reference. There are also specially prepared British Council information sheets available to provide answers to various different topics related to Education in Britain; such ones include overseas examinations for both private and public professional examining bodies as well as universities.

4.4.3 For those wishing to register with such examination bodies detailed information is provided by personnel stationed in the library. Such personnel operate from a centrally placed information desk fully equipped with telephone facilities as some enquiries are received through telephone. The desk is clearly labelled "INFORMATION DESK".

4.4.2.2 User Enquiries

User enquiries are attended to at the reception desk which also serves as the issue desk (circulation desk).

The user enquiries are mainly based on 'where to get what book', whether a given library item is available or not or just questions based on the registration procedure or requirements.

Most of possible user enquiries are answered in written form under the topic "Library regulations". This information sheet is provided to all registered library members and contains answers to various questions that any fresh member would be expected to ask. The library services and facilities are also listed there as well as conditions for their use (see appendices ...)

Questions whose answers are not provided in this information sheet can be provided on request by members of the library staff.

4.4.3 INTERLENDING SERVICE AT NAIROBI BRITISH COUNCIL LIBRARY

This is a service that involves exchange of library items among libraries. The interlending service at the Nairobi British Council Library is confined to the three British Council Libraries in Kenya. British Council libraries do not as a matter of policy exchange their library materials with other libraries e.g The University College, public or national libraries.

However, such institutions can always benefit from the services available at the British Council libraries through registering as members. For the purpose of this interlending service, each of these British Council libraries has a union catalogue comprehensively compiled in both computer and microfiche form. Against each library item in the union catalogue is indicated the library where it is stocked by the use of the initials NR for Nairobi British Council Library 'MB' for Mombasa British Council Library and 'KS' for Kisumu British Council Library.

Other than exchange of library materials among the three British Council libraries, the Council may occasionally borrow books from the British Library in Britain, on behalf of enquirers. This only happens as a last resort because it is expensive for users because they must pay the necessary charges for the service.

Copies of periodical articles or parts of the books unavailable locally can also be obtained from the British Library on request through a service called "The British Library Document Supply Centre coupon service".

This Service located at Boston Spa, in North Eastern England handles about 650,000 overseas requests annually. Its material collection is over three million books and periodicals.

Libraries and other academic bodies worldwide have benefitted from this service which started its operations on 1st April, 1986. Orders are simply typed on a customer's computer terminal linked to the centre and receive the photocopied material as a facsimile or fax.

4.4.4 INTERNATIONAL PHOTOCOPYING SERVICE

As mentioned elsewhere in this report, the British Council Library is at the service of all British Council Libraries for the provision of photocopies of unavailable periodical articles or book section.

In addition to general periodical photocopying services, the Nairobi British Council Library provides a medical literature service through the courtesy of the British Medical Association.

Through this service, library members can receive

photocopied medical literature from the British Council Medical Association at a subsidized rate.

4.4.5 LIBRARY MATERIALS PHOTOCOPYING SERVICE

The Nairobi British Council Library has a photocopier for use by library clients. Materials can be photocopied either from Library materials or any others so long as the person pays for the service at Ksh. 4/= a copy.

Here too, regulations of the copyright act are adhered to. Under these regulations, only a reasonable portion of a book may be copied. This is equivalent to 10% of the whole work.

Those users in need of this photocopying service do it themselves. In case of difficulties in operating the photocopier, a library staff may be requested for help. There are wall displayed instructions to help the user in photocopying what he needs to photocopy.

4.4.6 COMPUTER SERVICES

The following six data-base services are available at the Nairobi British Council Library. The data bases are contained in a compact disk read only memory (CD-ROM). This is a monopoly of the Nairobi British council Library only as the two british Council Libraries have only 2 of these data bases namely book bank and Trek data bases.

1. Bookbank Database:

This data base provides details of all British books in print.

2. Trek data base

This database contains information about further/higher education in Britain, short-work related courses and details of self-study packages.

3. Medline database

This is a bibliographic database covering periodical literature in the field of medicine.

4. CAB Abstracts:

Information for all aspects of forestry, agriculture and related disciplines as covered by the commonwealth Agricultural Bureaux is contained in CAB abstracts.

5. Book find:

Full details and synopses of recent British books are contained in this database.

6. Lisa:

This database contains abstracts of library and information science.

various subject areas

The data-base searches are done on request. If a print-out is required a member is supposed to meet the necessary charges for it.

The beneficiaries of these database services includes

professionals in the field of agriculture, book sellers, library managers and medical personnel.

4.4.7 CURRENT AWARENESS SERVICES (C.A.S.)

This service is meant to provide information to keep members up to date with literature in their respective fields.

To be able to provide this service, the Nairobi British Council Library management requests members to identify their occupations and also provide their contact addresses so that relevant literature may be sent to them.

This is a form of selective dissemination of Information Service (S.D.I). As a current awareness service newly published books are displayed at the entrance to the library for two weeks before being shelved for circulation purposes.

Members can easily see these displayed books and peruse them for details if they are interested in them. This way, the members are kept up-to-date with newly published literature in various subject fields.

This researcher could not establish to what extent selective dissemination of information was successful in this library for lack of the necessary statistics or to whom it is sent and their feedback to the library.

Its effectiveness could be doubted judging from the pressure of work evident on the staff.

4.4.8 THE REFERENCE SERVICE AT NBCL

The Nairobi British Council Library has a comprehensive collection of basic reference books which includes Bibliographies, Dictionaries, Guides, Encyclopedias, Chronicles etc.

Literally, every subject area under DDC has a reference book. This is in addition to the major reference books listed above. The reference service is efficient in that most reference books are very current, thus providing the most recent and reliable information. Besides books, there are also various types of Atlases for reference purposes. The reference service goes hand in hand with user-enquiry service discussed earlier. They are normally referred to for short answers questions; the so called wh-questions; who when; what, which, how questions.

If a library staff member cannot remember the answer off-head, the reference books are used. Reference books are not as a matter of policy, loaned out to members.

4.4.9 CULTURE RELATED SERVICES AT NBCL

When citing the requirements of a Library building Bakewell, 1990 included a lecture room or auditorium as one of such

requirements. The Nairobi British Council Library has an auditorium. It is used both for the British Council own shows and displays as well as for hire to any interested member or group wishing to use it.

In the auditorium, housed separately from the actual library, lectures, seminars, book displays, art displays film and video shows take place. The necessary equipment for the above activities is provided by the British Council Management. This equipment includes audio-visual equipment like the 16 mm film projectors, video cassettes players, overhead projectors, white boards and others pieces of equipment.

The Nairobi British Council Library presents its own services of video and film shows at the rate of seven shows per month, twice a week on Tuesdays and Thursdays between 5.00 and 6.00 p.m.

These film and video shows can be either educational, recreational or both educational and recreational. The following are a series of film and video shows listed to be screened during the month of June 1994:

1. Tuesday, 7th June, 1994: 5.30 p.m.

Title: D-Day: The Sixth of June.

2. Tuesday 14th June, 1994: 5.30 p.m.

Title: Dracula Prince of Darkness.

3. Thursday 16th June 1994: 5.30 p.m.

Title: The Odessa file.

4. Tuesday 21st June, 1994: 5.30 p.m.

Title: The Bridge of the River Kwai.

5. Thursday, 23rd June 1994: 5.30 p.m.

Title: You only live twice.

6. Tuesday 28th June, 1994: 5.30 p.m.

Title; An Englishman aboard.

7. Thursday 30th, June, 1994: 5.30 p.m.

Title: My left foot.

4.4. During the month of July, 1994, most of the films and video shows were educational.

The titles included:

1. Who killed the sale?

2. Actions peak louder than words.

3. Give and take.

4. The unorganized salesperson.

5. The unorganized manager.

6. Inside organization.

7. Frontliners.

8. Managing pressure at work.

9. Heat and Dust.

To keep the library users informed about what video and film shows are to be screened during a given month, a 'video and film

shows catalogue is produced at the beginning of each month and made available to the users. The catalogue can be picked at various points in the library; the circulation desk, information desk, and the security office downstairs.

Admission for non-members of the library may be allowed if there is no problem of accommodation in the auditorium.

Information about new members of staff recruited by the British Council is also given in the same information sheet

4.4.10 CAFETERIA SERVICES

The Nairobi British Council Library provides a cafeteria service for her users. Here hot and cold drinks as well as snacks are provided.

The cafeteria is in the auditorium itself and members in the library itself may never know about its existence unless they are told. The information about the cafeteria does not appear in the information sheet for services and facilities in the library.

The service is ideally meant to provide a relaxed atmosphere to a person who has been in the library for a long time and would like to have a break before going on with his work. The cafeteria service are paid for by the individual.

Other services at the Nairobi British Council Library include the British Broadcasting Corporation (BBC) world service programme. This programme shows listening times for news and current affairs for Africa, entertainment for Africa, programmes in African languages and learning English with the BBC.

Recommended frequencies are also shown for tuning to BBC in Southern Africa, East Africa and West Africa.

CONCLUDING REMARKS ON THE NBCL SERVICES

The various library and information services listed above are not exhaustive and as years go by more services may be added.

4.5.1 For instance, towards the closing days of my research period, the library had started inviting various professional personnel to view book displays within the library itself. With a view to attracting this personnel into the library.

4.5.1 On enquiring about the future trend of such an activity, this researcher was informed that this was a new library service that had been in the pipe line all along waiting for an opportune time.

There were plans to invite various professional personnel from the Office of the President (O.P.) Educationists, Sociologists, Artists and Librarians among others. During such

book-exhibitions, many more professionals are expected to seek registration with the library.

4.5.0 THE NBCL LIBRARY STOCK/MATERIALS

The Nairobi British Council Library stock or materials include the following:-

1. Monographs/textbooks
2. Periodicals
3. Newspapers
4. Non-book material, (audio-visual materials)
5. Reference stock

4.5.1 MONOGRAPHS/BOOKS

The present stock of books at NBCL is 18,000 volumes.

These books cover the following broad subject areas. Under each broad subject area, specific subjects are listed.

4.5.1.1 ARTS AND HUMANITIES

- (i) Architecture
- (ii) Town Planning
- (iii) Broadcasting and Television
- (iv) Films
- (v) Photography
- (vi) Journalism and Public Relations
- (vii) Librarianship

- (viii) Literature and Fiction (British)
- (ix) English History
- (x) Dance
- (xi) Drama
- (xii) Religion
- (Xiii) Visual Arts
- (xiv) Crafts

4.5.1.2 EDUCATION

- (i) Primary Education
- (ii) Secondary Education
- (iii) Special Education
- (vi) Higher Education
- (v) Adult Education
- (vi) Further Education
- (vii) Technical
- (viii) Teacher Training
- (ix) Administration
- (x) English language
- (xi) Curriculum Development

4.5.4.3 MEDICAL LITERATURE

- (i) Surgery
- (ii) Radiography
- (iii) Dentistry
- (iv) Medical and chemical Services

- (v) Administration
- (vi) Nursing
- (vii) Pharmacy

4.5.1.4 PHYSICAL SCIENCES

- (i) Astronomy
- (ii) Mathematics
- (iii) Chemistry
- (iv) Geological Sciences
- (v) Computing Sciences

4.5.1.5 ENGINEERING AND TECHNOLOGY

- (i) Mechanical Engineering
- (ii) Electrical Engineering
- (iii) Nuclear Engineering
- (iv) Mining
- (v) Diesel Engineering
- (vi) Surveying
- (vii) Chemical Engineering
- (viii) Materials

4.5.1.6 BIOLOGICAL SCIENCES

- (i) Genetics
- (ii) Bio-chemistry
- (iii) Micro-biology
- (iv) Ecology

- (v) Fresh water and Marine Botany
- (vi) Zoology
- (vii) Animal Behaviour

4.5.1.7 AGRICULTURE

- (i) Agricultural Economics
- (ii) Agricultural Engineering
- (iii) Agricultural Chemistry
- (iv) Plant Science
- (v) Animal Science
- (vi) Forestry
- (vii) Fisheries
- (viii) Food - Technology

4.5.1.8 SPECIAL STUDIES

- (i) Community Development
- (ii) Youth Work
- (iii) Sport
- (iv) Home Economics
- (v) Social Planning
- (vi) Mass Media
- (vii) Public Administration
- (viii) Clerical and Secretary
- (ix) Economics
- (x) Banking
- (xi) Insurance

- (xii) Business Management
- (xiii) Personnel Management
- (xiv) Law

The management at the Nairobi British Council Library revealed that the library stock covers all the subject areas included in the Dewey Decimal Classification Scheme.

