

GOVERNMENT LIBRARIES IN KENYA:  
A STUDY OF THEIR PROBLEMS AND POSSIBLE  
SOLUTIONS THROUGH INTERLIBRARY  
COOPERATION

BY

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A project submitted in partial fulfilment of the  
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*Government libraries  
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KENYATTA UNIVERSITY LIBRARY

**D E C L A R A T I O N**

This project is my original work and has  
not been presented for a degree in any other  
university.



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**ROBERT OGOTI**

By dear parents, brothers  
and sisters.

This project has been submitted for examination  
with my approval as a university supervisor



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A B S T R A C T

The purpose of this study was to investigate the problems facing Government libraries in Kenya and how these problems could be possibly solved through interlibrary cooperation activities.

The problems of Government libraries were investigated in relation to the following areas: the objectives of Government libraries; library collections; library administration systems; staffing; financing of the libraries; services to readers; conservation and preservation of library materials and interlibrary cooperation.

These problems were explored and data collected through a guided interview schedule. In addition to the data collected using the guided interview schedule, the researcher observed the actual operations and physical facilities of the libraries in order to obtain more detailed information about certain issues arising out of the responses to items in the guided interview schedule.

The study attempted to identify the present interlibrary cooperative activities undertaken by Government libraries among themselves and with other libraries, with

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a view to establishing problems arising out of these activities.

Definite practical recommendations including interlibrary cooperation activities were made by this study in relation to the solution of problems faced by Government libraries.

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## CHAPTER 1

### 1.1 BACKGROUND INFORMATION.

Government libraries are special libraries attached to departments or ministries of the Government. Their main objective is to provide specialized information to support the programmes running in their respective parent departments or ministries. The majority of the users of Government libraries are specialized staff engaged in activities that constitute part of the functions of their departments or ministries.

The majority of Government libraries in Kenya are to be found in and around the City of Nairobi. Some of the libraries in the City of Nairobi have branches in provincial and district headquarters or in rural areas where their services are needed. The majority of the libraries in the provincial and district headquarters are in effect branches of those in Nairobi and do not stand on their own. The Ministry of Agriculture library in Nairobi for instance has a number of branch libraries outside Nairobi. These include the Ministry of Agriculture libraries or Naivasha and Kitale. The Ministry of Information library in Nairobi also has branches in Kisii, Kericho and Kakamega among other places. Also to be found outside the City of Nairobi are libraries of Government training institutions or research centres. These include the National Agricultural Research Station Kitale Library and the National Horticultural Research Station Thika Library.

Government libraries are maintained fully by public funds. Their services are generally restricted to Government officers who are members of staff of a particular department or ministry. Accredited members of the civil service from sister ministries or departments can also use the libraries subject to the existing rules and regulations. Some Government libraries provide reference services to bona fide members of the general public particularly those whose professions qualify them to benefit from the libraries' services. A model example of a Government library is the library of the Department of Agriculture in Nairobi due to such factors as its excellently organised large collection, its service orientation that covers a wide scope, its housing and its overall administration among others.

In their attempts to meet their service objectives effectively, Government libraries and their librarians have been faced with a number of problems. Though not an end in itself, interlibrary cooperation may be viewed as a partial solution to the problems faced by Government libraries.

In its widest sense, interlibrary cooperation means the sharing of resources and the adherence to agreed standards which make such cooperation possible. In this context, resources include information materials, equipment and manpower among others. Interlibrary cooperation can be viewed as the cooperation between libraries of all kinds for the provision of the relevant information

materials and making them available to all eligible users . This may therefore cover cooperative acquisition, processing, storage and interlending of such material.

An implication of interlibrary cooperation is the need for library professionals to consider working on a closer basis than before. Government libraries can benefit from such an arrangement since they cannot afford to develop or overcome their problems in isolation. There is therefore a need to pool their resources for the improvement of their services to users in particular, and the nation in general.

1.2 STATEMENT OF THE PROBLEM.

Government libraries have a central role to play in their respective departments and ministries. Their main function is to provide factual information to enable ministries to carry out their duties and to help senior officers in advising their ministers. But in spite of the important role they have to play as information institutions, the evidence available shows that:

Many Government libraries are very small; the vast majority are staffed by unqualified and untrained personnel. Even worse, these staff have no one to whom they can turn for help and advice. Because of the independence of their libraries, they are professionally isolated.<sup>(1)</sup>

Another observation has been made by Gehrke in his report "Planning for a National Information and Documentation System" that:

The size and effectiveness of libraries in the ministries and the appreciation of their services is marked by an extra-ordinary widespan of variation. This is only partly explained by the difference of relevance of ministries in regard to the development priorities of the country. The Ministry of Agriculture, for example, maintains a well-supplied and adequately staffed library whereas the Ministry of Commerce and Industry has no library but depends on that of the Central Bureau of Statistics. Some other ministries have no reference library of their own and depend on others... some ministries have rather small reference libraries which are handled by clerical staff - certainly to the best of their ability but not in a professional way.(2)

At present, it appears that most ministries have no post of a librarian at all, and some do not even have the post of a library assistant. It is not surprising, therefore, to find that the majority of ministries have either a poorly staffed and inadequately stocked library which cannot hope to serve the needs of the ministry's staff properly, or no library at all. Although some ministries have applied for the positions of librarians the Directorate of Personnel Management has failed to allocate to them such positions. Consequently, even those ministries which do attempt to provide at least a modest library service often find themselves relying on foreign voluntary organizations to supply qualified library staff since no posts are available which could be advertised to recruit qualified staff locally.

The above statements underline the main problems facing Government libraries in Kenya. They have insufficient funds or budgets, are short of professional staff, have considerable difficulties in acquiring library materials, have poor library accommodation, and lack basic technological facilities such as binding equipment and photocopying facilities.

Although many ministries have libraries (there are approximately thirty three such official libraries)<sup>(3)</sup>, the levels of provision are generally inadequate for the demands placed upon them. The rapid increase in information requirements by ministries and independent users such as researchers has created concomitant pressure in the services provided by these libraries, making the present library services almost ineffective. Ironically, while information demands by Government ministries and independent users have increased, Government libraries have continued to experience a number of complex problems, most of which are not within their control, in meeting these new and increased demands for their services and resources.

In the circumstances, interlibrary cooperation, whether formal or informal, single-type or multitype, can be viewed as a means of tackling the problems of Government libraries. This is in view of the fact that no one library, however rich it may be, can solve its own problems single-handedly. Interlibrary cooperation, however, can provide a more coordinated approach in the achievement

of the individual service objectives of Government libraries.

1.3 OBJECTIVES OF THE STUDY.

Briefly, the objectives of the study are:

1. To identify and evaluate problems faced by Government libraries.
2. To establish factors responsible for the inadequacy of services rendered by Government libraries.
3. To examine Government policies within which Government libraries operate as well as national information and documentation policies and how these relate to the problems faced by Government Libraries.
4. To identify specific areas needing improvement in Government libraries.
5. To identify interlibrary cooperative activities as they now exist in Kenya.
6. To propose definite practical recommendations including interlibrary cooperative activities that should be implemented in order to overcome or solve the problems faced by Government libraries.

1.4 SIGNIFICANCE OF THE STUDY.

To the best knowledge of the researcher, the literature available on the subject of Kenya Government libraries can best be described as insufficient. Unlike university and public libraries in Kenya which appear to have been adequately covered by a lot of researchers, information on Government libraries in the country is practically non-existent. Publications on Government libraries of Kenya include Njuguna's A survey of Kenya Government departmental libraries with particular reference to the five major ones (1969)<sup>(4)</sup>; Scrivens' paper on Government libraries (1975)<sup>(5)</sup>; J.M. Ng'ang'a's paper Government libraries and how they can be improved within library cooperation (1980)<sup>(6)</sup>; and Otike's thesis on The development of special libraries in Kenya with particular emphasis on problems and their possible solutions (1985)<sup>(7)</sup>. This study attempts to fill this lacuna by providing some information on the general situation pertaining to Government libraries in Kenya. Of even more significance is the fact that the recommendations that will be presented by this study will be of much importance in overcoming the problems of Government libraries in future.

Government libraries have a very important role to play in their parent departments and ministries. They provide specialised information to support the programmes running in their respective departments and ministries. The majority of the users

of these libraries are specialised staff engaged in activities that constitute part of the functions of their departments or ministries. This study will aim to highlight the important role played by Government libraries.

Due to their specialised nature, Government libraries hold special collections and provide unique services. The Kenya Agricultural Documentation Centre (KADOC), for example, operates an information network which provides services to all agricultural research stations, farmers' training centres, provincial and district agricultural offices throughout the country and to the Ministry of Agriculture headquarters in Nairobi. This study hopes to indicate how interlibrary cooperation can be used to harness and/or improve the provision of such services to as many persons as need it.

The rapid increase in the information requirements by ministries and independent users has created pressure on the services provided by Government libraries. This study hopes to provide guidelines on how interlibrary cooperation activities may be used to overcome this problem.

The Government of Kenya has pledged in its current Development Plan to engage in an expansion programme of libraries and information centres in the light of the importance of the role they play in national development.<sup>(8)</sup> The implication of the Government's development

programme for Government libraries is the need to evolve a system for maximum utility of available resources through a programme designed to achieve cooperation while at the same time eliminating duplication of efforts. This study will emphasise the need for planning as an ultimate prerequisite for effective service from Government libraries.

To the best knowledge of the researcher, formalised library cooperation does not exist in Kenya. It follows, therefore, that the present interlibrary cooperation activities, if they are to provide solutions to the problems of Government libraries, need to be critically examined. This study hopes to present proposals necessary to establish a framework of interlibrary cooperation within which Government libraries' problems can be solved.

#### 1.5 LIMITATIONS OF THE STUDY.

This study was limited by the following two factors:

1. The time allowed for the study was short. This study was therefore limited to Government libraries in and around the City of Nairobi only.
2. Owing to the number of Government libraries in the City of Nairobi, this study was further limited to only six libraries. These were:

- Ministry of Agriculture Headquarters Library

- High Court of Kenya Library, Nairobi.
- Central Bureau of Statistics Library.
- Department of Resource Surveys and Remote Sensing Library
- Kenya National Assembly Library.
- Kenya Agricultural Research Institute Central Library

1.6 DEFINITION OF TERMS.

Government libraries:- These are special libraries usually to be found in various Government departments or ministries.

Multitype Library Cooperation:- This is a combination of two or more types of libraries (academic, public, special or school) working together to achieve maximum provision of library and information services to their users.

Single-type library cooperation:- Interlibrary cooperation that occurs between like types of libraries.

