

**ACCESS TO INFORMATION FOR TRAINING AND RESEARCH PURPOSES:  
A CASE OF BANDARI MARITIME ACADEMY LIBRARY IN MOMBASA,  
KENYA.**

**MAMUU HEMED JAMALI  
E65/OL/MSA/32933/2016**

**RESEARCH PROJECT SUBMITTED IN FULFILLMENT OF THE  
REQUIREMENTS FOR THE DEGREE OF MASTERS IN LIBRARY AND  
INFORMATION SCIENCE, IN SCHOOL OF EDUCATION, KENYATTA  
UNIVERSITY**

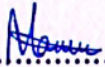
**NOVEMBER, 2022**



## DECLARATION

I declare that this research project is my original work and that it has not been presented for a degree in any other university.

Mamuu Hemed Jamali

Signature .....  .....

Date..... 15/11/2022 .....

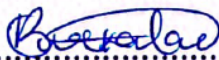
Reg. No: E65/OL/MSA/32933/2016

Department: Library & Information Science

### Supervisors Declaration:

This project has been submitted for review with my approval as University supervisor.

Dr. Ben Wekalao Namande

Signature.....  .....

Date..... 16/11/2022 .....

Department of Library & Information Science

Kenyatta University

## **DEDICATION**

This work is dedicated to my wonderful spouse and children, my late mother Salma Alfana Jumaa, my father Hemed Ali Jamal, and my dearest brother Ali Hemed Jamal..

## ACKNOWLEDGMENT

Before anything else, I want to thank The Almighty God for keeping me well during my years of schooling. I'd want to thank my supervisor, Dr. Namande, for all the time and effort he's put into making sure I have the professional advice I need to make my research project a reality. I also want to thank my loved ones for the unwavering love and support they have shown me. I'd want to thank my friends, my masters' colleagues, co-workers, DLIS Secretary Isabel Mbugua for her relentless efforts in assisting all online studying students and management staff for their assistance. In addition, I would like to use this opportunity to extend my appreciation to the staff members of the library for the priceless assistance they provided me with the drafting of my project.

## ABSTRACT

By facilitating access to knowledge and resources, libraries empower individuals to make informed decisions that best suit their lives. In an increasingly digital world, libraries serve as a vital resource for ensuring that everyone, regardless of background, age, education, language, poverty, mobility, or location, has equal access to the knowledge they require. The goal of this research was to examine the impact of users' and researchers' levels of information literacy on their ability to make use of available resources for training and research. The study used descriptive design. A total of 415 students and staff members from the Bandari Maritime Academy formed the basis of the study's sample population. The number of participants, 204, was determined using the Yamane method, which relied on a stratified random ratio. Questionnaires, interviews, and direct observation were used to compile the data. Data analysis was also employed to help arrive at the conclusions. Figures, tables, pie charts, and percentages were used to illustrate the quantitative data, while content analysis and in-depth analysis were used to make sense of the qualitative information. Presentations were made using a variety of tools, including the presentation of frequencies, percentages, averages, and descriptive statistics. The study found that library orientation, which has the goal of introducing the student to the library in terms of the physical policies, procedures, as well as resources and services, is an effective method of raising awareness among all its users. According to the findings of the research, library orientation, which is designed with the intention of familiarizing the student with the library in terms of its physical policies, procedures, as well as its resources and services, is an efficient method for increasing awareness among all of the library's users. According to the findings of the survey, a sizeable percentage of library patrons at the BMA are aware of the reference materials that are at their disposal. The BMA librarians should regularly inform all library users about the reference materials that are accessible and at the same time guide them on how to use them in order to ensure that all of the library's resources are used by all of the library's users. This will ensure that all of the library's resources are used effectively. The utilization of the library's information resources is absolutely necessary in order to provide high-quality services to students of all ages and from all different kinds of backgrounds. In order to fully profit from a society that has been revolutionized by information technology, it is necessary to make efficient use of the information resources and services that are available to us. The findings of the study indicate that the library only contains a limited number of reference materials; as a result, the management of the BMA should make an effort to both enhance the number of reference materials and make them more easily available to the patrons. During the process of acquiring reference resources, the management of the BMA have to make it a point to ensure that the requirements of users are taken into consideration. If we are successful in achieving this goal, it will go a long way toward guaranteeing that the essential resources are available, and it will also provide the users with sufficient information for purposes of research and training. BMA administration should increase spending on ICT infrastructure to meet the needs of a large number of customers who want to use the library's electronic materials instead of physically visiting the building.