4.5.2 PERIODICALS

Nairobi British Council Library is a subscriber to an enormous collection of periodicals amounting to sixty four periodical titles currently.

These titles include the following:-

- (i) Banking World
- (ii) Accountancy
- (iii) Accountant
- (vi) Computer and Communication in Africa
- (v) Craft
- (vi) Appropriate Technology
- (vii) Architect Journal
- (viii) Audio-visuals
- (ix) Auto-care
- (x) British Chess magazine
- (xi) British Medical Journal
- (xii) BBC Wildlife
- (xiii) Cosmopolitan

- (xiv) Economist
 - (xv) English language Teaching (ELT) Journal
 - (xvi) English Today
 - (xvii) Library and Information News
 - (xviii) Management Today
 - (xix) Marketing
- etc.

Most of the periodicals in stock at the NBCL were current unlike other periodicals in other types of libraries. This is because NBCL is adequately financed.

4.5.3 NEWSPAPERS

Nairobi British Council Library subscribes to British Newspapers only.

Local Kenyan Newspapers are not available there. The policy on material acquisition does not cover them.

These British Newspapers include three dailies and two weeklies as summarised below making a total of five Newspapers.

Table III. BRITISH NEWSPAPERS AT NBCL

WEEKLIES	DAILIES
1. Sunday Times	1. The Independent
2. Observer	2. The Times
	3. The Guardian

Newspapers arrive in the library a day after they are published, meaning they are relatively current given that they are dispatched from Britain.

Until recently the Council had engaged the DHL service for this but recently a local agent "680 Gift Shop" was given the contract to procure this Newspapers on behalf of the Nairobi British Council Library management.

The change over was meant to increase efficiency in terms of paper work. The Agent is supposed to order and do all the necessary paperwork.

The Newspaper section is the busiest in the library. This is especially so during lunch hour between 12.00 noon and 2.00 p.m. when office workers flock to read the Newspapers.

Back issues of these Newspapers remain in the library. They are available for loan for those members who may be interested

for the same period as the monographs and periodicals as explained later in this report.

4.5.4 AUDIO-VISUAL MATERIALS

Table IV Showing the type and quantity of non-book materials found at Nairobi British Council Library.

TYPE	QUANTITY/NUMBER
Films	600
Video Cassettes	1200
Audio Cassettes	770
Slides	400
TOTAL	2,970

There is an abundant collection of Audio-visual materials at the Nairobi British Council Library.

They are housed at one corner of the library and a full time librarian is in attendance to answer user's enquiries related to the section. There is an enquiry table for this purpose.

A survey of the audio-visual section revealed the following quantities of the various audio-visual materials at NBCL (see table 3).

Posters and charts are also available in considerable

quantities although the librarian in charge of this section could not give an exact figure for them.

4.5.5

Audio-visual materials cover a variety of subjects which include the following:-

- Economics
- Business and Management
- Music
- English Literature
- English language
- Science and Technology
- Law
- British life and Institutions
- Professional Studies e.g. Accountancy, Secretarial studies, Computer etc.

The Nairobi British Council Library houses the main British Council Film and Video Library leaving only a limited collection in the other two libraries at Mombasa and Kisumu.

However, using the DHL service, any title listed in the union catalogue for the three libraries can be obtained by a member in any of the libraries on request. The waiting period is not longer than a day as explained by the audio-visual section librarian.

Conditions for the borrowing and use of Audio-visual

materials will be discussed later in this report.

4.5.5 REFERENCE STOCK AT NAIROBI BRITISH COUNCIL LIBRARY

The reference stock of the British Council Library is a very large one comprising about one thousand six hundred key reference works.

Included as reference materials are also various types of atlases.

Currently, the reference books occupy two large open shelves and four average size cabinets. There is a reference book for each subject area.

These reference books include major bibliographical works as well as basic reference books e.g. encyclopaedias, guides, dictionaries etc.

An-on-the spot check revealed copies under the following titles:-

1. Encyclopaedia for Popular Music Published in 1992.
2. Who's Who in Industry Published in 1992.
3. Dictionary of the Christian Church.
4. Watford Guide to Reference Materials Published in 1991.
5. Willings Press Guide 119th Edition Published in 1993.
6. A Guide to Education and Training Resources in the

- Developing Countries of the Commonwealth.
7. A Guide to United Kingdom Products and Services.
8. Kelley Business Directory 103rd Edition Published in 1990.
9. Guide to British Export'94 26th Edition.
10. Kenya Finance, Insurance and Investment Directory 2nd Edition Published in 1993.
11. Pharmaceutical Codex 11th Edition Published in 1979.
12. Encyclopaedia Britannica.
13. McGraw-Hill Encyclopaedia Volumes 1-14.
14. Britannica Propaedia, Micropaedia and Macropaedias 15th Edition Volumes 1-32.
15. Everyman's Encyclopaedia 6th Edition Volumes 1-12 Published in 1978.
16. Hutchinson's Encyclopaedia on Mankind Published in 1960.
17. Pear's Cyclopaedia 98th Edition Published in 1989.
18. The International Who's Who 1993-94 57th Edition Published 1993.
19. Africa's Who's Who 2nd Edition.
20. Makers of Modern Africa.
21. Africa Books Limited.
22. British Writers
23. The Chronicle of the 20th Century 22nd Edition.
24. Guinness Book of Records.
25. Writers and Artists Year-book.

26. Commonwealth Universities Year Book.
27. A Dictionary of Slung and Unconventional English.
28. Oxford Dictionary.
29. Oxford Junior Encyclopaedia.

This list is not exhausted but what is included here serves to show that the Reference at NBCL is both comprehensive and current.

NBCL has also a collection of atlases of various kinds. A physical check revealed nine different types of atlases as follows. (Atlases are part of the reference stock).

1. Readers Digest Atlas of the World
2. Atlas of Britain and Northern Ireland
3. National Atlas of Kenya.
4. Atlas of Earth Resources.
5. Great Britain Road Atlas
6. Historical Atlas of Africa.
7. The University Atlas.
8. Drivers Atlas.
9. Edinburgh Atlas.

Special attention is paid to the reference stock of NBCL. This is to ensure that outdated books are weeded out.

The weeded out material is normally donated to those

libraries which may have expressed need for such reference books.

Alternatively, such weeded material is exhibited for sale to interested parties instead of first giving it away.

Some of the reference books weeded out may be more current than those reference books stocked in some libraries due to lack of finance to buy current reference books.

Problems of space at NBCL may necessitate removal of comparatively current reference books so that they can give way to the most current ones.

4.5.6 MATERIAL ACQUISITION PROCEDURE AT NBCL

The following are the procedures for the various library material acquisition at NBCL.

4.5.6.1 BOOKS

The selection committee comprises the Assistant Director, Enterprises, the Librarian and the Deputy Librarian is in charge of compiling book orders.

Orders are sent direct to Britain agency firm called ASKEWS. This agency is responsible for purchasing and dispatching all British Council libraries books on its behalf.

This agency works in consultation with the Library Information Department (LIBID) in Manchester England. LIBID pays for the books purchased by ASKEWS.

The processing - cataloguing and classification of the books is done by LIBID Office for purposes of standardization before they are sent abroad. This service is called Global cataloguing Service (G.C.S.).

The Assistant Director Enterprises reserves the dispatched books and hands them over to the librarian.

At the processing/technical department books are spine marked and book slips and pockets prepared.

This takes a short time because the details are already processed.

Classification and cataloguing information is then entered into the on-line public access catalogue where it can be accessed by users.

Here, the following entry points can be used.

- Author
- Title
- Class Number
- Keyword Search

- Combination Search

4.5.6.2 ORDER PROCEDURE FOR JOURNALS

Ordering of journals is done separately from that of books.

After the lists are prepared by the selection committee, they are sent to a company in UK - Blackwell's Company for purposes of purchase and dispatch on behalf of the British Council.

Like ASKEWS, Blackwell is paid by the LIBID Office after completing its part of the contract.

Journals are not processed like books. Only a list detailing their particulars - title, volume/number source etc are entered.

Like books, journals are received by the Assistant Director Enterprises on behalf of the Nairobi British Council Librarian who then takes them for checking and circulation.

4.5.6.3 NON-BOOK MATERIAL ACQUISITION PROCESS

The selection process is similar to that for the other library materials as explained in the previous section.

The selection is done from a Non-book material catalogue sent from London British Council Office to all British Council

Libraries.

Once selection is done, order forms are filled with details of the selected items. This information is dispatched by telex to Council Office in London.

Here the order is processed and the items dispatched by air to Nairobi.

The Librarian hands them over to the staff member in charge of the non-book material section of the library.

Here they are sorted out and catalogued for circulation purposes.

4.5.7 THE NAIROBI BRITISH COUNCIL LIBRARY CLIENTELE

Table V. Composition of NBCL clientelle as indicated by staff

RESPONDENT	TYPE OF RESPONSE
A	all but children
B	students, professionals, politicians etc
C	students, civil servants, politicians foreigners, housewives etc
D	students, civil servants, politicians, etc

The first rule of the NBCL, rules and regulations sheet

states that this library is supposed to serve Kenyan residents aged eighteen years and over and students enrolled for 'A' level studies in Kenya Secondary Schools.

These are expected to come from Nairobi, Central, part of Eastern, North Eastern and Rift Valley Provinces. This is officially the area in Kenya meant to be served by the library. The other provinces and parts of the provinces are shared between the Mombasa and Kisumu British Council Libraries.

For purposes of administration, this researcher gathered from the management that the body of the users is categorised into the following so called contact groups.

1. Members of parliament and parliamentary officers.
2. Staff in priority ministries and parastatals in job group N and above.
3. Key management staff in priority training and research institutions.
4. Members of the English Language Group (E.L.G.) in Nairobi, Kisumu and Mombasa.
5. Influential journalists, sponsors and media managers.
6. Decision makers in BDDEA (British Development Division of East Africa) European Community Delegation (E.C.). The World bank Officials, United nations Development Programme (UNDP), Ford Foundation, Rockefeller Foundation, and other bilateral donors.

7. Returned study Fellows under 35 years of age in priority sectors.
8. Young Key staff in priority Non-Governmental Organisations (NGOs) and other Institutions.
9. Young artists and media staff.
10. Others.

The management further explained that to attract such key personnel to use the services of the NBCL, the librarian sends them current awareness programmes so that they can get to know what the library offers.

Letters of invitation are also sent to them whenever the library holds material exhibition programmes.

The library staff interviewed that of all among these categories of clientele, students formed the largest group among the library patrons.

These students are categorised under "Others" in the list of contact groups.

A tabulated account of the composition of the Nairobi British Council Library clientele as obtained from the staff interviewed is shown in Table V.

Each staff is identified by a letter of the alphabet (This has been used as a permanent identifier whenever information from library staff is tabulated).