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CHAPTER 2

2.0 REVIEW OF RELATED LITERATURE

2.1 KENYA GOVERNMENT LIBRARIES: INTRODUCTION

The area of Government libraries as such has not received much attention in Kenya. Most studies on Kenya Government libraries subsume this area under the broad subject of special libraries. There has been little attempt made to discuss Kenya Government libraries as such independently. Consequently, the problems of these libraries have tended to be examined within the broad spectrum of problems of special libraries. Otike confirms these sentiments by noting that:

Unlike university or public libraries, which appear to be adequately covered, information on Government libraries in the country is practically non-existent.<sup>(1)</sup>

Studies specifically on Government libraries in Kenya include Njuguna's A survey of Kenya Government departmental libraries with particular reference to the five major ones (1969)<sup>(2)</sup>; Scrivens' paper on Government libraries (1975)<sup>(3)</sup>; and J.M. Ng'ang'a's paper Government libraries and how they can be improved within library cooperation (1980)<sup>(4)</sup>. Otike's thesis on The development of special libraries in Kenya with particular emphasis on problems and their possible solutions (1985)<sup>(5)</sup> partially treats Government libraries.

2.1.1 GOVERNMENT LIBRARIES: DEFINITION AND SCOPE.

J.M. Ng'ang'a<sup>(6)</sup> and Otike<sup>(7)</sup> in their definition of Government libraries are in agreement that they are special libraries attached to the departments or ministries of the Government. Their function, according to these writers, is to provide specialised information to support the programmes running in their respective departments or ministries.

In his categorization of Government libraries in Kenya, Njuguna points out that there are two types of Government libraries in Kenya-viz general information libraries and research libraries.<sup>(8)</sup> This writer considers the general information libraries to be general in the sense that their material is not confined to any particular subject. These include the Department of Information Library and the National Assembly Library. On the other hand, according to Njuguna, research libraries are highly restricted in subject scope. Among the research libraries are the Medical Research Laboratories Library and the Department of Veterinary Services Library.

Government libraries in Kenya offer services which are mainly related to their objectives. Generally the services offered by a Government library have been summarised by F.N. Withers as follows:

The Government library is a major source of information in the department or ministry it serves. It acquires, organises, maintains, utilizes, and disseminates informational materials relevant to the activities of the department or ministry... The objectives regarding whom to serve and the services to be provided should be clearly defined, preferably in writing. This policy must be reviewed periodically and revised in accordance with changes in the work of the department or ministry and advances in library and information technology.(9)

The objectives, clientele and services of Government libraries, therefore, characterize and differentiate these libraries from other special libraries.

#### 2.1.2 DEVELOPMENT OF GOVERNMENT LIBRARIES IN KENYA.

Government libraries are some of the oldest information institutions in Kenya. Some of them developed with the origins of the colonial Government in Kenya. The departmental and ministerial libraries vary in size and importance. This aspect of Government library development in Kenya has been pointed out by Gehrke who notes that:

The size and effectiveness of libraries in the Ministries and the appreciation of their services is marked by an extraordinary widespan of variation: This is partly explained by the difference of relevance of ministries in regard to the development priorities of the country.(10)

This situation is not unique to Kenya as Harrison has the same observation on the variance in size and importance of Government libraries in Britain. He observes that:

The departmental libraries, that is, those of the various ministries such as the Home office, the Ministry of Transport, and the Department of Education and Science vary considerably in their size and importance.(11)

The above statements in relation to the development of Government libraries both in Kenya and Britain bear an indication of an uneven form of development. Since the inception of these libraries, there was no coordinating body to supervise their development up to 1965. One would have, however, expected otherwise after the establishment of the Kenya National Library Services Board in 1965, which has as one of its functions "to plan and coordinate library, documentation and related services" ... ,(12) but unfortunately, the situation has not improved. Indeed, the Kenya National Library Services Board director has lamented that:

Its role (KNLS) in planning and coordinating library, documentation and related services in Kenya, advising the Government on matters concerning library professional training and education exists only on paper. Although the Kenya National Library Services (Board) is legally enacted to play a leading role in these matters, it has inevitably not achieved much.(13)

The uneven nature of development of Government libraries could perhaps be overcome by the establishment of a Government Library Service, acting independently of the Kenya National Library Services Board, as is the case in Zimbabwe, to coordinate the development of Government libraries. The significance of the Government Library Service in Zimbabwe has been summed up by Dube in the following statement:

It marked the beginning of a national network of libraries in Government ministries and departments. ... It facilitated the standardization of services in the libraries and it also compelled the Government to set up a structure of professional and non-professional library posts.(14)

In Kenya, the establishment of a Government Services body would succeed due to the existence of departments such as the Accounting Services department of the Treasury which has successfully dealt with such issues as transfers, appointments and other administrative matters.

The development of Government libraries in Kenya, has in the view of certain writers, been hampered by the lack, in the majority of them, of clearly specified objectives, both for the library and the organization it serves. It has, for example, been noted that very few personnel in Government departments or ministries can identify the actual objectives of their libraries.(15)

2.1.3 THE ADMINISTRATION OF GOVERNMENT LIBRARIES

A major problem facing Government libraries in Kenya has been identified as that of their administration. Gehrke notes that "some ministries have libraries which are handled by clerical staff - certainly to the best of their ability, but not in a professional way."<sup>(16)</sup> Scrivens concurs with this observation when he states that:

It appears that most ministries have no post at all for a librarian, and some do not even have a post for a library assistant. It is not surprising, therefore, to find that the majority of ministries have either a poorly staffed library which cannot hope to serve properly the needs of the ministry's staff, or else no library at all.<sup>(17)</sup>

Some of the administrative problems encountered by Government libraries in Kenya have been attributed partly to the lack of involvement of a librarian in the initial planning and establishment of these libraries by the heads of departments or ministries. In view of these sentiments, Otike has observed that:

In the majority of organizations maintaining Government libraries, the librarian is not employed until the library institution has been formally established and the book collection has reached such proportions that the services of a qualified librarian are considered necessary.<sup>(18)</sup>

Even after the establishment of Government libraries and the employment of the services of a librarian have been accomplished, the administration of the library is further hampered by the ignorance of the administrators in the respective ministries or departments on their objectives in relation to the roles of these libraries. It is clear:

In some Government departments and ministries, the senior administrators are themselves ignorant of the basic objectives of their organization. Since such administrators under whom the Government librarian falls cannot state categorically the objectives of his organization, the librarian similarly cannot formulate precise objectives and policies for his library.(19)

One of the greatest stumbling blocks to the administration of Government libraries in Kenya is that of inadequate finance. This problem has been persistent for a long time. Writing as far back as 1969 on the funding of Government libraries, Njuguna stated that:

As a rule, all Government departmental libraries suffer from lack of sufficient funds. Some of the libraries are known to get as little as Kf500 (excluding staff salaries) annually - hardly sufficient for books let alone periodicals.(20)

Lack of sufficient funds can hinder not only the development of comprehensive collections in the libraries concerned but also the development of other services.

Though the seriousness of the problem cannot be said to be universal to all departments or ministries, inadequate financing of Government libraries has been attributed to such factors as lack of support from clients, the wrong attitude of the administrators, fluctuations of library votes, the tendency by some financial officers

to base library estimates on the actual expenditure figures for the previous year, the failure of library staff to defend their estimates convincingly, and the problem of sharing votes with other sections in the departments or ministries. (21)

The administration of Government libraries should be most effective if these libraries hope to attain a high standard of service provision to their clients. Consequently, Kenya Government libraries should set standards of administration. Withers has pointed out administrative standards for Government libraries. He states that:

The library should be an administrative unit in the department or ministry and the librarian responsible to a very senior member of staff, knowledgeable in the subject discipline of the collection. (22)

2.1.4

#### STAFFING OF GOVERNMENT LIBRARIES.

In any library, professional staff should be librarians who possess a minimum of required academic qualifications and experience. The librarian in charge should be responsible for all management and professional duties in the library which include administration, planning, evaluation and revision of systems and procedures, selection and organization of materials, reference and bibliographical services, supervision and in-service training of non-professional staff. He or she should participate in meetings concerned with library policy, in the recruitment of library staff, and in activities of relevant professional societies. Non-professional staff should be responsible for the clerical tasks that support the professional's work.

The above observations cannot be said to apply to Government libraries in Kenya. These libraries have been faced with a number of staffing problems. As early as 1969, Njuguna observed that:

Understaffing is a chronic problem and (that) there has never been a time when any one of the Government departmental libraries had enough staff... Not only have these libraries been understaffed for so long, but some have never been under the charge of a trained librarian. Others have had either qualified or semi-qualified personnel only for a short time. Thus only a few have been well managed while the majority will need a lot of reorganization for a long time by trained personnel before they can attain a reasonable standard.(23).

There have been a number of reasons for the lack of trained librarians in most Government libraries. In the first place, Kenya as a whole suffers from lack of trained librarians for all types of libraries. Secondly, Government salary scales for librarians are the lowest in the country, and therefore the least attractive. Writing on the Scheme of service for Library Assistants and Librarians issued by the Directorate of Personnel, Scrivens notes that:

This Scheme provides for a salary structure and career prospects which are inferior to those offered by non-Government libraries.(24)

Not only are salary scales low, but promotional chances in Government libraries are hard to come by. As a result of this, Njuguna laments that:

Trained librarians therefore tend to favour other employers with higher pay and better conditions of service. (25)

The general lack of professional librarians in Kenya has been attributed to the absence of adequate training facilities for professional librarians. Further, overseas training is very costly. Scholarships are difficult to secure and the few that are available are vied for by a large number of aspirants. (26)

However, since 1988, the pattern of library training programmes in Kenya has changed. Training can now be carried out within the country from the paraprofessional level to the post graduate level. Moi University offers a three/four eyar undergraduate degree course in the information sciences, with a two year masters (for those with first degrees in another subject) beginning this year. Kenyatta University offers a four year undergraduate degree course in the information sciences and a two year master of education in library science. The Kenya Polytechnic has replaced the one year certificate course with a two year diploma course in librarianship/archives; the certificate course at the Kenya Polytechnic is only available on special request. The School of Professional Studies (SPS)

at Parklands in Nairobi offers a one year certificate course in librarianship.

It is hoped that with the inception of these courses in the country, Government libraries can benefit from the manpower graduating from these courses. Further, Government libraries can send their staff for training and retraining more frequently at less cost in comparison to previous overseas training.

#### 2.1.5 ACCOMMODATION AND PHYSICAL FACILITIES OF GOVERNMENT LIBRARIES.

According to Lock, "Library buildings are of interest in several respects. They reflect the changing role of the library in its community, and deserve study to help clarify the development of attitudes between librarian and reader ...

great flexibility of approach to the general problem of housing the books and other materials gathered together to form a library service."(27)

From Lock's observations, it follows that if the Government of Kenya is to systematically approach the planning of its libraries in order for them to provide a reasonable library service, there are a number of guidelines to consider. In Thompson's view, issues of concern in the planning of libraries include knowledge of what libraries have to accommodate; the number of users to be catered for; physical conditions such as heat, light, and humidity

to be provided; the amount of security required; and finally how much money is available for constructing the library. (28)

Whilst planning for his **library's** accommodation, the Government librarian should take into consideration Withers' recommendations.

These are that:

The Library's location should be conducive to the optimum use of resources and services. It should be central and free of noise. There should be provision of air conditioning to ensure temperature and humidity control for the preservation of library material and adequate lighting for reading study and reference work. The initial choice of location must permit space expansion to avoid need for frequent moving of equipment and materials... space allocation must allow for library service functions, storage, and technical processes. (29)

In Kenya, however, it is apparent that many Government libraries' accommodation was not sufficiently planned for. Generally, Government libraries have continued to experience acute problems of accommodation. Otike has highlighted this problem in the following words:

The suitability of the existing library accommodation in Government ministries and departments is particularly serious. A number of the present Government library buildings were constructed a long time ago, some during the early years of the colonial administration. The space provided by these buildings is no longer adequate. Some Government buildings were constructed with no consideration of library requirements. Libraries were allocated rooms with little regard for their suitability. (30)

To avoid accommodation problems, Otike recommends that a librarian's involvement in the initial planning of the Government library is a must. This, he argues, will ensure that the library's accommodation will be in purpose-built structures. (31)

## 2.2 LIBRARY COOPERATION.

There is a general agreement that cooperation as defined in library literature lacks a precise meaning. R.N. Ndegwa has given a number of reasons for this lack of precise meaning:

As more librarians engage in cooperative projects, different manifestations of library cooperation emerge, making cooperation an "overburdened" word. Further, a problem in defining cooperation is that most of the literature on cooperation is given to descriptions and praises of cooperative schemes than to definitions. Thirdly, the definition of cooperation has to do with the loose meaning with which it is used in the literature. A number of different words are used interchangeably in describing cooperative activities. Thus the use of such words as "coordination", "coalition", "exchange", "resource sharing" as forms of library cooperation indicates the illusive nature of cooperation, as it applies to libraries. (32)

Some writers have, however, attempted to define the term cooperation. Sewell is one such writer. According to him: "Cooperation, in its simplest definition, is the reciprocally beneficial sharing of resources, developed or pre-existing, by two or more bodies. Cooperation usually involves working

together to acheive some common end and within this term, various degrees of involvement by participating bodies are embraced. Two such degrees of involvement are "exchange", based on a simple principle of "reciprocity", and "coalition", where libraries act in conjunction to provide common services or mutual assistance in the developement of resources or services."(33)

Library cooperation has at times been seen to mean the same thing as "resource sharing". This view is held by Adeyemi who identifies resource sharing as comprising inter alia such activities as "shared cataloguing, shared acquisitions, shared storage for less used materials, circulation and photocopying, and delivery of services."(34)

However, there is a fundamental difference between resource sharing and the 'familiar' concept of library cooperation. Although many of the same activities are included, there is a significant difference in the approach. Sewell points out of this difference by noting that:

Library cooperation takes the existence of libraries for granted and describes how they can achieve their objectives better by working together. Resource sharing appears rather to assume a range of physical, intellectual, and conceptual resources on the one hand and a body of people with library and information needs on the other and covers the activities involved in organising the one into a set of optimum relationships to meet the needs of the other. Resource sharing may be viewed as a term for working out relationships between institutions for the benefit of users.(35)

Hamilton has identified two types of interlibrary cooperative activities: 'single-type library cooperation' and 'multitype library cooperation'. In the former, interlibrary cooperation occurs between like types of libraries, whereby member institutions have been readily brought together into cohesive operations because they have similar operational, funding, governance and service patterns. In the latter, two or more types of libraries (academic, public, special or school) work together to achieve maximum, effective use of funds to provide library and information services to all citizens above and beyond that which can be provided through one institution on a local level.(36)

In Kenya, one can admit that single-type library cooperatives are more common. This is because single-type cooperatives have succeeded in achieving close interaction among their members and have focused on numerous problems with which the majority of their members can identify.

It has been noted, however, that "multitype library cooperation can bring into symbiosis all types of libraries with all types of problems and can stimulate imaginative solutions to these problems. It affords the opportunity for all types of librarians to present a unified front to the user community in order to demonstrate their intention to satisfy fully the needs of library patrons. Most of all, it can promote increased understanding of mutual concerns among all types of member libraries and can rally support to

achieve the fullest aspirations of librarianship."<sup>(37)</sup> This type of interlibrary cooperation can be of much assistance to Government libraries in Kenya since, unlike the predominant single-type interlibrary cooperation, they can have the opportunity of participating in more varied interlibrary cooperation activities.

## 2.2.1 PURPOSE AND REQUIREMENTS OF LIBRARY COOPERATION

Kaungamno views the necessity of library cooperation in librarianship as arising out of the fact that the volume of literature being published in all subjects is enourmous and its costs are rising at a phenomenal rate while users' needs seem to be more urgent, requiring speedier and more intensive service involving more sources of information than in the past.<sup>(38)</sup>

In the light of the above premise, it is therefore not surprising that libraries have increasingly turned to cooperative activities in order to make fuller and more effective use of their resources than ever before.

According to Were, "library cooperation is desirable in order to eliminate the duplication of efforts. These efforts can be taken to different areas to enable us to achieve more. Library cooperation will not only eliminate the wasteful duplication of efforts, but will also enable individual libraries to reduce the cost of providing services through using the resources of other

libraries.<sup>(39)</sup>

The prime object of library cooperation is making library materials and information ready to users through collection development and bibliographic control. Kaungamno agrees with this observation when he asserts that:

The ultimate aim of library cooperation is mobilising and making effective use of existing library resources at the least cost, through devices such as union lists, catalogues, and bibliographies.<sup>(40)</sup>

Interlibrary cooperation involves more than one participant in order to coordinate efforts towards agreed-upon goals and objectives. Maitha notes that:

It (Cooperation) requires alignment in the thinking, beliefs and actions of participating institutions as well as agreed-upon means of implementing common programmes. It requires a deliberate and determined effort and a well planned strategy.<sup>(41)</sup>

Maitha lists some of the elements necessary for effective cooperation of information systems and services as:

1. Better communication channels;
2. Incentives to encourage cooperating institutions to participate;
3. Commitment and support from administration and staff;

4. A more realistic idea by the staff and administration of the tangible rewards of cooperative activities;
5. Cooperative long-range planning;
6. Location of the information systems and services-to some extent the effectiveness of cooperation will depend in part on whether the service is within a small town, region, or state; and
7. The perception of the information systems' personnel concerning the cooperative activities.(42)

In his discussion on administration issues relevant to the implementation of the resource sharing programme in Kenya, Njuguna has noted a number of areas that need to be administratively corrected. These include the formalization of resource sharing activities; institutional policies; attitudinal problems; need for locating tools; bio-data in information work; the determination of materials to be shared through interlibrary lending; the delivery of materials on loan; cost of reproduction of materials; loan period; overdues; number of items to be loaned; damaged and/or loss of borrowed materials; and the role of information technology in resource sharing.(43)

These could appear to be some of the issues that require thrushing so as to create an enabling environment for effective interlibrary cooperation.

## 2.2.2 INTERLIBRARY COOPERATION IN KENYA.

Literature on interlibrary cooperation indicates that library cooperative activities in Kenya are undertaken on a 'gentleman's agreement'. There are no formal or binding agreements, to a large extent, that guide the conduct of these activities as pointed out by D.G. Ng'ang'a.<sup>(44)</sup> J. Ndegwa also notes that:

No general written agreement exists on inter-library lending but a "gentleman's understanding" works between most of them in that few will refuse to lend to other libraries apart from materials which are restricted in one way or another.<sup>(45)</sup>

However, he does not discount the fact that there are at times definite agreements between specific groups of libraries but these agreements tend, according to him, to create more restrictions than where none exist.<sup>(46)</sup> Njuguna concurs with him on this issue and has the following to say:

I would argue that very formal agreements are bound to be restrictive and bureaucratic. This would certainly not be in the interests of effective resource sharing which the agreements would be there to promote.<sup>(47)</sup>

Library cooperation in Kenya is enhanced through meetings and conferences such as those held by the National Coordinating Committee of Information Systems and Services (NACCISS) and the Kenya Library Association (KLA). Kaungamno notes the importance of such meetings and conferences by stating that:

It is at meetings or conferences that library problems of mutual interest including library cooperation, bibliography, library education, book acquisition, storage and information retrieval are discussed with an aim of finding possible solutions.<sup>(48)</sup>

Recent literature reveals that interlibrary cooperation activities in Kenya have shifted from the single interrelationship between two or more libraries to a complex network of relationships among different types of libraries. Were has noted that:

The trend now is towards the formation of libraries and information centres into a visible system capable of interacting with other systems in a network mode. Thus from simple interlibrary loan and delivery of service between a few libraries in the same system, library cooperation activities have expanded to embrace a series of other relationships which cut across local or regional boundaries.<sup>(49)</sup>

It is hoped that this new trend will continue to prevail and expand to embrace Government libraries.

PROBLEMS OF INTERLIBRARY COOPERATION.

Though interlibrary cooperation may be viewed as a partial solution to the problems faced by Government libraries in Kenya, it has its own drawbacks. Consequently, in the endeavour of libraries in Kenya and other parts of the world to achieve cooperation, difficulties continue to exist which make interlibrary cooperation less meaningful than it should be.

One of the greatest hurdles facing interlibrary cooperation is the lack of locating tools such as union lists, union catalogues and bibliographies. Coupled with this is the lack of effective bibliographic control. Kaungamno has identified two problems faced by libraries in relation to bibliographic control:

First, producing or obtaining a list of all literature pertinent to individual subjects and second, recording the literature actually held by individual libraries or many libraries.<sup>(50)</sup>

The fact that one of the glaring problems that aggravates bibliographic control is lack of finance cannot, of course, be discounted. It is therefore urgent for librarians to persuade and convince their parent organizations on the vitality of funding this activity.

In the absence of locating tools , Njuguna observes that:

Libraries use the "hit and miss" methods and this is not only frustrating but also time consuming. (51)

Attitudinal and psychological factors have dealt a fatal blow to the development of library cooperation. These include impatience and rivalry and the unwillingness to be completely convinced that cooperation is really a must.