As can clearly be seen, none of the staff respondents listed children as part of the Nairobi British Council Library clientele.

4.6.0 RESTRICTIONS OR CONDITIONS FOR THE USE OF NBCL MATERIALS

The use of the library services is also implied under the objectives.

4.6.1 LIBRARY MEMBERSHIP

To become a member at NBCL, one must prove his eligibility as to age and nationality as stipulated in the library regulations.

In addition, the eligible people must pay a non-refundable annual membership fees of Kshs. 750. This amount rose from Ksh. 500 with effect from 1st May, 1994. It is the same for all categories of users.

4.6.2 REGISTRATION PROCESS

A prospective member is required to furnish the library management with a passport size photograph and a national

identity card.

The interested person then fills registration forms with his personal details which include nationality, contact address, place of employment and occupation.

The last item is meant to categorize him among the ten contract groups discussed earlier.

The new member receives a library identification card bearing his photograph. Four borrowers cards are also provided. With these cards a member may borrow four libraries items at a time.

Only registered members of the library can borrow items from the library.

Individual library members are not allowed to borrow films and video cassettes.

Only institutions are allowed to borrow these and they have to pay an extra membership fee before they are allowed to do so.

4.6.3 MEMBERSHIP TO BRITISH FILM AND VIDEO LIBRARY AT NBCL

Membership to the film and video library is different from that of the books and periodicals. It is only open to

Educational and Research Institutions as well as professional associations.

Each of these bodies pays Kshs. 3,000 annually.

Private schools, commercial and non-governmental organizations pay Kshs. 6,000 a year to become members of the film and video library.

In addition to the membership fee mentioned above, there is another payment as follows:

1. Private schools and Institutions and Non-Governmental Organizations pay a further Kshs. 4,000 per annum.
2. Educational and research Institutions pay Kshs. 2,000 per annum.

This fee is non refundable.

The film and video membership fee is paid in addition to the library membership fee. It is an extra charge for eligibility to borrow film and video materials.

4.6.4 PAYMENT OF SUBSCRIPTION FEE

Nairobi British Council Library charges an annual non-refundable membership fee to its clientelle.

It is stated in the library information regulation sheet that:-

The membership card must be shown to the security officer before entry into library.

This means nobody can use the library facilities without registering first.

This registration fee has also been rising steadily and it is presently Ksh. 750. Chances are that it may rise again.

The management admitted that the subscription fee is high and probably unaffordable especially by students.

Part of the reason for raising it all the time is reportedly to keep off layabouts from coming to the library without a purpose.

Unscheduled interviews carried out by this researcher revealed that the subscription fee restricts the utilization of Nairobi British Council Library materials to those who can afford it.

The following table shows the result of these interviews.

Table VI. Subscription fee as a factor in material utilization

TYPE OF RESPONSE	NO. OF RESPONDENTS	%
Subscription fee a hindrance	18	95
Subscription fee <u>not</u> a hindrance	1	05
No clear response	1	05
TOTAL	20	100

As can clearly be seen, 90% of the 20 library patrons interviewed admitted that the fee paid for membership is not easily affordable and people may not use the library because of this.

Some of the suggestions given to remedy this situation were:-

1. Reduction of the fee to manageable level.
2. Withdrawal of the fee.
3. Paying it only once.

This researcher also observed while at the security desk that some would-be library users were being turned away for lack of a membership cards.

It was however possible for a non-registered member to pass on unnoticed because the security officer did not request to be shown the card all the time.

4.6.5. THE OPENING HOURS OF THE NAIROBI BRITISH COUNCIL LIBRARY AS A RESTRICTION IN THE LIBRARY USE

Introduction

The more days in the week a library is open and the longer the opening hours the greater the utilization of its resources.

Nairobi British Council Library is open four days in a week from Tuesdays to Fridays, from 10.00 a.m. to 6.00 p.m. without a lunch hour closure.

On Saturdays it is open from 10.00 a.m., to 1.00 p.m..

The library is not opened on Mondays, Saturday afternoons, Sundays and on public holidays. It also does not open during the night.

The following table shows the responses of the library users in relation to whether these opening hours are a hindrance to library material use or not.

Table VII. Showing number of respondents satisfied and not
satisfied with opening hours of the NBCL

TYPE OF RESPONSE	NO. OF RESPONDENTS	%
Satisfied with the library's opening hours	11	31.43
Not satisfied with the library's opening hours	21	60.00
No response	3	8.57
TOTAL	35	100.00

The following reasons were given regarding the restrictive nature of the NBCL opening hours.

1. 10.00 a.m. is very late for the library to open. Members cannot use the library before reporting for work in the morning.
2. The library remains closed during Saturday afternoons.
3. The library is closed on Sundays.
4. The library remains closed on Mondays.
5. The library remains closed at night.

Those satisfied with the opening hours gave the following reasons:-

1. The hours are enough for the respondents.
2. The respondent only goes to the library to read newspapers only. So does not need to be in the library

for a long time.

3. The respondent only goes to the library to borrow materials, not to read there. So the hours are enough for the respondent.

Those respondents in favour of the Nairobi British Council Library opening everyday except Sunday and those who were not in favour compared as follows.

Table VII Those respondents in favour and not in favour of the library opening everyday except Sundays.

RESPONSE	NO.	%
In favour of everyday except Sunday	30	85.71
Those not in favour of everyday except Sunday	5	14.29
TOTAL	35	100.00

The members of the library staff interviewed were all unanimous that eight hours per day that the library is open should be adequate for use of the library.

The reason given by the library staff regarding closing the library on Mondays was that they open on Saturdays when other libraries remain closed.

4.7.0 THE LOCATION OF THE NAIROBI BRITISH COUNCIL LIBRARY

NBCL is located in the Nairobi city centre along Kenyatta Avenue. This is one of the busiest and well known streets in the city.

The library currently occupies the mezzanine floor of the Insurance Company of East Africa (ICEA) building. It was moved to these premises in 1982. Before this time NBCL used to occupy the second floor of the Kenya national Theatre building, opposite Norfolk Hotel.

The Nairobi British Council Library has as its neighbours busy shopping centres which include Uchumi Supermarket of Kimathi House, Ibrahim Supermarket, the Woolworths and other single shops of all kinds.

The library is also within walking distance from public recreational parks namely Jevanjee Gardens and Uhuru Park.

The library is well served by road and telephone communication.

There is a problem of parking and library users have to leave their vehicles far away.

The entrance to the library is marked by a conspicuous signboard marked with large bold letters reading THE BRITISH COUNCIL LIBRARY. The British Council logo, a square with black and white dots accompanies this signboard.

The actual library is reached through a flight of twenty seven stairs. The staircase is adorned with flowers and posters. The posters advertise British Council activities. Events taking place like book exhibitions, art exhibitions etc are also advertised on the wall as one goes up.

There is a lift for those patrons who for some reason cannot use the stairs.

The official entrance is up the stairs because this is where there is security officer to ensure that no library patron enters with a bag.

The security officer also checks the borrowed materials for date stamps as users walk out.

At the entrance to the actual library upstairs is the circulation desk which partly blocks it leaving a narrow entrance and exit on either side of it.

4.7.2 EASE IN LOCATING THE LIBRARY AS A FACTOR IN LIBRARY ACCESSIBILITY

Table IX. HOW RESPONDENTS WERE ABLE TO LOCATE THE NAIROBI BRITISH COUNCIL LIBRARY

TYPE OF RESPONSE	NO OF RESPONDENTS	PERCENTAGES
Directed by a colleague	15	42.86
Taken there by a colleague	7	20.00
Told about the library	6	17.14
Located the library on my own	4	11.43
Read about the library in the local newspapers	3	8.57
TOTAL	35	100.00

Accessibility to a library can be affected by the degree of ease in locating a library.

The Nairobi British Council Library is conspicuously situated and therefore easy to locate by a person with an average knowledge of Nairobi City.

Being centrally situated within the city centre and along a well known street - Kenyatta Avenue - anybody enquiring about its

whereabouts would be easily directed to its location.

The premises are also within a building easily locatable because of its architectural nature and also the fact that it is an enormous tall building comprising about 17 storeys. In the immediate neighbourhood, it is the tallest building.

However, except for this conspicuous location, there are no signposts leading to the library from any part of the city of Nairobi.

Nairobi British Council Library services are also not advertised on either radio or television.

Occasionally, however, articles relating to the library appear in the local newspapers.

For example the "Daily Nation" of 8th January, 1990 page 16, columns 3-5 and "Daily Nation" of 8th June 1991 page 16 columns 1-3.

The Deputy Librarian admitted that not much publicity is done on the British Council Library although he realized there is need for such publicity especially on local newspapers, radio and television.

There are many publications related to the library services produced by the British Council Office but these can only be received by those who have already registered with the library.

In spite of lack of a lot of publicity of the library services, judging from the rate of registration of users, the library is quite accessible in the opinion of the Deputy Librarian. The rate stands at an average of 200 people per month.

Asked how they had known about the Nairobi British Council Library, 15 out of 35 respondents interviewed (42.86%) said they were directed by their colleagues who had known the location of the library before them.

For 7 out of 35 respondents (i.e. 20%) said their friends took them there while 6 out of 35 respondents (17.14%) said their teachers told them about the library.

4 out of 35 (11.43%) said they had located the library on their own and 3 respondents (8.58%) said they had read about the library from newspaper reports. They did not indicate which ones.

Table IX illustrates how respondents knew about the Nairobi British Council Library.

4.7.3 SIZE OF NAIROBI BRITISH COUNCIL LIBRARY FLOOR

1. NBCL floor measures approximately 400 sq. metres.
- 2.
3. The floor is of irregular shape because of the shape of the I.C.E.A. building where the library is located.
- 5.
6. Most of the floor area is taken up by book shelves, circulation desk, the processing (technical) room and the librarians office. The rest is also shared between the various pieces of equipment e.g. video cassette stands, book display stand, air conditioners and furniture.

Only a small proportion of the total floor area is available for the library user to read study or take notes. (See sketch, appendix 1).

4.7.4 THE SECTIONS WITHIN THE NAIROBI BRITISH COUNCIL LIBRARY

The library has three main sections:-

1. Circulation desk
2. Technical (processing) room
3. Administrative section

4.7.4.1 CIRCULATION DESK

The circulation desk furniture ensures that library materials are kept in circulation as efficiently as possible.

There are many activities taking place at the circulation desk, namely:-

1. Registration of new members.
2. Lending of library materials.
3. Receiving library materials from borrowers.
4. Reservation of items following user requests.
5. Answering user enquiries.
6. Receipt of overdue charges and other payments.

4.7.4.2 TECHNICAL SECTION

This section is situated at one end of the library next to the wall. Normal activities of a technical or processing room include:-

1. Receiving acquired materials.
2. Processing them - classifying and cataloguing.
3. Recording such materials.
4. Displaying details of the library holdings.

At NBCL, not much takes place in the processing room. Materials for the library arrive from Britain when they are already processed and the processing staff only enters processing information into the books.

The bibliographic details are then entered into a computer for storage and retrieval purposes.

4.7.4.3 ADMINISTRATIVE SECTION

The office of the librarian is in charge of the administrative matters in the library. The librarian deals with correspondence both incoming and outgoing mail, ensures that the members of the library staff carry out their various activities well and oversee their general welfare.

She collaborates with the Assistant Director, Enterprises in seeing that library services are up to date.

The deputy librarian may also do a share of the Librarian's administrative duties when the librarian is away.

It is not unusual for the NBCL librarian to work on shift at the circulation desk.

In the words of the Assistant Director, Enterprises, their librarian is not a-behind-the-desk administrator.

4.7.5 USER ACCOMMODATION AT THE NAIROBI BRITISH COUNCIL LIBRARY

Accommodation here refers to the ability of a given library to cater for the reading, writing and study needs of its clientele by the provision of enough space as well as the necessary furniture.