In Kenya, as in the United States of America, traditional attitudes among libraries have remained unchanged. This is especially the case with special libraries, under which Government libraries fall. Hamilton, for example, notes that in the United States of America:

There has been considerable conjecture about how the long-standing patterns of informal cooperation might be affected by, for example, special libraries participating in formal networks ... It is very possible that this attitude is now and will continue to be, the chief barrier to widespread special library participation in networks. (52)

Certain barriers to special library cooperation springing from attitudinal and psychological factors have been termed as flimsy. The ones mentioned most often are that special libraries consist largely of collections of confidential and proprietary information that cannot be shared; that since they are small, they are likely to be overwhelmed by requests from outsiders; that

special librarians cannot possibly convince their managements that resource sharing is a good thing; and that managements will cut back on special library support once they know about the rich resources freely available through library cooperatives. (53)

Strable has described some problems of involving special libraries in cooperative activities as being more subtle and philosophical. This factor, according to him, is inherent in those activities of networking that emphasise concepts of coordination and common standards. This is because all special libraries have long followed traditions based on non-standardization, unlikeness and unique methods of operation. (54) As a consequence, Strable notes that:

If the formalities of networking begin to require too much in the way of deliberateness and red tape and overorganisation, it is likely that a barrier will be created that will cause special libraries to shy away from networking. (55)

Division among librarians in Kenya has been identified by R.N. Ndegwa as a barrier to interlibrary cooperation. This has especially been the issue when education and training aspects of cooperation are examined. She laments that:

The division among librarians has partly damaged the cooperation spirit that existed in the East African Library Association days and the early days of the Kenya Library Association when professionals worked together to develop a local

library school... Cooperation in training and education has proved difficult for Kenyan libraries. There is unwillingness to listen to all views and then decide what is really needed. (56)

Although not within the control of librarians, distances and communication problems have also hindered interlibrary cooperation activities. According to J. Ndegwa:

Public transport is erratic and unreliable... The postal service is comparatively slow and not always secure ... it therefore takes a long time to request and receive a publication between one library and another ... As far as interlibrary loans are concerned, there is always the fear that books will get lost in the post and there is therefore reluctance to send them, particularly when they are expensive or irreplaceable items. (57)

Lack of proper equipment in libraries also creates many problems for interlibrary cooperation in Kenya. Many Government libraries listed in the KLA Subject Guide to Information Sources in Kenya (58) do not have photocopying facilities of equipment for making microfilms. Apart from such basic equipment, there has also been a lack of application of modern information technology particularly in many Government libraries in Kenya. At present, one can only be content with J. Ndegwa's observations that:

One looks forward to a time when libraries in East Africa will be connected to a telex network so that requests for information, photocopies and interlibrary loans can be despatched in such a manner. (59).

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55. Ibid., 144.

CHAPTER THREE

56. Ndegwa, R.N. Op.cit., 25.

57. Ndegwa, J. Op.cit., 176.

3.1 INTRODUCTION

58. KLA, Subject guide to information sources in Kenya, Nairobi: Kenya Library Association, 1984.

This study was concerned with identifying information sources available to Government libraries in Kenya. The study therefore, used the survey method for data collection.

59. Ndegwa, J. Op.cit., 177.

This chapter describes the methodology used in the study and it will cover the sample of study, the instruments used for data collection, and the methods used to analyze the data collected.

2 THE SAMPLE

Presently, there are approximately thirty three official Government libraries in Kenya. These libraries are to be found in various Government departments and ministries throughout the country. However, the majority of Government libraries are to be found in and around the city of Nairobi. The main objective of these libraries is to provide relevant information to enable departments and ministries to carry out their duties effectively and to help in the formulation of appropriate plans of action.

## CHAPTER THREE

### METHODOLOGY

#### 3.1 INTRODUCTION

This study was concerned with identifying factors responsible for the inadequacy of services rendered by Government libraries in Kenya. The study therefore, used the survey method for data collection.

This chapter describes the methodology used in the study and it will cover the sample of study, the instruments used for data collection, and the methods used to analyse the data collected.

#### 3.2 THE SAMPLE

Presently, there are approximately thirty three official Government libraries in Kenya. These libraries are to be found in various Government departments and ministries throughout the country. However, the majority of Government libraries are to be found in and around the the City of Nairobi. The main objective of these libraries is to provide factual information to enable departments and ministries to carry out their duties effectively and to help senior officers in devising appropriate plans of action.

Because of their large number and geographical distribution it was not possible to effectively study all the Government libraries in Kenya within the short duration of the study. It was therefore found necessary to take a representative sample of the libraries within and around the City of Nairobi. The sampling involved the selection of some of the oldest Government libraries, some not so old and some of the recently established ones.

The sample consisted of six libraries. These were:

1. Ministry of Agriculture Headquarters Library.
2. High Court of Kenya Library, Nairobi.
3. Central Bureau of Statistics Library.
4. Department of Resource Surveys and Remote Sensing Library.
5. Kenya National Assembly Library.
6. Kenya Agricultural Research Institute Central Library, Muguga.

### 3.3 INSTRUMENTATION

The actual fieldwork relied mainly on the questionnaire for data collection. Personal interviews between the researcher and the persons in charge of these libraries were also conducted with a view to obtaining more indepth responses and also

to clarify the questions and statements in the questionnaire. Direct observation was also used to assess the responses received through the personal interviews and questionnaire and to witness the actual operations of the libraries under study.

### 3.3.1 The Questionnaire

The actual fieldwork relied mainly on one questionnaire which was sent to the six Government libraries studied. The questionnaire bore a set of questions on all aspects of Government libraries in Kenya that were considered relevant to the study. The reason for selecting the questionnaire as the main data collection instrument was because of its ability to obtain as much relevant information as possible for the study.

The design of the questionnaire was in such a way that it combined both open-ended and dichotomous questions.

The main areas of the study that were covered in the questionnaire were:

1. General information about the library.
2. Library administration.
3. Finance.

4. Library accommodation .
5. Services to readers .
6. Conservation and preservation of library materials .
7. Interlibrary cooperation .

### 3.3.1.1 Pretesting of the questionnaire.

Before the questionnaire was sent out to the six libraries, it was pre-tested in one Government library - the Ministry of Industry Library, which was not one of those covered in the study.

The aims of pretesting the questionnaire were to establish whether it was clearly understood and interpreted by the respondents in the way that it was intended by the researcher to be understood and therefore elicit the correct responses, and to restructure it, if necessary, in order to obtain the required responses and also to establish the appropriateness of the questions.

#### 3.3.1.1.1 Results of pretesting the questionnaire

It was found out that the questionnaire was clearly understood by the respondent apart from question 8(c)

which was dichotomous while it should have been open-ended. The researcher promptly corrected this mistake accordingly. Since none of the questions were found to be irrelevant, nothing else was altered in the questionnaire for the actual study.

### 3.3.1.2 Administration of the questionnaire.

The questionnaire was hand-delivered to the librarians or persons entrusted with the management of the libraries under study. This not only ensured that it had been received within the minimum time, but also that the respondents would have enough time to study the questionnaire before the researcher interviewed them to record the answers. It also ensured that the questionnaire did not go astray or get lost in transit. The researcher subsequently visited all the six libraries and recorded the answers as given by the respondents.

### 3.3.2 Personal interviews

After the respondents had studied the questionnaire, the researcher conducted personal interviews with them as the questionnaires were being completed. Because the researcher was able to clarify questions and statements in the questionnaire that appeared difficult to the

respondents, a lot of useful indepth information was obtained from the respondents as they responded to the questionnaire.

### 3.3.3 Observation

The researcher visited each of the libraries in the sample and directly observed and studied the following areas which were considered relevant to the study:

1. Physical facilities of the libraries such as seating and reading facilities, working areas, and their physical conditions.
2. The book collection and other information media.
3. Library security systems including fire-alarm systems, fire-fighting equipment and humidity and temperature control equipment.
4. Technological applications including computer systems, communication equipment and reprographic machines such as those for making microforms and photocopies..

### 3.4. DATA PRESENTATION, ANALYSIS AND DISCUSSION

The presentation, analysis and discussion of data was based on the responses obtained from the questionnaire,

personal interviews and direct observation. The data obtained were systematically organised according to the various areas of the study. The data were presented in a descriptive form and where appropriate supported by tabulation.

The data obtained during the study shall be presented, analysed and discussed in this chapter. In view of the nature of the study, the descriptive method of data analysis will be employed. Statistical tables will be used to organise some of the data obtained for ease of presentation, analysis and discussion. The major areas of the study will be examined according to the following arrangement:

1. Background information.
2. General information.
3. Library administration.
4. Finance.
5. Library accommodation.
6. Services to users.
7. Conservation and preservation of library materials.
8. Interlibrary cooperation.

#### 4.1 BACKGROUND INFORMATION

Libraries in Government departments and ministries were among the first libraries to be established in Kenya.

## CHAPTER FOUR

### DATA PRESENTATION, ANALYSIS AND DISCUSSION

#### 4.1 INTRODUCTION

The data obtained during the study shall be presented, analysed and discussed in this chapter. Due to the nature of the study, the descriptive method of data analysis will be employed. Statistical tables will be used to organise some of the data obtained for ease of presentation, analysis and discussion. The major issues of the study will be examined according to the following arrangement:

1. Background information.
2. General information.
3. Library administration.
4. Finance.
5. Library accommodation.
6. Services to users.
7. Conservation and preservation of library materials.
8. Interlibrary cooperation.

#### 4.2 BACKGROUND INFORMATION

Libraries in Government departments and ministries were among the first libraries to be established in Kenya

at the turn of the 20th Century. During the period before independence in 1963, most of these libraries were under the administration of qualified librarians, mainly expatriates. However, in the period after independence, some of these libraries have continued to experience serious staff shortages with a number of them falling under the hands of untrained library personnel.

Some Government libraries, however, are now under the charge of trained Kenyan librarians, while others are still facing serious staff shortages and yet the bulk of Kenya's research is carried out in these Government departments and ministries where highly skilled manpower is continuously researching and publishing. The documents resulting from such activities contain information that is important to the development planning of the country. It is important that such information is properly collected, processed and stored for current and future use. This can only be achieved if all Government departments and ministries have well-established and maintained libraries under the supervision of qualified librarians.

It is against such a background that the study sought to examine Government libraries as information institutions

as well as the problems they face and how these problems can possibly be overcome through interlibrary cooperation.

#### 4.3 GENERAL INFORMATION

The study sought to find out when the parent organizations currently served by the six libraries were established. Further, the study sought to find out when the six libraries themselves were established. The responses obtained from the librarians or persons in charge of the six Government libraries are represented on table I below:

TABLE I DATES OF ESTABLISHMENT OF LIBRARIES AND THEIR PARENT ORGANISATIONS.

PARENT BODY	DATE OF ESTABLISHMENT OF PARENT BODY	LIBRARY	DATE OF ESTABLISHMENT OF LIBRARY
Ministry of Planning and National Development	1960s	Central Bureau of Statistics	1960s
Judiciary Department	1920s	High Court of Kenya	1935
Department of Resource surveys and Remote sensing	1975	Department of Resource surveys and Remote sensing	1982
Ministry of Agriculture	1900	Ministry of Agriculture Headquarters	1907
Kenya Agricultural Research Institute	1948	Kenya Agricultural Research Institute Central Library	1948
Kenya National Assembly	1907	National Assembly	1907

Apart from the Resource Surveys and Remote Sensing Department and its library, which were established in 1975 and 1982 respectively, all the other departments and ministries and their libraries were established between 1900 and 1960. This indicates that these libraries are quite old as information institutions. It was also noted that apart from the Kenya Agricultural Institute (KARI) Central Library and the National Assembly Library which were established at the same time as their parent bodies, the other libraries were established some time after the establishment of their parent bodies. This may be an indication that library institutions in Government departments or ministries were not originally planned for. It was only later that their services were considered necessary.

The study also sought to find out the objectives of the six libraries and whether the objectives were written down and who was responsible for the formulation of these objectives. Further, the study aimed at establishing the functions undertaken by the various libraries to achieve their objectives.

It was realised that some of the librarians in the six libraries were not aware of the objectives of their

libraries. These were the High Court of Kenya and the National Assembly librarians. This is an indication that such librarians may not be aware of the services required of their libraries since the services expected of the libraries are supposed to be a true reflection of the objectives of the libraries.

It was further found out that none of the other four libraries had its objectives written down. One can therefore conclude that the failure to document such important guidelines can only serve to retard the provision of effective library services by these libraries.

From the responses obtained, it was quite evident that the majority of the librarians or persons in charge of Government libraries could not relate the services offered by the libraries with the objectives of their libraries. This inability to relate the library services with the objectives of the libraries may have a negative effect on the quality of the services offered by some of these libraries and the inadequacy of the personnel providing the services.

Two of the libraries, including the Central Bureau of Statistics Library and the Department of Resource

Surveys and Remote Sensing (D.R.S.R.S.) Library indicated that persons other than the librarians or persons in charge of the libraries were involved in the formulation of these objectives. These were the Director of Statistics, the Director of the D.R.S.R.S. and the Clerk to the National Assembly. From these findings, it can be observed that the librarian's role in the administration of the libraries in these Government departments or ministries may have been overlooked. This may have consequently led to the poor or inadequate service provision by these libraries. This is quite clear when one contrasts these services with those provided by such libraries as the Kenya Agricultural Research Institute Central Library and the Ministry of Agriculture Headquarters Library. These two libraries provide better services due to involvement of their librarians in the initial formulation of their library objectives.

The study revealed that the majority of the users of Government libraries are members of staff involved in activities relevant to the functions of their departments or ministries. Apart from providing library services to their members of staff, some of these libraries do provide their services to outside users, especially those whose professions qualify them to benefit from these services.

Apart from serving judges, magistrates, court registrars and advocates of the High Court of Kenya, the High Court of Kenya Library also serves law students in the University of Nairobi and the Kenya School of Law in Nairobi. The KARI Central Library serves research scientists, technologists and university staff and students in addition to the KARI researchers. The same can be said of the Ministry of Agriculture Headquarters Library which also serves university staff and students, farmers and businessmen. Other libraries covered by this study indicated that they served civil servants from sister ministries or departments. The Central Bureau of Statistics Library, apart from serving civil servants in its parent ministry - Ministry of Planning and National Development, also serves civil servants from the Ministry of Finance. The D.R.S.R.S Library of the Ministry of Planning and National Development also indicated serving civil servants from other Government departments and ministries.

From the broad array of users of these libraries, it can be concluded that the services offered by Government libraries are in great demand.

It was the intention of this study to obtain details concerning the stock of each of the six libraries under

investigation. This was by way of obtaining details on the number of books or monographs in volumes, the number of bound periodicals in volumes, the number of current periodical subscriptions, the number of non-book media held by each library, whether or not the libraries classified their collections and types of classification systems used. The results obtained are indicated in table II over leaf.

As can be observed from the table, it is quite clear that all the libraries have classified collections. The number of books held by the six libraries ranged from 1,600 to 170,000 volumes. The number of bound periodicals ranged from 120 to 150,000 volumes while current periodical subscriptions ranged from 12 to 52 titles. Apart from the KARI Central Library and D.R.S.R.S. Library, all the other libraries did not indicate the actual number of non-book media collections. The Ministry of Agriculture Headquarters Library, for example, indicated that it has a 'small' collection of microfiche while the National Assembly Library also has a 'small' collection of maps, microfiche and real to real tapes. The Central Bureau of Statistics Library and the High Court of Kenya Library indicated that they did not possess any non-book media collections.

TABLE II: LIBRARY COLLECTION DETAILS.

LIBRARY	CLASSIFICATION SYSTEM	NO. OF BOOKS IN VOLUMES	NO. OF PERIODICALS		NO. OF NBM
			BOUND	CURRENT SUBS	
Central Bureau of Statistics	Universal Decimal Classification	7,000	120	35	-
High Court of Kenya	Dewey Decimal Classification	16,000	-	40	-
Department of Resource Surveys and Remote Sensing	Library of Congress Classification	1,600	-	20	20 maps
Ministry of Agriculture Headquarters	Universal Decimal Classification	170,000	50,000	51	Small collection of microfiche
Kenya Agricultural Research Institute Central Library	Universal Decimal classification and Muguga Home-made Classification	25,000	150,000	52	13,000 maps 3,000 photos 200 microfiche
National Assembly	Dewey Decimal Classification	5,000	-	12	small collection of maps, microfiche and reel to reel tape recording

they possessed special collections whereas the other three did not have any such collections. The D.R.S.R.S. Library's special collections, for example, consisted of departmental research and technical reports, over 70 unpublished aerial surveys, a selected bibliography on African ungulates and 20 maps drawn from the department's own work. The High Court of Kenya Library's special collection consisted of East African, Indian and English Law Reports, Kenya Government Gazettes, Legal Notices, Bills and Acts, the Laws of Kenya, High Court and Court of Appeal judgements and statutes. KARI Central Library's special collections consisted of German publications on East African agriculture, reprints dating from 1938, theses and dissertations, agricultural survey maps and photographs and engineering drawings of farm implements.

The Central Bureau of Statistics Library, the Ministry of Agriculture Headquarters Library and the National Assembly Library indicated that they did not own any special collections. This was quite a surprising revelation because special collections are a common feature in many libraries. When asked by the researcher why she did not consider certain materials as special collections, the librarian of the Kenya National Assembly Library stated that what might be considered to be a special collection by outsiders is

in fact the normal library collection in her library.

However, information available elsewhere leads one to

believe that both the Kenya National Assembly and the

Central Bureau of Statistics libraries do contain material

that may be regarded as special collections. The Hansard

reports, orders of the day when house is in session, maps

(general and constituency), bills, acts, Laws of Kenya

and subsidiary legislations may be regarded as special

collections of the Kenya National Assembly Library. On the

other hand, material which may be considered as special

collections held by the Central Bureau of Statistics Library

include Kenya Government statistical publications, social and

economic research reports and results of all research under-

taken by the Central Bureau of Statistics.

From the answers obtained regarding special collections,

it is evident that the six Government libraries investigated

contain some rare library materials. The importance and

value of such materials need not be over-emphasised. However,

it is important to stress the point that these special

library collections provide information not easily obtainable

elsewhere.

4.4. LIBRARY ADMINISTRATION

4.4.1 LIBRARY ADMINISTRATION SYSTEMS

The study established that three of the six libraries investigated had branch libraries. These were the High Court of Kenya Library, the Ministry of Agriculture Headquarters Library, and the KARI Central Library. Further, it was established that all the six libraries had a centralised administrative system. Although the merits and demerits of centralised administrative systems should not be overlooked, it is the researcher's opinion that for ease of administration in terms of efficiency and faster decision-making, it would be more advantageous for those libraries with branch libraries to adopt a decentralised administrative system.

The study revealed that three out of the six libraries were under the overall administration of persons not trained as librarians. These persons were in all cases senior administrative officers in the parent bodies of the libraries. The Kenya National Assembly Library was under the overall administration of the Clerk to the National Assembly, the D.R.S.R.S Library was under the overall administration of the Technical Editor, and the High Court

of Kenya library was under the overall administration of the Judicial Libraries Committee. The other three libraries were under the overall administration of trained librarians.

It was further noted that the persons in charge of the administration of the six libraries were all answerable to persons who are not trained as librarians. The Librarian of KARI Central Library, for instance, was answerable to the Director of KARI; the Senior library assistant of the Central Bureau of Statistics was answerable to the Director of Statistics; the Library Services Coordinator of the Ministry of Agriculture Headquarters Library was answerable to the Senior Deputy Director of Agriculture in charge of Extension and Training Services; the Technical Editor of the D.R.S.R.S. Library was answerable to the Director of D.R.S.R.S.; the High Court of Kenya Librarian was answerable to the Registrar of the Nairobi High Court; and the Librarian of the Kenya National Assembly Library was answerable to the Clerk to the National Assembly. With the exception of the Central Bureau of Statistics Library and the D.R.S.R.S. Technical Editor, the other four persons in charge of the other libraries expressed their satisfaction with this

administrative arrangement. It was the desire of the Central Bureau of Statistics Librarian and the Technical Editor in charge of the D.R.S.R.S. Library that rather than to be answerable to Senior Administrative Officers lacking library skills, the persons in charge of Government libraries should be answerable to professional librarians in the parent bodies specifically appointed to coordinate library services.

From the foregoing responses, the picture created is one where there is an elaborate hierarchy of authority with persons in charge of the libraries being answerable to senior members of staff in the parent bodies.

#### 4.4.2 STAFFING

The study aimed to establish whether the libraries had a number of essential positions on their establishments. These positions included those for librarians and/or information officers, computer operators, technicians such as machine operators, book binders, cleaners and others. The answers given are represented in table IIIA.

TABLE IIIA: GOVERNMENT LIBRARY STAFF ESTABLISHMENT

LIBRARY	LIBRARIAN AND/OR INFORMATION OFFICER	COMPUTER OPERATOR	TECHNICIAN	BOOK BINDER	CLEANER	OTHERS
Central Bureau of Statistics	✓	-	-	-	✓	✓
High Court of Kenya	✓	-	-	-	✓	✓
Department of Resource Surveys and Remote Sensing	-	-	-	-	✓	✓
Ministry of Agriculture Headquarters	✓	-	✓	-	✓	✓
Kenya Agricultural Research Institute Central library	✓	-	✓	✓	✓	✓
Kenya National Assembly	✓	-	-	-	✓	✓

It is evident from these results that the libraries do not have positions for computer operators, library technicians<sup>?</sup> and book binders, which are very important especially in view of the provision of quality and effective

library services. Although all the libraries had positions for cleaners, it was evident from the researcher's observations that most of the libraries had quite dusty collections. In the National Assembly Library, it was found out that the messengers also doubled up as cleaners and this may have contributed to the presence of a dusty library collection.

Further, the study aimed to establish the actual number of staff in each library and the categories to which they belonged. The results obtained are represented in table IIIB.