For this purpose, users were asked by this researcher to state

whether they ever missed seats at the Nairobi British Council Library.

The responses this researcher obtained are illustrated in Table X below.

Table X. Accommodation at NBCL

TYPE OF RESPONSE	NO OF RESPONDENTS	%
Often missed a seat	31	88.57
Never missed a seat	4	11.43
TOTAL	35	100.00

The researcher also wanted to know whether Nairobi British Council Library users always felt enthusiastic about visiting this library.

Table XI. Whether or not NBCL users felt enthusiastic about visiting the library.

TYPE OF RESPONSE	NO. OF RESPONDENTS	%
Not enthusiastic	18	51.43
Enthusiastic	16	45.71
No response	1	2.86
TOTAL	35	100.00

The following reasons were given as contributing to lack of enthusiasm among some of the clients.

1. Long distance to the library.

2. Fear of missing a seat.
3. Bad weather.
4. Lack of parking space.
5. Fear of missing the book required.

The distribution of these responses were as shown in the table below.

Table XII. Reasons for feeling unenthusiastic to go to Nairobi British Council Library by reason and number of respondents.

REASON	NO	%
Long distance	6	17.143
Fear of missing a seat	19	54.286
Bad weather	2	5.714
Missing a parking space	1	2.857
Missing the book required	7	20.000
TOTAL	35	100.000

Where a respondent gave more than one reason, fear of missing a seat was always one of the reasons.

This researcher also obtained data on NBCL user accommodation using observation method.

Most of the available space was taken up by the bookshelves, the service points i.e. circulation desk, enquiry desk etc, the

offices - librarians office, the processing room, periodical racks and audio-visual material stands.

There are also several pieces of equipment which include the photocopying machine, the microfiche reader, a printer and the on-line public access catalogue.

There is no facility for a card catalogue. This could have taken all the floor space available, thanks to the on-line computer catalogue which has taken a comparatively very small space.

The floor space left for the library users is very small.

This researcher was able to gather the following:-

There were only two tables measuring about 2 ft wide, $3\frac{1}{2}$ ft long and $2\frac{1}{2}$ ft high.

These would hold a maximum of six people at a time but at times more of them would try to squeeze in.

These two tables were also the only ones suitable for both reading and writing although they were not wide enough for spreading out of materials for the purpose of reading and writing.

There were about ten chairs which appeared comfortable enough to allow for both writing and reading because they were high enough.

The periodical reading place was furnished with coffee tables and single sofa sets. Somebody in need of jotting down some information from the periodicals, newspapers included could either use the coffee table or his/her lap.

It was usual for periodical reading space facilities to be used by serious text book readers for the sheer lack of a suitable table and chair for doing his work.

Otherwise serious study facilities requiring carrels, open or closed were not provided at the time this research was done.

In fact there were many library users who could be seen anxiously looking around for some place to sit. This researcher was occasionally mistaken for a member of staff and asked for a place which one could use for studying. Some users stood as they read but could not do so for long. Some of such users quickly left the library.

The accommodation problem was most acute during lunch hour between 12.30 p.m. and 2.00 p.m.; after office hours between 4.00 p.m. and 6.00 p.m. and during Saturday mornings between 10.00 to 1.00 p.m.

This researcher's observation as explained above was confirmed by the library clients themselves.

One client lamented that newspaper readers make a lot of noise and occupy space meant for serious readers. This complaint must have been necessitated by the congestion problem.

Another client suggested that to solve the congestion problem, students should be exempted from using the library facilities. This client had observed and correctly that the students were the majority users in the Nairobi British Council Library but why they should be exempted is a different matter.

As has been stated elsewhere in this report, accommodation problem may have been the reason for raising the library's subscription fee to Ksh. 750.

	OF RESPONDENTS	%
Very	35	100%
Pool	35	100%

The move is perhaps meant to keep idlers and other layabouts from the library.

During an informal interview with one of the members of the library staff, the researcher was informed that the management is planning to reduce the number of library users so as to try and solve the accommodation problem.

This researcher could not confirm whether such plans were indeed on the offing from the management.

4.7.6 EVALUATION OF NAIROBI BRITISH COUNCIL LIBRARY STOCK BY
THE CLIENTELE

The quality of stock.

The following table illustrates the information received from the library clientele regarding the quality of the library stock.

The quality is from the point of view of the currency of stock, variety of stock and coverage of the materials.

Table XIII. QUALITY OF STOCK AT NBCL BY RESPONSE, NUMBER OF RESPONDENTS AND PERCENTAGES

RESPONDENTS	NO OF RESPONDENTS	%
Very High quality stock	35	100%
Poor quality stock	0	0%
TOTAL	35	100%

There was no doubt about the high quality of materials stocked at the Nairobi British Council Library as clearly shown in the table.

However, 77.14% of those interviewed felt that there was need for more library materials so that they can meet the demand of all users.

They cited absence of materials from the shelves even though

the item was reflected in the catalogue as in stock.

22.86% of those interviewed said they were satisfied with the quality of materials present at the library.

This information is illustrated in the table below.

Table XIV. THE SUFFICIENCY OR OTHERWISE OF THE NBCL STOCK

TYPE OF RESPONSE	NO OF RESPONDENTS	%
Quantity insufficient	27	77.14
Quantity sufficient	8	22.86
TOTAL	35	100.00

This researcher also asked the users whether they always got the materials they wanted from the library.

Table XV. THE SUFFICIENCY OR OTHERWISE OF THE NBCL STOCK

TYPE OF RESPONSE	NO OF RESPONDENTS	%
Items not always available in the library	22	62.86
Items always available in the library	7	20.00
No clear response	6	17.14
TOTAL	35	100.00

Among the books never in the library were:-

1. Non-British writers books
2. Books published outside Britain
3. Locally produced books
4. Foreign language books besides English
5. Novels by Non-British writers
6. Books about other countries besides Britain
7. Films and video tapes for entertainment purposes.

Difficult-to-get books as listed by the users were the following:-

1. Books on Environmental Science
2. African History Books
3. American History Books
4. Science books in general
5. Information technology books
6. Books on insurance
7. Books on marketing

According to the management, these books form part of the library stock but are very popular with most users and are therefore usually on circulation.

This information was collaborated by the members of staff who listed most of these books as the most popular.

4.7.7 USER SATISFACTION AT NBCL

User satisfaction is the objective of any library service. It is the result of being able to meet user needs in a way that the user feels that the problem he or she had been solved by the service he/she has received.

This researcher wanted to know whether the users of Nairobi British Council Library were satisfied with the services they receive there.

The results obtained for this question are summarized below in table XVI.

Table XVI. USER SATISFACTION AT NBCL

TYPE OF RESPONSE	NO OF RESPONDENTS	%
Satisfied with services given at NBCL	6	17.14
NOT satisfied with services given at NBCL	26	74.29
No response	3	8.57
TOTAL	35	100.00

Only 6 out of 35 respondents said they were satisfied with the services they received in this library. 26 respondents said they were satisfied only a little.

3 people did not commit themselves.

One of the 6 respondents had a lot of praise for the Nairobi British Council Library. She or he said Kenyans were lucky to have such excellent services in their midst.

Those respondents who said they were not satisfied with the NBCL services cited the following reasons for their dissatisfaction:-

1. Lack of recreational facilities, for example, indoor games and entertainment films/videos.
2. Lack of toilet facilities in the library.
3. Inadequate seating facilities.
4. Short borrowing periods for library materials.
5. Lack of loaning facilities of films and video cassettes to individual members.
6. Absence of inter-library loan services.
7. Noise from ringing telephones.
8. Lack of assistance in photocopying services.
9. Lack of staff assistance in use of the public access catalogue.
10. Low temperatures in the library.

This researcher wanted to know whether the Nairobi British Council Library members were also members of other libraries and if so why this was the case. 48.6% said they were members of other

libraries.

Those who said they patronized other libraries had the following reasons for so doing:-

1. To look for materials not available at the Nairobi British Council Library.
2. To get extra materials in their areas of interest to subsidise the ones available at the Nairobi British Council Library.
3. To take care of the hours and days the Nairobi British Council Library remained closed i.e. Saturday afternoons, Mondays and at night.

The libraries these respondents went to were as follows:-

- Kenya National Library Services
- American Cultural Centre
- Kenya Polytechnic Library
- East African Women League Library
- German Cultural Centre
- French Cultural Centre
- Nairobi University Library
- Macmillan Library

Those respondents who said they were not members of any other library apart from the Nairobi British Council Library gave the following reasons for not doing so.

- The Nairobi British Council Library has the most up-to-date materials.

- All the necessary materials is available at NBCL.
- Other libraries are poorly organised and have unfriendly library staff.
- There is hardly any time left to visit other libraries.
- They cannot afford to pay membership fee in other libraries.

4.7.8 USER-EDUCATION AT THE NAIROBI BRITISH COUNCIL LIBRARY

Table XVII. USER EDUCATION AT NBCL

RESPONSE TYPE	NO OF RESPONDENTS	%
Received user education	18	51.43
Received no user education	14	40.00
No response	3	8.57
TOTAL	35	100.00

The survey carried out by this researcher revealed that 18 out of the 35 library clients interviewed (i.e. 51.43%) received user education and all of them found it useful in locating sources of information and knowledge faster by being able to correctly use the on-line Public Access Catalogue (OPAC).

They also felt free to enquire for help from the library staff if and when they had any problem(s).

14 out of 35 (40.00%) of respondents said they had not received any user education.

3 respondents did not give an answer for the question whether or not they had received user education.

This researcher thought they might either have erroneously omitted the question or been unable to understand it.

4.8 OTHER LIBRARY RELATED ACTIVITIES OF THE BRITISH COUNCIL

4.8.1 NAIROBI BRITISH COUNCIL LIBRARY AID TO OTHER LIBRARIES

Besides the maintenance of its own services as discussed, NBCL also distributes library books to other libraries.

Nganga 1979 calls this a major preoccupation of the council libraries taking at least 35% of its total library work.

These material donations either come from Nairobi British Council Library itself or the International Donor Agency.

The former category of library materials are those which due to change of emphasis, or lack of relevance and currency, they are weeded out of the library stock.

Various academic libraries and special ones have been beneficiaries of such book aid.

Aid to other libraries is never given in monetary form.

The books given are also typical of those in the NBCL stock in terms of content, source and publishing.

4.9 THE CATEGORIZATION OF NAIROBI BRITISH COUNCIL LIBRARY

This researcher wanted to know the categorization of the Nairobi British Council Library from the members of staff.

Four of the five members interviewed have had a long experience working with the NBCL and were well placed to give information on its categorization.

The following are those staff members' responses as far as the library categorization was concerned. The reasons given for the various categorization are also given.

Table XVIII. CATEGORIZATION OF NBCL BY THE LIBRARY STAFF INTERVIEWED

TYPE OF RESPONSE	NO.	%
Special public library	3	60
Public library	1	20
Cultural - special library	1	20
TOTAL	5	100

The three respondents who categorized Nairobi British Council Library as a special-public one gave the following reasons for their categorization:-

1. The library is public but does not serve all members of the public so its a special kind of public library.
2. The library admits those people of 18 years and over.
3. The library serves all people.

The one respondent who categorised it as a public library said that the library serves all members of the public so long as they are aged 18 years and over and can afford membership fee.

The final respondent called it cultural special library. The reason given was that the library only stocks materials from Britain which have been authored and published there.

CHAPTER FIVE

DISCUSSION OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.0 INTRODUCTION

In this chapter the findings presented and analysed in the previous chapters will be discussed and conclusions and recommendations made where applicable.