TABLE IIIB: ACTUAL STAFFING IN GOVERNMENT LIBRARIES

LIBRARY	PROFESSIONAL	PARA-PROFESSIONAL	OTHERS
Central Bureau of Statistics	-	3	2
High Court of Kenya	-	2	6
Department of Resource Surveys and Remote Sensing	-	1	3
Ministry of Agriculture Headquarters	3	7	3
KARI Central library	2	4	20
Kenya National Assembly	1	2	4

From this table, it is quite evident that the libraries have very few qualified personnel to run them. Three of these libraries do not have any professional librarians, while the others that had professional librarians all reported having three, two and one respectively. It is also evident that para-professional staff who are library certificate holders, form the bulk of staff with some library skills. The highest number of staff in all the six libraries falls in the category of 'others' who comprise clerks, untrained graduate librarians, cleaners and technicians among others.

The impression created from these figures is that the libraries suffer from an acute shortage of skilled manpower and therefore depend very heavily on the services of semi-skilled and unskilled personnel.

The libraries indicated that they lacked skilled personnel such as librarians, qualified clerical staff, book binders and computer operators. The reasons given for lack of personnel in these libraries were various. These included the absence of positions for such personnel on library establishments; poor remuneration; lack of sufficient training opportunities for library personnel; frequent transfers of library staff to other

sections of the parent bodies; resignations; and delays in staff recruitment.

These responses indicate that the libraries face a lot of problems in their staffing and generally fail to render efficient services as a result. There is also an indication that the personnel expected to run important services such as reference services, and technical services including cataloguing are the ones that are mainly lacking.

#### 4.4.2.1 STAFF RECRUITMENT, PROMOTION AND TURN-OVER

It was the aim of this study to establish patterns of staff recruitment, staff promotion and staff turn-over in the six libraries during the past two financial years.

The results obtained are shown in table IIIC.

Apart from the High Court of Kenya Library and the Ministry of Agriculture Headquarters Library which recruited three and one employee respectively, all the other libraries did not recruit any staff. Also, apart from the Central Bureau of Statistics Library and the National Assembly Library, which did not promote any employees, the other four libraries promoted some of their staff over the last two financial years. All the

libraries, with the exception of the KARI Central Library and the Kenya National Assembly Library, reported experiencing staff turn-over.

TABLE IIIC: STAFF RECRUITMENT, PROMOTION AND TURN-OVER OVER THE LAST TWO FINANCIAL YEARS (1990/91 and 1991/92)

LIBRARY	NO. OF EMPLOYEES RECRUITED	NO. OF EMPLOYEES PROMOTED	NO. OF STAFF LEAVING LIBRARY EMPLOYMENT
Central Bureau of Statistics	0	0	2
High Court of Kenya	3	3	6
Department of Resource Surveys and Remote Sensing	0	1	1
Ministry of Agriculture Headquarters	1	6	3
Kenya Agricultural Research Institute Central Library	0	2	0
Kenya National Assembly	0	0	0

It was evident that certain factors were responsible for turn-over in these libraries. These included resignations, promotions to other departments and better career prospects elsewhere due to poor remuneration in present employment among others.

Promotion of staff covered various categories of staff. Clerks were promoted to library assistants, library assistants to senior library assistants, and senior library assistants to librarians. The criteria used for the promotion of members of staff consist of a number of considerations and procedures. The High Court of Kenya Library and the Department of Resource Surveys and Remote Sensing Library advertise their posts internally, interview the candidates, who are employees in their libraries, and promote the successful candidates. The KARI Central Library and the Ministry of Agriculture Headquarters Library promote their staff on the basis of professional qualifications or merit and experience, whereas the Central Bureau of Statistics Library promotes its staff only after training.

The study also aimed to establish whether the six libraries sent any of their staff for further training in the last two financial years and whether these staff gained any promotion after the training. All the libraries admitted

sending their staff for further training over this period. Apart from the KARI Central Library and the Kenya National Assembly Library whose staff members were still on training, all the other libraries promoted their staff on completion of their training.

From the foregoing, it is evident that most of the Government Libraries studied do not recruit new members of staff frequently. Even those that recruit new employees only recruit very few, leaving a lot of positions vacant. It is evident, also, that the number of the employees leaving the libraries is not proportional to the number of employees recruited. For instance two employees left the Central Bureau of Statistics Library but none were recruited to replace them. Six employees left the High Court of Kenya Library while <sup>3</sup> ~~none~~ were recruited. In the case of the Ministry of Agriculture Headquarters Library, three employees left but only one was recruited.

Further, although there are promotional opportunities in all the six libraries, long procedures have to be followed even when it is evident that certain positions are vacant and require urgent filling. Though employees are sent for further training and promoted on this basis, it was pointed

out by the Central Bureau of Statistics Librarian that promotion is not automatic after completion of the training.

It can be inferred that most of the factors responsible for the high rate of staff turn-over such as transfers, poor remuneration, and resignations are directly related to the career prospects for librarians in Government departments or ministries which cannot be said to be favourable.

#### 4.5 FINANCE

This study aimed at establishing the general financial situation of the six libraries studied in terms of their budgets and financial constraints.

##### 4.5.1 LIBRARY BUDGETS

Data was obtained indicating the libraries' 1990/91 and 1991/92 financial years' budgets. Central Library budgets' details were not indicated because they were considered confidential information by the Director of the Kenya Agricultural Research Institute and therefore not availed to the researcher. The results obtained are represented in table IV A.

TABLE IV A: LIBRARY BUDGETS: 1990/91 AND 1991/92 FINANCIAL YEARS.

LIBRARY	BUDGET FOR FINANCIAL YEAR 1990/91 (K£)	BUDGET FOR FINANCIAL YEAR 1991/92 (K£)
Central Bureau of Statistics	8,500	9,000
High Court of Kenya	4,500	5,500
Department of Resource Surveys and Remote Sensing	6,000	7,000
Ministry of Agriculture Headquarters	45,000	50,000
Kenya Agricultural Research Institute Central Library	Confidential	Confidential
Kenya National Assembly	10,000	11,000

Various people or groups of persons were responsible for drawing up the library budgets. Three libraries, the Central Bureau of Statistics Library, the KARI Central Library, and the Department of Resource Surveys and Remote Sensing Library had their budgets drawn up by the people in charge of them. The High Court of Kenya Library's budget was drawn up by the

Librarian in consultation with the Judicial Libraries Committee. The National Assembly Budget Committee was responsible for drawing up the National Assembly Library's budget. The budget for the Ministry of Agriculture Headquarters Library was drawn up by the Senior Deputy Director of Agriculture.

All the libraries indicated that they spent their budgets mainly on the purchase of books, stationery and periodicals. However, the Department of Resource Surveys and Remote Sensing Library and the KARI Central Library indicated that they also spent their budgets on the binding of library materials while the High Court of Kenya Library also used its budget to maintain the library building. The Ministry of Agriculture Headquarters Library also used its budget to train its staff and on travelling expenses by its staff. None of the libraries included personnel emoluments in their budgets.

It was established that all the six libraries did not find the financial support they received to be adequate. Various reasons were advanced as causes for lack of adequate finances. These reasons are represented in table IV B.

TABLE IV B: POSSIBLE REASONS FOR LACK OF ADEQUATE FINANCES  
IN LIBRARIES.

TYPES OF REASONS	NO. OF LIBRARIES AFFECTED BY REASON
Basing library estimates on the actual expenditure figures of the previous years	3
Sharing of votes with other sections	3
Negative attitude of the administrators toward the library	5
Failure of library staff to defend their estimates convincingly	0
Increase in prices of library materials	1

The most frequent reason for lack of adequate finances in the libraries was stated as the negative attitude of the administrators toward the library. Other reasons advanced included the basing of library estimates on the actual expenditure figures of the previous years and the sharing of votes with other sections. The Central Bureau of

Statistics Librarian indicated that the rising cost of library materials adversely affected the financing of his library. The Department of Resource Surveys and Remote Sensing Librarian complained that his library budget was diverted to other activities not relevant to the library such as the entertainment of visitors to the department. All the libraries indicated that they convincingly defended their estimates.

The picture that emerges from the above responses indicates that the libraries face a lot of financial problems. In the first place, the librarians in some of the libraries are not always involved in the formulation of their library budgets. People or committees not knowledgeable on library matters are at times given the responsibility of drawing up library budgets. This practice may have contributed to the general inadequacy of libraries to finance their services.

Further, it is quite clear from the responses that from what the libraries spent their budgets on, it is not possible to rely on their budgets alone. Consequently, the libraries have continued to experience lack of adequate finances. It is also quite evident that although all the

libraries defended their estimates convincingly, the general negative attitude of the administrators toward the libraries greatly contributed toward lack of adequate financial support. Some procedures and practices used in drawing up library budgets have played a role in encouraging inadequate financial support for the libraries. The practice of drawing up library budgets by using the previous year's budget figures, for example, is improper since it does not take into consideration present library requirements, and further, the libraries could not have possibly spent what they did not have. The sharing of library votes with other sections of the departments or ministries may ensure that libraries' budgets suffer deficits.

#### 4.6 LIBRARY ACCOMMODATION

This study intended to examine the present accommodation of the Government libraries studied. It intended to establish the suitability of the library buildings in relation to service provision, the security of library materials, the adequacy of space for readers and any problems posed by the library buildings.

Apart from the Central Bureau of Statistics Library and the Ministry of Agriculture Headquarters Library, all the

other four libraries indicated that they were housed in purpose-built accommodation. The Central Bureau of Statistics Library is housed in one of the larger rooms in the department in Herufi House while the Ministry of Agriculture Headquarters Library is housed in the lower and ground floor of Kilimo House.

It was established that apart from the Department of Resource Surveys and Remote Sensing Library and the High Court of Kenya Library, the other four libraries did not have adequate seating capacity. This problem was experienced by libraries housed in purpose-built accommodation as well as those not housed in purpose-built accommodation.

Library accommodation presented a number of problems. The major problems experienced by the libraries were lack of adequate working space, lack of adequate storage space for library materials and equipment, and lack of adequate room for future expansion. To a lesser extent, other problems included broken windows (experienced by the Ministry of Agriculture Headquarters Library), and leaking roofs (experienced by the KARI Central Library). All the libraries investigated were found to lack air-conditioning equipment. The Kenya National Assembly Library and the

Department of Resource Surveys and Remote Sensing Library did not have any fire-fighting equipment either. Apart from the KARI Central Library, the other libraries experienced lack of adequate security for their library materials against theft. In spite of these accommodation problems experienced by the six libraries, only the Ministry of Agriculture Headquarters Library had plans for a more adequate and suitable library building.

From the responses obtained, it is quite evident that the Government libraries studied have serious accommodation problems. These problems may be attributed partly to the lack of foresight on the part of those involved in the planning of purpose-built library buildings of the KARI library and the High Court of Kenya Library of such factors as room for storage of library materials and room for future expansion. It is also clear that these libraries are in a serious state of disrepair. The lack of security for library materials against theft coupled with the lack of basic facilities such as air-conditioners or fire-fighting equipment pose a great danger to the collections held by these libraries as well as to staff and library users.

Further, the fact that most of these libraries have no plans for more adequate and suitable accommodation

indicates that they will continue to experience the problems cited above even in future. This underlines the urgency with which policy makers and administrators in charge of these libraries must seriously consider the need to have more adequate and suitable library accommodation if they expect these libraries to offer effective services.

#### 4.7 SERVICES TO READERS

This study intended to obtain information relating to the different types of services provided to readers, the equipment used in the provision of the services as well as the use made of these libraries.

Two of the six libraries studied, the Department of Resource Surveys and Remote Sensing Library and the Central Bureau of Statistics Library offered only lending and reference services. In addition to reference and lending services, the other four libraries offered current awareness and photocopying services. Although these four libraries do offer photocopying services, it is only the High Court of Kenya Library and the KARI Central Library that possess photocopiers. Users of these photocopiers

are charged for photocopying services.

Three libraries, KARI Central Library, the Ministry of Agriculture Headquarters Library and the National Assembly Library indicated that they possessed microfiche readers. The National Assembly Library also owned a microfilm reader. In addition, the Ministry of Agriculture Headquarters Library also owns a computer which is used for the storage and retrieval of cataloguing information as well as for library administration work.

It was established that only the Central Bureau of Statistics Library was heavily used while the other libraries were only moderately used.

From the responses given, there is an indication that most of the libraries investigated offer most of the basic library services to their readers as outlined above. However, it is also clear that some of these libraries suffer from a general lack of equipment to assist them in the effective provision of services. These include the lack of photocopying machines, microfiche and microfilm readers and cameras, as well as computers. Even though the Ministry of Agriculture Headquarters Library owns a

computer, it was established that the computer is used for official administrative work such as records' maintenance and storing cataloguing information and not for reader services.

#### 4.8 CONSERVATION AND PRESERVATION OF LIBRARY MATERIALS

##### 4.8.1 CONSERVATION AND PRESERVATION POLICIES.

Of the six libraries studied, only the High Court of Kenya and the Kenya National Assembly Libraries had a policy outlining procedures and measures undertaken for the preservation of library materials. However, these policies were not written down. The Kenya National Assembly Library policy outlined details against excessive photocopying of materials only, while that of the High Court of Kenya outlined details against excessive photocopying and mutilation of materials.

The responses obtained indicate that the six libraries studied have not taken the issue of conserving and preserving library materials seriously. It is clear that most of the libraries do not have conservation and preservation policies and even those with such policies do not have them as written documents. Further, these policies do not cover such important

details as damage of library collections by pests, rain-water and direct sunlight, and neither do they cover devices such as air conditioners and fire fighting equipment.

#### 4.8.1.1 PROCEDURES AND MEASURES OF CONSERVATION AND PRESERVATION

In spite of lack of a written policy on conservation and preservation, all the six libraries studied indicated that they had procedures and measures for the preservation and conservation of their library collections. All libraries indicated that they bound their damaged materials. The Central Bureau of Statistics Library and the Ministry of Agriculture Headquarters Library protected their materials from dust by covering them with special paper and regular dusting. The Central Bureau of Statistics Library also has fire-fighting equipment for protecting its materials from the effects of fire. The High Court of Kenya Library also preserves High Court of Kenya judgements by storing them in special files, while the Kenya National Assembly Library microfilms old records for preservation purposes.

Out of the six libraries studied, only the KARI Central Library possessed a bindery with some binding equipment. On average, the library bound sixty volumes per month. The

Department of Resource Surveys and Remote Sensing Library, the Central Bureau of Statistics Library and the Kenya National Assembly Library bound their materials using the services of commercial binders while the High Court of Kenya Library had its materials bound at the Government Press. The Ministry of Agriculture Headquarters Library had its materials bound at the Agricultural Information Centre at Kabete.

From the responses, it is quite apparent that most of the libraries are engaged in measures for the preservation and conservation of their library collections in a very small degree. It is, however clear that these measures are not adequate on their own. Important measures such as air conditioning, fire protection and microfilming for preservation have not been given serious consideration. It was also revealed that only one library possessed binding equipment. The other libraries relied on binding services from elsewhere - a practice which is quite expensive in view of the limited budgets that these libraries have. The materials can also easily get lost on transit. Further, such materials cannot be consulted away from the library premises by those they are intended for whereas this could have been easy if they were bound in their own libraries.

On the whole, it is clear that no serious consideration has been given to measures intended for the preservation and conservation of library materials by all the six libraries studied.

- 4.9            INTERLIBRARY COOPERATION
- 4.9.1        INTERLIBRARY COOPERATION ACTIVITIES.

The study established that all the six libraries took part in cooperative activities. They all cooperated with other special libraries. With the exception of the Department of Resource Surveys and Remote Sensing Library, all the other libraries also cooperate with academic libraries. The Kenya National Assembly Library, the Ministry of Agriculture Headquarters Library and the Central Bureau of Statistics Library cooperate with public libraries. The study established the various types of interlibrary cooperation activities undertaken by these libraries as represented in table V A.

The responses in table V A indicate that these libraries undertake three types of cooperative activities with different types of libraries. It is also clear that these libraries mainly undertake such cooperative activities as

TABLE V A: INTERLIBRARY COOPERATION ACTIVITIES

TYPE OF INTERLIBRARY COOPERATION ACTIVITY	NO. OF LIBRARIES UNDERTAKING ACTIVITY
Interlibrary loan, photocopying	6
Microfilming	1
Reference	4
Cooperative acquisitions	0
Production of union lists	0
Cooperative cataloguing and processing	0
Cooperative storage	0
Cooperative abstracting and indexing	0

interlibrary loans, photocopying and reference. Only the Kenya National Assembly Library undertakes microfilming with the Kenya National Archives and Documentation Centre as a cooperative activity. Interlibrary cooperation activities such as cooperative acquisitions, production of union lists, cooperative cataloguing and processing, cooperative storage and cooperative

abstracting and indexing are not undertaken at all, although these activities are quite useful. The picture obtained is one where the libraries are not aware of the tangible benefits they may obtain from participating more effectively in such cooperative activities.

*In Facilitating Interlibrary Cooperation Activities*

From the information available in the responses, the impression is given that the machinery for maintaining interlibrary cooperation activities is inadequate. This is evident from the fact that all the libraries indicated that the current interlibrary cooperative activities between them and other libraries are maintained on a "gentleman's agreement" basis.

*Central Library, indicating that it did not experience any*

Further, it was found out that there is presently no viable source from which libraries can get the information they need to initiate an interlibrary loan. All the six libraries studied indicated that they obtained information about what materials could be obtained on loan or for reference either through the trial and error (hit and miss) method or through information obtained from their readers. Four libraries relied on the use of accessions lists in addition to the trial and error method and by information from readers to locate relevant information from other libraries. These were the Kenya National Assembly Library,

the High Court of Kenya Library, the Department of Resource Surveys and Remote Sensing Library and the KARI Central library. Although these four libraries considered these methods of locating information from other libraries to be satisfactory, serious doubt remains about their effectiveness in facilitating interlibrary cooperation activities.

#### 4.9.2 INTERLIBRARY COOPERATION PROBLEMS

From the answers obtained, it was established that the problems which hinder interlibrary cooperation activities are attributed to some degree by five of the libraries studied to the factors indicated in table V B. The KARI Central Library indicated that it did not experience any problems with cooperating libraries.

From the results represented in table V B the most common problems affecting interlibrary cooperation are the absence of legal backing to interlibrary cooperation problems emanating from other institutions, inadequate library resources, lack of finance to support cooperation and the lack of a well defined interlibrary cooperation programme. These problems facing the current practice of interlibrary cooperation, as outlined above, among Government libraries may be viewed as potential stumbling

TABLE V B: INTERLIBRARY COOPERATION PROBLEMS

TYPE OF PROBLEM	NO. OF LIBRARIES EXPERIENCING PROBLEM
Absence of legal backing to library cooperation	4
Absence of institutional leadership like that provided by the British Library Document supply Division	1
Problems of other institutions	4
Human factors e.g. rivalry	1
Inadequate library resources	3
Lack of finance to support cooperation	4
Delays in returning loaned materials	1
Lack of a well defined inter-library cooperation programme	4

blocks to future interlibrary cooperation efforts if they are not addressed promptly.

As an example the "gentleman's agreement" approach which characterizes the practice of interlibrary cooperation among the six libraries studied defeats the purpose of this very concept (interlibrary cooperation) because it is based on personalities in charge of libraries as far as service to the user is concerned. The user's ability to get at materials outside his own locality is hampered by the poor and in most cases ineffective machinery employed to foster cooperation.

From the responses it is also clear that presently there are no agreements or clear guidelines for interlibrary cooperation among the libraries studied. These include the lack of a well defined interlibrary cooperation programme, the absence of legal backing to interlibrary cooperation and the absence of institutional leadership like that offered by the British Library Document Supply Division among others. As a result of this situation, libraries may not be committed to the cause of interlibrary cooperation other than for the advantages they may get from a haphazard and inconsistent reciprocity policy in which the decision to lend materials to other libraries is based on benefiting considerations.

A major problem to interlibrary cooperation faced by four of the six libraries was that of problems of other institutions. This problem may be an indication of the absence of a machinery developed jointly by the cooperating libraries and the libraries studied to take care of interlibrary cooperation activities.

However, it was established from the responses obtained, that there were ways of solving problems of interlibrary cooperation. These included the need for a well defined interlibrary cooperation programme, the need for legal backing to support interlibrary cooperation and the need for adequate resources to support interlibrary cooperation.

In spite of the interlibrary cooperation problems outlined above, all the libraries indicated their desire and readiness to participate in interlibrary cooperation activities such as interlibrary loans, acquisitions, processing and cataloguing and photocopying.

Apart from the Central Bureau of Statistics Library, the other five libraries had discussed the issue of interlibrary cooperation with their parent organisations' management both formally and informally. However, there is still the problem that these libraries' parent organisations

are either unable or not prepared to provide the financial support for their libraries' participation in interlibrary cooperation activities.

INTRODUCTION

The fact that some of the parent organisations are not prepared to provide the financial support for their libraries' participation in interlibrary cooperation activities may be seen as a stumbling block to these activities. This problem underlines the need for the parent organisations to reconcile themselves with the fact that the creation of a machinery for providing common services aimed at maximizing user satisfaction in individual libraries is not equivalent to establishing a superior institution designed to command their allegiance.