The main thrust of chapter five is for this researcher to critically look at the services provided in the Nairobi British Council Library, their nature and extent as well as the clientele served.

The conditions under which these services are provided will also be critically looked into.

The objective of all this is for this researcher to attempt to categorize Nairobi British Council Library under any of the various library categories.

This is the problem this project work was supposed to investigate.

5.1 BRITISH COUNCIL ESTABLISHMENT AND PURPOSE

The purpose for which the British Council as a body was established seems not to have altered at all.

This is reflected in the fact that its policy and objectives have remained largely the same.

The policy on material acquisition, management, staffing, use etc have remained largely the same.

One can safely conclude that British Council has played and continue to play a major role in keeping the British economic and educational flag flying.

Judging from the intensity of its library services, reflected in the ever growing stock, the addition of more and more staff and the fact that it is far ahead of its counterparts - the American Cultural Centre, French Cultural Centre and other foreign mission libraries this researcher can only conclude that it is determined to promote the cultural educational and technical cooperation of Britain with other countries.

CONCLUSION AND RECOMMENDATIONS

This researcher feels that while promoting British culture with other countries, the British Council should give the host country an opportunity to also disseminate information about itself to its people.

The way things are now seems to suggest that Britain is also in competition against the host country.

To help in increasing information and knowledge about Kenya British Council could use some of her funds in promoting indigenous publishers in Kenya who in turn would produce books related to Kenya. The British Council Management can then purchase such books and stock them in its library.

This would in a way contradict the British Council policy on book acquisition but such things would help Kenyans greatly in learning about their own country while at the same time learning about Britain.

Help in this direction would go along way into ensuring that Kenyans can also use the British Council Library for information and knowledge about Kenya.

5.2 THE OBJECTIVES OF NAIROBI BRITISH COUNCIL LIBRARY

The objectives of NBCL were and still are tied to the general policy of the British Council operations in foreign countries.

The library's policy is to disseminate information and knowledge about Britain to the people of Kenya.

This explains why the whole library stock is mainly composed of British books, periodicals and other materials.

The library's overall management is also under London appointed personnel which ensures that everything is being done in accordance with the policy requirements of the British Council

and by extension, the British government.

CONCLUSIONS AND RECOMMENDATION

The purpose of the Nairobi British Council Library is to serve British interests in Kenya mainly economic and social. It is a non-political form of involvement with the people of Kenya aimed at influencing the people's way of thinking, and activities towards acceptance of British culture - everything from their education system, technological advancement, science, skills etc so that the country can continue being a market for British goods and services of all kinds.

British council operations are supposed to counteract competition from other country's in Europe, Asia and America.

There is no better way of influencing people's way of thinking than channelling them towards a particular form of information and hoping to deflect them from any other sources of information going counter to the wanted one.

Thus the establishment of a centre of British information and knowledge - the Nairobi British Council Library.

This researcher is in full support of what the British Council is doing by way of providing information.

As Vickery 1987 says we are living in an information society and if we have to seek solutions to our problems information is our weapon.

The researcher is also aware that Kenya being a developing country is obviously poverty stricken and cannot afford to concentrate as much as she would like in the field of information systems.

Thus any outside government willing to supplement the government effort in the field of bringing information to the people would of course be welcome.

The researcher would nevertheless recommend the following regarding British Council Library policy objectives in Kenya.

1. Stop the censoring of information from other countries of the world thus provide a variety of information.
2. Buy some of its library stock from Kenya so as to boost the local publishing industry.

5.3 BRITISH COUNCIL LIBRARY POLICY

The library policy of the British Council was laid down to suit the objectives of the British Council itself.

It is also notable that even the functions the library carries out as indicated under sources and materials offered here are tailored to fulfil the same objectives.

There has not been any notable change of policy either in the management, material acquisition, staffing and financing of the British Council Library in Nairobi.

It is commendable on the part of the British Council for their well thought out initial planning that things are working out as expected.

It was not possible for this researcher to obtain reliable information regarding policy matters and the type of problems and/or success the British Council as a body has experienced. This was because the Assistant Director Enterprises directly in charge of the library management was not available for interview. The librarian referred this researcher back to the Assistant Director.

Judging from the fact that Nairobi British Council Library has grown from strength to strength, in terms of stock and size of clientele, one can conclude that it has a success story to tell although it has had its share of problems.

From the rate new books are bought there does not appear to be financial constraints of the size that has hit indigenous libraries in Kenya both academic, national as well as special libraries.

The fact that materials are weeded out every so often, usually once a year, indicates that there is always new materials coming to take its place.

The only problem this researcher was able to notice by observation was lack of enough user accommodation. This was mainly noticeable during peak hours - lunch hours, on Saturdays and towards closing time in the evening.

As far as staffing was concerned it was not possible for the same reason cited above to obtain information on the full establishment of staff.

At the time this research was done there were nine (9) staff members. These looked clearly overworked.

Towards the end of the research period the British Council engaged two (2) members of staff - an assistant librarian and a library assistant. Additional staff may still be in the pipeline.

Library services efficiency has a positive correlation to the members of staff.

It is commendable that all members of the library staff who deal with the users are either professionals or para-

professionals.

The fact that they have worked for a long time at Nairobi British Council Library shows that they are happy and therefore properly motivated in their work.

The fact that no library user cited staff unfriendliness as a hindrance to user satisfaction says a lot for the library staff here.

RECOMMENDATIONS

Recommendations given under other areas tackled in this research are based on policy and I will therefore not repeat them here.

However, where staff is concerned I will suggest the following.

1. Staff members should do one thing at a time at the circulation desk instead of moving from one station to another giving different services. This can cause staff fatigue resulting in mistakes or inefficiency of another kind.
2. There should be a member of staff stationed at other points of service e.g. the On-line Public Access Catalogue to help stranded users and also encourage them to use the catalogue for location of materials.

3. A member should be stationed near the microfiche reader because there too, users had problems and seemed reluctant to ask for help.

In this way complaints about not being able to obtain certain materials in the library could be minimized.

Users were observed to browse through books in order to get a particular item.

This researcher associated this with lack of familiarity with the operation of the on-line catalogue.

The instructions alone are not enough for some users.

5.4 NAIROBI BRITISH COUNCIL LIBRARY SERVICES

Nairobi British Council Library services cover a wide range and it is typical of those services given in other libraries with certain additions because of the purpose the library has to meet.

The management should however ensure that library users are able to make use of these services without any problems.

Library users complained of noise from passing vehicles, ringing telephones and people. Inadequate seating facilities were also cited.

Some users also quoted air conditioners as disturbing their comfort in the library. Toilet facilities were decried as lacking as well.

In view of these conclusions this researcher wishes to make the following recommendations.

1. The materials on the wall and the roof of the library should be made completely sound proof given that there are many vehicles passing outside because the library is located in the city centre.
2. Telephones should be picked as soon as they start ringing so that the ringing does not interrupt users for a long time the person answering the phone should also try to lower the voice and also make the conversation as short as possible.
3. Toilet facilities should be provided at all costs. It is wrong for a library to have no toilets because the facility, although not a service is a necessity. Users should be given access to toilets in the adjoining offices and a direction arrow showing where they are should be strategically placed in the library.
4. Fans can sometimes make the library very cold. The management should ensure that fans are switched off when they become unnecessary.
5. The photocopying charges are comparatively high given that one can get a photocopying service at half the

price charged at NBCL.

Charging unnecessary high fee for photocopying service can act as a restriction to that service.

So this researcher suggests that those charges be lowered to a manageable level.

6. More chairs and tables should be made available for those library users wishing to use them for reading or writing or both.

5.5.1 THE NAIROBI BRITISH COUNCIL LIBRARY STOCK

Library stock includes all the books and other literary materials in a library.

Stock is part and parcel of service in nay given library because its choice, organization and access as well as encouragement of its use largely determines the quality of service provided in that library.

It is the core around which the whole service is built.

Nairobi British Council Library stock is acquired on the basis of the library policy as explained earlier.

The policy on selection is such that only those books and other materials published in Britain and about Britain largely constitute the Nairobi British Council Library stock.

that The findings in this research indicated clearly that the selection policy has changed little since those first years of the British Council work abroad.

According to the formulation of the Book Selection policy it was clearly pointed out that books:

Would be selected for individual merit and for their usefulness and suitability in the council work.

It was pointed out that for reasons obvious to those who comprehend the functions of the British Council, many books admirable in themselves could not find a place in the collection sent abroad to British Council libraries.

British Council functions abroad were aimed at selling British culture and therefore its libraries stock could only comprise British books.

Many of the complaints raised by Nairobi British Council clientele stem from the dominance of British books in the library's stock.

It is not by accident that this is so. It is in accordance with the policy of the British Council libraries.

Although it had been indicated in the policy for selection

that local needs and conditions would affect the contents of council libraries this has not happened in any noticeable measure.

Although the Nairobi British Council Library catalogue indicates the presence of some fiction books by Kenyan writers, there are in only single copies.

Being in single copies it is not surprising that the library users complain of total absence of such books. Their circulation is minimal.

Thus Nairobi British Council Library is discriminatory in as far as its library stock is concerned. It is in no way determined by the needs of the community patronising the library.

It is determined by the needs of the British Council. The fact that this library is popular to users is due to the fact that most libraries do not have books of such variety and currency as those stocked in Nairobi British Council Library. The clientele is also used to British books as the country has along history of association with Britain.

What the clientele might not know is that, the library management is deliberately keeping them from getting information of knowledge about other countries in furtherance of the British Council interests.

Another thing clients may not know is that Nairobi British Council library is in direct competition with American Cultural Library, French Cultural Library, Goethe Institute etc.

All these libraries operate with similar goals in mind - selling their culture abroad through the dissemination of information about themselves.

The only recommendation this researcher can make is that Nairobi British Council Library increases its stock of locally produced books and especially books about Kenya so that Kenyans can also know about their culture and know what is happening in their own country.

This will not only help in boosting the economy of indigenous publishers but also check against deculturalization of Kenyans in their own country. The periodical sections should also be stocked with Kenyan local magazines and newspapers for the same reason.

At present, Nairobi British Council Library does not prescribe to any local newspaper or magazine.

In the opinion of this researcher, if such local materials were included the British Council could be said to be servicing local needs as well, as expected of the selection policy.

Leisure reading is not well provided for at the Nairobi British Council Library. This was clearly expressed by the library users.

Most of the journals if not all are educational as this researcher observed and physically verified. There are also few novels by African writers.

Entertainment films are not altogether absent as shown by the film and video catalogues for June and July.

People need to escape from their routine of work and from the pressures of life. So, clients of Nairobi British Council Library are not asking for an unusual thing.

This researcher would wish to recommend that:-

1. Users of this library be provided with a greater variety of entertainment and leisure reading.
2. That the management includes more reading materials for leisure reading e.g. local popular magazines like Drum, Parents, Trust etc.

3. African writers fiction be included in stock of the library.
4. Users be given a chance to suggest the kind of materials for entertainment that they would like.

5.5.2

NAIROBI BRITISH COUNCIL LIBRARY CLIENTELE

The reason behind any library establishment is use. The extent of use determines the cost effectiveness of the materials stocked there.

Nairobi British Council Library as shown by the research findings aims to serve the adult especially those adults involved in the decision making processes of this country.

That is why there is talk about key ministries, departments, parastatals, Non-governmental organizations etc. That is why also the policy targets a particular level of staff to get hold of those ones at the administrative level in these key ministries etc.

Lecturers, doctors and lawyers are also included in the target clientele because they can influence peoples minds as far as decision making is concerned.

The objective behind the targeting of this clientele is to ensure that as much as possible the people who are at the helm in

this country can get the message as Britain wants it.

Children, as a matter of policy including all those under eighteen years of age are excluded from the library's clientele.

It is therefore very clear given the facts above that Nairobi British Council Library has a targeted clientele to which it hopes to impart or serve with the information and knowledge contained in the sources available in that library.

This researcher would like to make the following recommendations:-

That the management at NBCL gives an opportunity for children to use their library in the company of their parents.

In this way the library will be introducing children to books, thus making them library conscious and therefore active users of the library when they grow up.

This can also serve as a publicity stance for the library as children will grow up knowing there is a British Council Library which has certain materials for use.

This can increase the extent of use of the materials in this library.

5.6.1

THE LOCATION OF NAIROBI BRITISH COUNCIL LIBRARY

A library is a collection of books and other materials kept for reading, study and consultation. The reason behind such a collection is use.

The location of any library, therefore must be chosen with the purpose of use in mind be such that its expected clientele can know and reach easily.

The library therefore should be centrally situated where it can be accessible with the least inconveniences whether it is within an institution town or rural area.

The Nairobi British Council Library is centrally situated within the city of Nairobi and most of its intended clientele can easily locate it.

The findings indicated that 75.90% of the library members interviewed were simply directed there or told about where the library was and managed to reach there.

This researcher was also able to locate the library without any problems. Only 20% of the clientele interviewed indicated that they had been taken there by somebody. Most likely such ones had not been in Nairobi for long. Otherwise the street along which the library is located is a well known one. The

building in which the library is situated is one of the most spectacular in Nairobi. One can even notice it without necessarily looking for the library.

The entrance to the library is also very clearly marked. An average eye level is the British Council logo coupled with broad capital letters "THE BRITISH COUNCIL LIBRARY".

CONCLUSIONS AND RECOMMENDATIONS

Nairobi British Council Library is situated in such a way that a person with an average knowledge of Nairobi city can easily locate it.

However this researcher would recommend that the library management does more advertising of the library through the local mass media.

At the same time sign posts can be placed at various points in the city main car parks, public parks, shopping centres and cinema halls.

Other sign posts could be placed at the main junctions along Kenyatta Avenue for instance Kimathi Street, Wabera Street, Market Street, Uhuru Highway roundabout, Moktar Daddah Street, Koinange Street etc.

This is to ensure that somebody looking for the library can head towards it from these points rather than away from it.

A lift should also be provided at the main entrance to the library for those patrons who cannot, for some reason go up the stairs. At the moment the lift available is for staff only. It accesses the library from a different direction altogether through other offices.

The entrance and exit for library users is only up and down the stairs along Kenyatta Avenue. It is here that the security officer is stationed. This makes it the official entrance and exit for users.

5.6.2 OPENING HOURS AT NAIROBI BRITISH COUNCIL LIBRARY

60% of the users interviewed said they were dissatisfied with the opening hours of the Nairobi British Council Library while 31.43% of them said they had no complaints about the opening hours in this library.

The dissatisfied users complained about opening late in the mornings closing early in the evening especially on Saturdays, closing the library the whole day on Monday and not opening at night.

A library being a centre of information should remain open

for as long as people need information and this is all the time.

Unfortunately for reasons of economics this is not possible. It involves employment of more staff to work at night and on weekends.

In this respect, this researcher notes that Nairobi British Council Library remains open during hours convenient to it in terms of manpower and hope to satisfy the user in the process.

It was interesting to note that all the library staff interviewed said that the hours the library was open were completely satisfactory.

Unfortunately one cannot judge convenience of library opening hours from the library staff point of view because they would consider their interests first. As far as library tenants go, it is the interests of the users that should override those of the library staff or the management for that matter.

Nairobi British Council Library is undoubtedly very popular to users because of the quality of the materials it stocks and its proximity to those who would need them.

The library should therefore in the opinion of this researcher adjust its opening hours by:-

1. Opening at 8.00 a.m. in the morning.
2. Closing at 8.00 p.m. at night.
3. Opening full day Saturdays.
4. Opening full day Mondays.

It is gratifying to note that the library remains open at lunch hour. This should continue.

There is need to employ more staff to cater those extra hours.

Otherwise increasing working hours alone might interfere with the quality of the services the staff gives.

5.6.3 PAYMENT OF MEMBERSHIP FEE AT THE NAIROBI BRITISH COUNCIL LIBRARY

Nairobi British Council Library charges all would-be customers a membership fee.

The reasons for charging the membership fee according to the management and staff of the library included limitation of membership due to space problem, need for financial subsidy and an attention to make the services more qualitative.

Whatever the reasons however it is a fact that a subscription fee constitutes a restriction in the use of the

services available in all types of libraries.

That is why in 1964 the Public Library and Museum Act forbade the charging of subscription fee in public libraries. The idea was to make the services free for all.

The British Council library Policy does not present clear guidelines whether or not subscription fee should be charged on its library services. This must have been interpreted to mean that it was optional for libraries and consequently the subscription fee is charged by the Nairobi British Council Library Management.

To make matters worse, this fee keeps on rising and as the findings have indicated users are not in support of the subscription fee.

It is the conclusion of this researcher that as things stand now British Council Library services are very expensive and out of reach of many would be users.

In the light of this conclusion this researcher wishes to recommend the following:

1. The management designs a subscription fee structure allowing students to pay less money since they do not earn salaries.

2. That the subscription fee becomes payable only once one becomes a member of the library.
3. That the membership fee be refunded when one opts to leave the library.
4. Abolish the membership fee altogether.
5. Register members for the sake of obtaining statistics on users but not as a source of revenue.

5.7 THE SIZE OF NAIROBI BRITISH COUNCIL LIBRARY

Size of a library has a direct effect on user accommodation. User accommodation also partly determines the degree of library material utilization by the user.

While every library should strive to ensure that the maximum size of its clientele is catered for there are forces that militate against that goal.

Buckland, 1983, P. 194 says that the optimum size of a library can only be determined in very small measures because in certain instances, its size may be dictated upon by the political and economic processes of space allocation to libraries.

Anderson, 1985, P.7 also recognizes that a library space planning can be affected by the overall space allocation for an organization for example.

Accommodation in a library can also be affected by the

inclusion within the same floor of pieces furniture and other experiment. In this way the space can be eroded to such an extent that total library operations are affected.

All these factors mentioned above have had an influence on the Nairobi British Council Library space.

Most of its floor area is taken up by bookshelves, book racks, photocopy machines microfiche reader, instruments and other equipment.

The initial problem is the fact that the British Council Centre where the library is situated is shared by various other offices leaving only a small space for the library. On average, each individual requires a square feet of working space.

CONCLUSIONS AND RECOMMENDATIONS

Nairobi British Council Library is small for its ever-growing clientele. Any attempt to add to the number of reading chairs and tables as well as more stock will further threaten user accommodation in this library.

I would recommend that the library be expanded to accommodate its size of clientele. This can be done by moving to larger premises either within or outside the I.C.E.A building.

Alternatively the library can be converted into a purely

reference library where patrons collect materials and read them at homes.

This will require more staff at the circulation desk to cope with the lending process.

5.7.2 LIBRARY STAFF CONTRIBUTION TO SERVICE SATISFACTION

Library staff is an important ingredient in the whole process of dissemination of information in any type of library.

Both the professional and non-professional staff contribute to library's success.

The failure or success of a library service depends on the absence or presence of professional and supporting staff. It is their contribution that makes an otherwise passive stock be of use to the library's patrons.

A fully qualified staff is a crucial asset for any library. Nairobi British Council Library is manned by a team of well qualified staff both men and women.

Majority of this staff have had no less than ten years of library working experience and most of these years have been spent working in this library.

There is no doubt therefore about the quality of the

services they give to the patrons. They are cheerful and work with a lot of vigour. None of the clientele interviewed gave staff unfriendliness as a reason for the dissatisfaction with the library services.

However there was a clear indication of under establishment of the library staff. These members of staff keep on moving from one place to another. In the circulation desk it was not uncommon to see a single member of staff both receiving and lending materials. Thus getting overworked as indicated by facial fatigue and bloodshot eyes.

This researcher would therefore recommend an addition in the members of library staff. This would allow for the stationing of a library staff member at each crucial point of service.

This way they will serve the patrons even more cheerfully without being overworked. Royston 1979, P 47 has highlighted the importance of ensuring that a given library has a full staff establishment when he says:

Fatigue borne out of too much work
affects efficiency in the services
provided.... An over worked staff is
likely to be unfriendly to the users.

Towards the end of the research period in this library, the management had started engaging more staff to join the clearly overworked nine.

According to this researcher, it is a good idea for the library to occasionally join the rest of the library staff in giving services to the users, not just to boost their number but to get acquainted with the needs of the library staff through serving and coming into contact with them.

It is one way of getting the administration to have a first hand knowledge of the successes and failures of the library services it offers.

In strict adherence to the British Council Library staff policy, only the top Management staff is appointed in London.

The rest, from the librarian downwards are locally appointed. However it is important that the manager in charge of the library services be a professional Librarian to be able to notice and appreciate problems common to library work in general.

5.7.3 USER EDUCATION AT NAIROBI BRITISH COUNCIL LIBRARY

User education refers to the instructions given to library users to enable them to make efficient and maximum use of the materials available there.

Sufficient user education helps in making library users self reliant in looking for materials without relying heavily on the library staff. The latter can then concentrate on other

essential activities.

User education has a direct effect on user satisfaction because it minimizes frustrations. Location of source is faster and guaranteed as long as the source is available. Catalogues, bibliographics, indexes etc can be efficiently consulted by the user.

Only part of the NBCL clientele had received user education as shown by the research carried out.

40% of the patrons interviewed did not know what user education was. This is a clear indication that very little user education is provided on a formal basis at NBCL.

It is probably not easy to give a formalized user education because new members arrive at different times and a comprehensive programme may be impracticable.

However, besides the library user regulations given on a sheet of paper the management can ensure that since the library is small, there is always a member of staff with an eye on the users to see those who are perturbed and are looking around for help.

Waiting for users to ask for help will take care of the

courageous ones only. The timid ones may go away unsatisfied. An enquiry desk should be positioned strategically so that those users needing help can obtain it from the member of staff seated there.

This researcher noticed that the on-line public computer catalogue and the photocopier were difficult to operate in spite of the instructions displayed there.

Most users browsed through books on the shelves because getting book location by using the catalogue was complex. For these who asked staff members for help, the staff member had no time to demonstrate what to do and instead he/she performed the operation without the user following what was being done.

I recommend that instead of operating the computer, the staff member takes time to instruct the user what to do so that next time the same user will operate the computer on his/her own and better still show another.

5.8 NAIROBI BRITISH COUNCIL AID TO OTHER LIBRARIES.

This research established that the British Council library sometimes donates books to other libraries in Kenya both, academic and public.

These books are accepted as donations to those libraries. Given the financial constraints of most if not all libraries, such books are treasured gifts.

However, like its library services these donated books are meant to fulfil the same of objectives; that of promoting British culture. For this reason the books are all from Britain, about Britain and by British publishers.

In the face of this fact this researcher feels that the donations are meant to spread the British council activities to other libraries by making available British books to compete with whichever other books are available in these libraries. More importantly for the council, the donations are meant to ensure that books about Britain are available in these other libraries.

In all cases such donations are taken and appreciated because otherwise such libraries have very few books.

This researcher while not totally against such book donations would recommend the following.

1. That such donations be made in monetary form to give receiving libraries a chance to choose the books they want to buy.
2. That such monetary donations be extended to local

publishing industry as well. This would enable such industries publish relevant books for all libraries at tertiary level.

Tertiary level books would alleviate the current problem facing universities and colleges concerning importation of books. The point this researcher wants to emphasize is that monetary donations are better because receiving libraries can choose what to buy depending on the needs of their clientele.

As things stand it seems like the British Council is after publicising the British Book Industry.

5.9 THE CATEGORIZATION OF NAIROBI BRITISH COUNCIL LIBRARY

Having presented, analysed discussed and concluded on the services provided at the Nairobi British Council Library. The type of clientele served, the conditions under which this clientele is served and the aims and objectives of this library. This section is now an attempt to classify or categorise Nairobi British Council; Library - Under any of the four traditional categories of libraries on the basis of these findings.

5.9.1 NAIROBI BRITISH COUNCIL LIBRARY AS A PUBLIC LIBRARY

Judging from the definition, purpose and functions of a public library, Nairobi British Council library differs from it in the following ways.

Firstly, NBCL is not wholly or partly provided for by public funds of the country of Kenya where it is found. At the same time, neither the Kenya central Government or local government supervises it as is the case with a public library.

NBCL services are restricted to a given class of users in the community it serves. This implies that the services unlike those of public libraries are not available to all who might need it.

This is brought out very clearly in this library's regulations which states that the services will be offered to only those Kenya citizens aged 18 years and over and students undertaking 'A' Level courses in Kenya.

This is a clear discrimination against children and young adults a section of the society which public library are bound to serve according to the UNESCO public library manifesto (1949) which states that:-

The public must offer to adults and children the opportunity to keep in touch with their times, to educate themselves continuously and keep abreast of progress in the services and arts.

By imposing a subscription fee as a contribution for the use

of its services, the Nairobi British Council Library negates any attempt to classify it as a public library.

In addition to the public services being for all members of the community it is supposed to serve irrespective of age, this service is also supposed to be given free of charge. By imposing a fee however small automatically, the library discriminates against that section of that community that cannot afford that fee.

That is why to ensure that public services are free for all, the 1964 Public Library and Museum Act forbid the imposition of subscription fee in all public libraries.

As far as stock is concerned, Nairobi British Council Library does not measure up to the expectations of those who might expect to receive public services from it.

It is discriminatory in its stock in that it only stocks materials from one country - Britain. Most of these materials are also about that one country.

A public library should on the other hand aim to meet all the needs of its varied clientele. Its content must be a living demonstration of the evolution of knowledge and culture. Through a careful selection of materials, all languages of a community

must be represented and books of interest to readers made part of that selection.

Nairobi British Council Library materials include all subjects but the information and knowledge in these subjects is restricted to only one area, Britain. So the stock is not comprehensive and therefore does not measure up to the standard of stock normally expected of a public library.

The aim of the Nairobi British Council Library is to serve British interests by advertising its culture and seeking cooperation with other countries.

Its functions are not geared towards the interests and needs of the community it serves as would be expected of a public library. Public libraries are also supposed to be large enough to accommodate the many people expected to patronize such a library.

While it is not always possible to meet the standard accommodation requirements of nine square feet per person even in public libraries there is a clearly noticeable space problems at Nairobi British Council Library and reportedly, the management is attempting to solve this problem by curtailing the number of people who can patronize the library - thus violating one of the tenets of a public library by discriminating against some users.

Although hours of access cannot be such that the library is open all the time even in a public library at least there should be an attempt to improve on this on the part of the Nairobi British Council Library.

A public library would be expected to open at least for a total of six full days a week - Monday to Saturday.

Although Nairobi British Council Library opens on Saturday mornings, it is closed in the afternoon and closed whole day Monday. In this way people cannot use it when they want it everyday.

Thus from the foregoing, it is clear that Nairobi British Council Library cannot be categorised under public library.

5.9.2 NAIROBI BRITISH COUNCIL LIBRARY AS A SPECIAL PUBLIC LIBRARY

60% of the members of staff interviewed categorized this library as a special public library- a public library of a special kind.

In this way they are not using "special" in the normal way it is used to distinguish special libraries from any other. The reason they give is that it serves a particular section of the public, thus it is a special kind of public library.

When Malan 1978 talks of special public libraries he refers to those public libraries services given to given categories of people - physically handicapped, the visually handicapped, the aged, the sick etc.

One can then say that Nairobi British Council Library is a public library serving a special category of the public - the adult.

Unfortunately when one looks at the services it offers to this adult and the conditions under which this service is given, there is a whole world of difference between what it offers and under what conditions it offers it and what is offered in a public library.

NAIROBI BRITISH COUNCIL LIBRARY AS A SPECIAL LIBRARY

This researcher is of the opinion that if the word 'public' is to be used, then at least one aspect has to be there.

In the opinion of this researcher, there is nothing public about the Nairobi British Council Library because:-

1. The library discriminates against its clientele by putting conditions on who should use the services.
2. The library's stock is discriminatory in that the management excludes everything that is not British.
3. Children and young adults below the age of eighteen cannot use the library services.

4. The library is not financed and controlled by the government of the host country.

In other words, 'public' to this researcher can only mean free for all, where all interests are catered for and where the user has a say in what services are provided. Nairobi British Council Library subscribes to none of these.

If the library had a special clientele to which it was offering all kinds of services using a wide variety of material irrespective of country without putting conditions for these services then I would see it as a special public library, the way Malan explains. Since it does not, then this researcher believes Nairobi British Council Library is not a special public library.

5.9.3. NAIROBI BRITISH COUNCIL LIBRARY AS A SPECIAL LIBRARY

The objective of a special library is to cater for the needs of some organization, usually a large industrial organization. Their main characteristics include the following:-

1. They operate in a more or less clearly definable field or area of activity.
2. They are set up by a parent organization when is engaged upon that activity.
3. They exploit, on behalf of their users, information containing materials pertinent to that field and its peripheral areas.
4. Mainly give an informational service to their users as

opposed to the traditional lending and reference function of other types of libraries.

5. Their stock comprises current sources of information as they require the most recent type of literature normally contained in journals, periodicals, patents etc.

6. The personnel they employ are expected to be specialized in the subject area under question so as to understand and deal efficiently with the stocked materials.

Nairobi British Council Library does not share in any of the above characteristics.

First of all, the services it produces relates to a varied subject fields in fact all subjects and therefore cannot be said to be specialized in any subject field.

Consequently, the materials in stock do not cater for only one field of a given study.

The clientele of a special library is primarily the employees of the parent organization and the administrators. Nairobi British Council Library serves a general clientele not those employed or working with the British Council body.

At the same time the services at Nairobi British Council

Library are not largely informational like it is the case with a special library. Its staff is not also specialized in any one subject area but are like the employees of a public academic or national libraries with a basic understanding of knowledge as a whole.

The conditions of service in a special library do not include subscription fee and the hours are those suitable to the employees and management of the organization.

The only condition, by and large is that one is an employee of that organization. The clientele served is consequently small compared with that served in the NBCL.

Given all these arguments, Nairobi British Council Library is not therefore a special library.

5.9.4 CATEGORIZATION OF THE NAIROBI BRITISH COUNCIL LIBRARY ON THE BASIS OF THIS RESEARCH FINDINGS

The preceding part of this research report has laboured to show how NBCL cannot fit into any of the main categories of libraries namely academic, public and special. It is also not a national library. The main argument is based on the purpose behind the establishment of Nairobi British Council Library.

This is a purpose that is fully demonstrated by the library's functions from the time it was established until now.

The library has endeavoured to disseminate information and knowledge about Britain's culture, education, technical advancement with a view to selling Britain to the outside world for purposes of trade with other countries.

This is why the library's target clientele comprises the so called key ministries, departments and non-governmental organizations.

It is also why the library's target clientele includes the 'A' level students who are on their way to key positions in the government so that by the time they reach there they will have known what they are supposed to know. Policy makers is what the British government would be interested in because once these are convinced about what Britain has to offer, decisions arrived at, will, it is hoped, be in favour of Britain.

Although British Council as a body was established when Kenya was still a colony, its greatest value to the British Government has never been so important now that Kenya is no longer a British colony. The decision makers are different now and any country in the developed world can easily replace Britain in the economic sphere.

This is what Britain is scared of even more so today than it was when it was giving its reasons for the setting up of British

libraries abroad i.e.

Counteract the economic activities of the other countries of Europe.

Since libraries are judged according to their objectives, and functions as well as the type of materials and services they provide, this researcher fails to see any reason for categorising Nairobi British Council Library as either public, academic, special or national library. It is also not correct to call Nairobi British Council Library a special public library because this would mean that Nairobi British Council Library is a special kind of public library which, as has been argued in a previous section, it is not.

Other experts in librarianship who include Ritchie have said that any library that is neither public, academic, nor national is a special library.

This researcher sees this merely as a sweeping statement because there are some private collections by individuals that cannot qualify to be special libraries.

Given the arguments above, this researcher can only conclude that Nairobi British Council Library, and by implication all British Council Libraries in Kenya are simply British Cultural Libraries comparing positively with other foreign mission libraries like the French Cultural Centre (library), American

Cultural Library, Goethe Institute and others.

They are all out for the same purpose, the same functions and provide the same materials and services as per their countries' needs.

An alternative title for the Nairobi British Council Library could be 'British Council Library'. This is because it is the library meant to help British Council as a body carry out its activities abroad as listed in the objectives discussed earlier.

Either of the two categories i.e. British Cultural Library or British Council Library would clearly bring out what the functions and purpose of the library are.

5.9.5 SUGGESTIONS FOR FURTHER RESEARCH

In the course of carrying out this research, this researcher noticed that the library staff at Nairobi British Council Library were working continuously and enthusiastically. I wondered whether this was a result of better pay than is the case with other library staff of the same level in ordinary libraries in Kenya or there were other motivating factors besides salary.

This could form a basis for further research in the future.

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APPENDIX A

LIST OF DOCUMENTS USED FOR REFERENCE

1. British Council Library Regulations sheet.
2. British Council Library circular for readers dated 27th April, 1994.
3. British Council film and video library regulations brochure.
4. British Council Library and information services booklet.'
5. Film and video show guide for the months of June and July, 1994.
6. British Council Library and Centre membership application form.

APPENDIX B

INTERVIEW SCHEDULE FOR THE LIBRARIAN FOR EAST AFRICA IN THE
BRITISH COUNCIL

1. For how long have you worked as the Librarian for East Africa?
.....

2. What is your role as regards the British Council Services in Kenya?
.....

3. When was this library established?
..... (years)

4. For what purpose was it established? Please explain below:
.....
.....
.....

5. How does the explanation above relate to the overall objectives of the British Council work in Kenya?
.....
.....
.....

6. What is the source of the Nairobi British Council Library funding?
.....
7. What is the official title of the person who is in charge of this Library
8. What is the professional qualification of the person you have named in question number 7?
.....
9. What are this person's responsibilities?
.....
.....
10. What is the library's staff establishment?
11. How many of these are qualified (professional staff)
12. How many are support staff?
13. What are the official titles of the professional

staff indicated in no. 11?

14. Do you recruit this library staff on behalf of the British Council?

15. If the answer is 'no' who does the recruitment?
.....
.....

15. Do you encounter any problems providing library services in Kenya?

16. If the answer to the previous question is 'yes' what type of problems are there? Please list them below:

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

17. Would you say that the Nairobi British Council Library has been successful in what it set out to do?

.....

18. Please give reason(s) for the answer you have given for no. 17.

.....

.....
.....

Is there a limit to the subject areas this library should cover?

Academ

19. If the answer to the above question is 'yes' please indicate:

(1) The subject areas it should cover

- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

(g) Are there any special conditions that one should meet before becoming a user of this library? Please

(2) The subject areas it does not cover

- (a)
- (b) One must pay subscription fee
- (c) One must be a student
- (d) One must be literate
- (e) Any other please specify.
- (f)

(g) Do you have a book selection policy for this library?

.....

20. How would you classify this library:

- Public library
- Special "
- Private "
- Academic "
- Cultural "

21. What reasons do you have for classifying it so?
(please explain briefly below)

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

22. Are there any special conditions that one should meet before becoming a user of this library? Please tick as appropriate.

- | | | |
|----------------------------------|-----|----|
| 1. One must be an adult | YES | NO |
| 2. One must pay subscription fee | YES | NO |
| 3. one must be a student | YES | NO |
| 4. One must be literate | YES | NO |

Any other please specify.

23. Do you have a book selection policy for this library?

.....

APPENDIX C

INTERVIEW SCHEDULE FOR THE NAIROBI BRITISH COUNCIL LIBRARY HEAD

1. For how long have you worked in the Nairobi British Council Library?
.....

2. What are your major responsibilities in this Library?
Please list them down below.

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

3. How would you categorize this library?
tick the applicable one below.

- academic
- public
- special
- cultural
- Any other please specify.

4. Please explain your reason(s) for categorizing it thus.

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

5. What are the objectives of this library?

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

6. How does the management of this library set out to fulfil or meet these objectives you have listed above (please explain briefly below)

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

7 (a) Please list the type of services this library gives to the clientele it is supposed to serve.

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

(i) Which is this clientele?

.....

8. Do you have an adequate number of staff to provide these services you have listed in number seven (a)?

9. If the answer to number 8 is 'no' how do you cope with this problem?

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

10. Do you have an acquisition policy for this library?

11. If your answer to number 10 is 'yes' is it written or unwritten?

12.(a) Please list this acquisition's guidelines as far as material selection is concerned.

- i)
- ii)
- iii)
- iv)

(b) What is the size of your current stock of books
periodicals non book media

13. Do you find the materials selected for this library adequate for the type of clientele this library services

14. Please list the subject areas of your library stock.

- i)

- 10 ii)
- iii)
- iv)
- v)
- vi)
- vii)

(b) Do you have a reference section?

(c) What books does it contain (please list them)

-
-
-
-

15. Are there books in this library acquired locally, abroad or both locally and abroad. Please indicate below by ticking the appropriate one.

- locally
- abroad
- both locally and abroad.

16. Who are the participants in your material selection exercise library staff, the British Council (tick as appropriate).

17. Do you encounter any problems in the process of acquiring these materials?

18. Please explain what there problems are if your answer to number 16 is 'yes'.

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

19. Are there some needs expressed by your users which you cannot satisfy?

20. What are these needs? Please list them below.

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

21. How do you plan to satisfy those needs which at present you cannot satisfy (please explain below)

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

22. Is the space presently available for your library services adequate?

23. If not adequate, what plans do you have for the future?

24. What is your current number of members in this library?

.....

25. Does this show an upward or downward trend in membership?

.....

26. What do you think is the main reason(s) for the answer you have given in number 25.

.....

.....

.....

.....

27. Do you provide any adult education programmes?

.....

28. Do you operate a children's department in this Library

.....

29. If your answer for number 28 is yes where do you acquire their materials for use from?

.....

Why doesn't your library open on Mondays?

30. If your answer for no. 28 is 'no' what explanation do you have for not having a children's department.

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

31. Do you carry out any community user studies?

32. If the answer is 'yes' do you find it useful?

33. In which ways do you find it useful?

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

34. What kind/form of publicity do you undertake for your library?

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

35. Why doesn't your library open on Mondays?

.....

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

Please write any additional comments you may wish to

36. What purpose does the subscription fee play in your library? Please indicate with a tick.

- (i) A source of revenue
- (ii) A check on potential users
- (iii) An attempt to obtain serious users only
- (iv) Any other please specify.

37. In your opinion do you think this subscription fee encourages or discourages potential users to come to our library?

- encourage discourages
- has no effect

38. What would you say are the most pressing needs for this library.

- i) need for more money
- ii) need for more space
- iii) need for more books
- iv) need for non-book material
- v) need for magazines and newspapers
- vi) need for trained staff
- vii) need for more publications
- viii) need for more users.

5. What reasons do you have for categorizing it thus?
.....
.....
.....

6. Under what categories would your patrons fall:
- children
 - students
 - civil servants
 - professionals
 - the unemployed
 - politicians
 - any other
- (please tick as appropriate)

7. Please indicate with a tick the type of services offered in this Library:
- lending
 - informational
 - enquiries
 - current awareness
 - selected dissemination of information
 - other (please specify)

8. What is the composition of your library stock: (Please tick as appropriate).
- books

- periodicals
- magazines
- newspapers
- non-book materials
- reference books
- other.

9. Is your book collection classified?

10. If 'yes' what classification scheme is used?

11. Are your non-book materials classified?

12. Is your non book media separate from the rest of your resources?

Please explain

.....

.....

13. Please list the different items you have in your non-book material section and their number.

e.g.

.....

.....

.....

.....

.....

14. According to your assessment which type of resource materials are more popular book or non-book materials?

15. What do you think is the reason for the answer you have given for number 14?
16. Indicate the number of books allowed for each user at a time
17. Is the number you have given uniform for all categories of your library users? (please explain briefly)
18. What is the lending period of such material?
19. Are non-book materials lent out to users?
20. If the answer you have given above is 'no' why don't you lend them out?
21. What resources do you find lacking in this library that users ask for?

22. Do you participate in your library's book selection exercise?

23. If your answer is 'yes' who are the other participants?

24. If the answer is 'no' who are the participants?

25. If you were asked to give suggestions as to the composition of your library stock what suggestions would you make if any?

26. What would you say is the most demanding of all the services you give in this library?

27. What are the reasons for the answer you have given

above?

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

28. Do you find the hours this library is open adequate for the full utilization of its resources?

.....

29. If your answer is 'yes' give reasons

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

30. If the answer is 'no' what suggestions would you like to make regarding these opening hours?

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

31. Would you say this library is

- heavily used
- only slightly used
- just adequately used.

32. Who would you say are the main users of this library? Please re-list all of them in order of membership level.

- students

- civil servants

- children

- politicians

- women

- men

- Britons

- Africans

- Others.

33. What type of materials are in the greatest demand?

List the subject areas below.

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

34. Why do you think this is the case? Please explain briefly below.

.....
.....

35. What would you say is the reason for the population or otherwise of this library.

.....
.....

36. Any other comment(s). Please use the space below for this.

.....

.....

.....

.....

.....

.....

.....

37. Please indicate whether you are one of the following categories of person:

- A student
- A lecturer
- A civil servant
- A business person
- An unemployed person
- Other

38. Did you pay any subscription fee before becoming a member of this library? Answer 'yes' or 'no'

How much? (if applicable)

39. How did you know about the Nairobi British-Council Library?

- from a colleague
- from a friend
- from a teacher

APPENDIX E

A QUESTIONNAIRE FOR THE NAIROBI BRITISH COUNCIL

LIBRARY USERS

Please answer the following questions according to instructions given at the end of each question:-

1. When did you become a member of this Library?.....
(please give the date).
2. Please indicate whether you are any of the following category of user:
 - A student
 - A lecturer
 - A civil servant
 - A business person
 - An unemployed person
 - Any other(tick whichever is appropriate).
3. Did you pay any subscription fee before becoming a member of this library/ Answer 'yes' or 'no'
How much? (if applicable)
4. How did you know about the Nairobi British Council Library?
 - (1) from a colleague
 - from a friend
 - from a teacher

- from a book
- from a newspaper
- Any other

(Please indicate by ticking the right one).

5. How many days in a week do you visit this library?

one day

two days

three days

four days

five days

(tick as appropriate.)

6. Which district in Kenya do you come from?

7. Are you satisfied with the opening hours of this library?

Answer 'yes' or 'no' after noting the opening hours
below question no. 8.

8. Please give reasons for the answer you have given for question no. 7.

i)

ii)

iii)

iv)

NB

Opening hours: Tuesday to Friday 10 - 6 pm

Saturday 10 - 1 pm

The Library is closed on Sundays, Mondays, public holidays and Saturday afternoons.

Any other reason.

9. Would you like the library to be open all the days of the week except Sunday?

.....

10. Did you receive instructions on the use of this library when you first joined the library?

11. Did you find them useful? Please list the subject

12. In which ways did you find them useful? Please list them below.

i)

ii)

iii)

iv)

ii) Enquire from library staff

II LIBRARY SERVICES AND MATERIALS

iv) Ask for help from another user

1. Why did you decide to join this library?

Please tick the correct ones.

i) To read books available

ii) To borrow books etc.

iii) To read your own notes

iv) To read the newspapers

- v) To read the magazines
- vi) To enjoy being a member
- vii) Any other reason.

.....

1). Informational

2. Do you always get what you need when you come to this library? (Answer 'yes' or 'no'

iv) watching a film

3. If the answer for question 2 above is 'no' which materials don't you get? Please list the subject areas

.....

.....

USER'S QUESTIONNAIRE

7). Are you a member of another Library apart from the

4. What do you do when some materials you need are not available? (tick)

- i) Decide to look for others
- ii) Enquire from library staff
- iii) Go home
- iv) Ask for help from another user
- v) Any other

1) to try and get reading materials not available

5. Would you say the library workers here are

- i) very friendly
- ii) a little friendly
- iii) not at all friendly

iv) hostile reason.

(please tick the correct one)

6. What other services do you receive from this library?

i) Informational

ii) Answer to enquiries concerning your subject area

iii) Listening to cassette records

iv) Watching a film

v) Advice about further studies

vi) Other

(please specify)

please tick as appropriate.

USER'S QUESTIONNAIRE

7. Are you a member of another Library apart from the Nairobi British Council Library?

8. If the answer is 'yes' please give the name of that library

9. Why do you go to that other library? Please tick as appropriate.

i) to try and get reading materials not available here.

ii) to get more materials

iii) to meet friends

iv) to compare the services of both libraries

v) Any other reason.

Please write down below.

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

10. If the answer to question number 7 is 'no' please give an explanation for this.

.....
.....

11. Would you like the Nairobi British Council Library to give you more services?

12. Please indicate which services in the space below.

- i)
- ii)
- iii)
- iv)

13. Would you like some more books and other materials to be included in this library ?

14. Please give your reasons for the answer you have in no. 13.

.....
.....

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

15. In the space below write down the type of books you would like added if your answer for no. 13 is yes.

- i)
- ii)
- iii)
- iv)
- v)

16. What other suggestions would you like to make about the services and materials found in this library?

- i)
- ii)
- iii)
- iv)
- v)

ACCOMMODATION

1. Do you come here to borrow materials for home-reading to read here or both to read here and borrow books?

Indicate by a tick in the appropriate box.

2. have you ever missed a reading space in this library?

- i)
- ii)

3. If the answer is 'yes' for number 2, would you call that often or seldom?
Often Seldom

4. What would you attribute missing a reading space to:
- i) too many people
 - ii) not enough chairs
 - iii) not enough tables
 - iv) uncomfortable chair
 - v) uncomfortable table
 - vi) any other

Please indicate with a tick next to the suggestions.

5. What advice (suggestion) would you like to give the management of this library in matters related to reading space?

.....

.....

.....

6. Have you ever felt like not visiting this library although you had the need for a book etc

KENYATTA UNIVERSITY LIBRARY

7. If the answer to no. 6 is 'yes' what made you feel like that?
- i) Distance from your place to the library
 - ii) The weather

- iii) Fear of missing a seat
 - iv) Fear of not getting the book you wanted
 - v) Fear of the library staff
- (please indicate with a tick)

8. Number in order of priority what you do more often in this library

- i) Read books
- ii) Read magazines
- iii) Read newspapers
- iv) Borrow books
- v) Read your notes
- vi) Any other (please specify)

.....
.....

KENYATTA UNIVERSITY LIBRARY