CHAPTER 5

SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1

INTRODUCTION

This study sought to investigate the problems faced by Government libraries in Kenya and how these problems could possibly be solved through interlibrary cooperation. This chapter will present a summary of the study's findings, draw conclusions based on these findings and propose definite practical recommendations including interlibrary cooperation activities that should be implemented in order to overcome or solve the problems faced by Government libraries. This presentation will be according to the following order:

1. General information.
2. Library administration.
3. Finance.
4. Library accommodation.
5. Services to users.
6. Conservation and preservation of library materials.
7. Interlibrary cooperation.

5.2 GENERAL INFORMATION

5.2.1 OBJECTIVES OF GOVERNMENT LIBRARIES

The study revealed that some of the librarians in the six libraries were not aware of the objectives of their libraries. The study also noted that none of the libraries had its objectives written down. Further, it was established that the majority of the librarians or persons in charge of these libraries could not relate the services offered by these libraries with the objectives of their libraries. It was further established that some libraries had their objectives formulated by persons who were not librarians.

From the foregoing findings, it was concluded that the failure of the librarians to know the objectives of their libraries was an indication of their being unaware of the services they were required to offer. It was also concluded that the effective provision of library services by these libraries could have been retarded because of their failure to document their objectives. The inability to relate the objectives of the libraries with the services offered by these libraries

by the librarians was considered likely to affect the quality of services they offered negatively. It was also concluded that the provision of poor or inadequate services by these libraries was a direct result of the lack of involvement of librarians in the formulation of the objectives of their libraries by policy makers in the parent bodies.

In view of the above conclusion, it is recommended that:

1. All Government libraries should have clearly spelt out objectives if they hope to provide effective services.
2. The librarians in charge of these libraries should have a thorough knowledge of their objectives and the functions undertaken by their libraries to achieve the objectives.
3. Librarians should be involved in the formulation of the objectives of Government libraries. This will ensure the inclusion of important policies necessary for the adequate provision of library services within these objectives.
4. The objectives of all Government libraries should be written down for efficient provision of services and for future revision of these objectives in light of changing circumstances.

5.2.2 LIBRARY STOCK

The study revealed that most of the libraries were poorly stocked and that most of the stock consisted of very old materials some of which were dusty and damaged. This was taken to be a clear indication that these materials were little used or not used at all.

It was established that the majority of the libraries had not acquired any non-book media. This was construed to mean that these libraries had not yet recognised the important role that non-book media play in the process of information dissemination.

The study also revealed that all the libraries contained some rare library materials which by their very nature were considered valuable information sources not easily obtainable elsewhere. However, outside users of these libraries may not be aware of the wealth of these collections and therefore may not be able to make use of them.

From these findings, the study recommends that:

1. Librarians and policy makers in the parent bodies of Government libraries should devise ways of improving the quality and quantity of their library stock through regular weeding to remove outdated stock and procurement of up-to-date materials.
2. Due to the crucial role played by non-book media in the process of information dissemination, Government libraries should make efforts to acquire such material. Those libraries with small collections should develop and augment them.
3. In view of the important role played by special collections in the provision of valuable and sometimes rare information, efforts should be made by Government libraries to establish a machinery of giving information about their existence together with a process by which they can be utilized.

### 5.3 LIBRARY ADMINISTRATION

#### 5.3.1 LIBRARY ADMINISTRATION SYSTEMS

The study established that three libraries had branches and that all the libraries had centralised administrative

and library technicians among others and therefore depended very heavily on the services of semi-skilled and unskilled personnel.

It was further established that some of the libraries did not have important posts such as that of a librarian on their establishments and that those that had such posts did not have personnel occupying them.

The study also found out that most of the libraries did not recruit staff regularly. Those that recruited only employed very few. It was also noted that although most of the libraries promoted some of their staff, the criteria and procedures for promotion were quite rigorous and as such denied deserving personnel chances of promotion.

The findings of the study indicated that most of the libraries experienced high staff turn-over such that the number of personnel leaving these libraries was much higher than the number of those being recruited. A number of unfavourable factors directly related to career prospects in the Government libraries were viewed to be the root causes of the high staff turn-over.

The study established that although all the libraries sent their staff for further training and thereafter promoted them on completion of their training, promotion was not always automatic or immediate.

Based on the foregoing observations, the study recommends that:

1. For the efficient administration of Government libraries, there is a need for decision makers in Government departments and ministries to engage the services of trained librarians for the day to day administration of all Government libraries.  
Consequently these libraries should have on their establishments posts for librarians, library technicians, book binders and computer operators for those automated libraries or those intending to adopt automation in the near future.
2. To attract well qualified personnel and to motivate and therefore retain them, terms and conditions of services of staff in Government libraries should be improved.
3. The frequent transfers of library staff to other departments should be reduced to a minimum since

this practice does not allow the libraries to retain personnel knowledgeable in library work.

4. Library staff should be offered regular training opportunities and on completion of such training, they should be considered for immediate promotion in order to retain them in the libraries.

5. Government libraries should recruit new employees to fill all the vacant posts on their establishments without delay. Posts should be advertised immediately they fall vacant, candidates interviewed, and if found suitable, they should be offered the jobs.

#### 5.4 FINANCE

##### 5.4.1 LIBRARY BUDGETS

The study established that all the libraries faced a lot of financial problems. In some of the libraries, it was not librarians in charge of them, but people or committees not knowledgeable in library matters that drew up the library budgets.

It was also established that the general negative

attitude of administrators in the parent bodies toward the libraries greatly contributed towards lack of adequate financial support in all these libraries.

The findings of the study indicated that factors such as the drawing up of library budgets by basing them on the previous financial year's actual expenditure and the sharing of votes with other sections in the parent bodies greatly contributed to the budget deficits experienced by the libraries.

From the above observations, the study recommends that:

1. Government Libraries should be accorded adequate budgets to enable them to offer adequate services.
2. Librarians and other persons in charge of Government libraries should be involved in all matters related to library budgets. This would ensure that the advice of librarians, based on their knowledge of library matters, assists the policy makers understand library requirements much better and consequently allocate sufficient funds to the libraries.

3. Practices of drawing library budgets should be streamlined. Library budgets should be based on the present requirements of the libraries but not on previous years' actual expenditure.
4. Libraries should be allocated their own votes and should not share votes with other sections in the parent bodies since this practice tends to reduce library budgets.

5.5. LIBRARY ACCOMMODATION

The findings of the study indicated that there were serious accommodation problems faced by the libraries. Some of the libraries were not housed in purpose built accommodation. Other problems included lack of adequate seating space, working space, storage room for library equipment and room for future expansion. Other serious problems were lack of adequate security of library materials against theft, fire, temperature and humidity effects, sunlight and rainwater. Most of the libraries had no plans for more adequate and suitable library buildings.

In view of the foregoing observation, this study recommends that:

1. Plans should urgently be drawn up for more suitable and adequate library buildings for most of the Government libraries. This will go a long way in overcoming accommodation problems experienced by these libraries in the future.
2. In the meantime, efforts should be made to repair Government libraries since most of them are in a serious state of disrepair and since most of the buildings housing them are rather old.
3. For the security of library materials, these libraries should seriously consider installation of fire-fighting equipment and temperature and humidity control equipment.

#### 5.6 SERVICES TO READERS

The majority of the libraries were found to offer most of the basic library services such as reference, lending and photocopying. But it was also established that most of the libraries lacked equipment to assist them in the effective provision of services to readers such as photocopying and information retrieval services.

From the above findings, this study recommends that:

1. For the effective provision of services to readers, Government libraries need to expand the coverage of their services to include secondary services such as abstracting and indexing to ensure that readers get information more easily.
2. Information technology needs to be introduced in Government libraries for their efficient and effective operations. This should be by way of introducing photocopying machines, microfilm and microfiche equipment and computers among others.

5.7 CONSERVATION AND PRESERVATION OF LIBRARY MATERIALS:

POLICIES, MEASURES AND PROCEDURES

The study established that none of the libraries had taken the issue of conserving and preserving library materials seriously. Most of the libraries were lacking conservation and preservation policies and even the few that had such policies did not have them as written documents. These policies were also found to lack details on important measures related to the security of library materials against pests, rainwater, direct sunlight, fire and effects of humidity and temperature.

It was further established that although none of the libraries had taken the issue of conserving and preserving library materials seriously, all the libraries had various procedures and measures for the preservation and conservation of their materials. It was also established that the lack of binding equipment in most of the libraries compelled them to use external binding services. The study concluded that the current procedures and measures of conservation and preservation were not adequate enough. It was further concluded that the reliance on external binders was not only expensive but also problematic and inconveniencing to the libraries and their users.

In view of these findings, the following recommendations are made:

1. All Government libraries should take the issue of conserving and preserving library materials seriously.
2. All Government libraries should have conservation and preservation policies.
3. All these libraries should have their conservation and preservation policies documented.

4. The conservation and preservation policies of Gorvernment libraries should be comprehensive enough to include details concerning security of library materials against theft, damage by pests, rodents, rainwater, direct sunlight and effects of humidity and temperature.
5. The conservation and preservation policies adopted by Government libraries should be regularly revised and updated in the light of new developments.
6. The measures of preservation and conservation currently undertaken by Government libraries should be made more embracing to cover such areas as air conditioning, fire protection and microfilming.
7. Government libraries should strive to bind their materials in their own premises by acquiring their own binding equipment. This would not only cut on the expenses of binding but also eliminate the inconveniences experienced by their users through reliance on external binding services.

## 5.8 INTERLIBRARY COOPERATION

### 5.8.1 INTERLIBRARY COOPERATION ACTIVITIES

The study established that all the libraries took

part in cooperative activities with all types of libraries. Unfortunately these libraries took part in very few cooperative activities including interlibrary loan, photocopying and reference. It can therefore be concluded that perhaps these libraries were not aware of the tangible benefits that could be obtained from participating in other cooperative activities.

It was established that the libraries were faced with a number of other problems in their interlibrary cooperation activities. There was neither a well defined interlibrary cooperation programme nor legal backing to interlibrary cooperation. It can therefore be concluded that the machinery for maintaining interlibrary cooperation activities was inadequate since all the libraries maintained them on a "gentleman's agreement" basis.

It was also evident that there was no viable source from which libraries could get the information they needed to initiate such activities as interlibrary loans since they all relied on the trial and error method and on information from their users to obtain reference or interlibrary loan materials.

Although some libraries had discussed the issue of interlibrary cooperation with their parent bodies' management, it was established that these bodies were either unable or not prepared to provide the financial support for their libraries' participation in interlibrary cooperation activities.

In spite of the problems faced by the libraries in their interlibrary cooperation ventures, it was established that they were willing in addition to interlibrary loans to participate in interlibrary cooperation activities such as acquisitions, processing and cataloguing, and photocopying.

From the above observations, the study recommends the following:

1. An effective machinery should be established for maintaining interlibrary cooperation activities. This machinery should be maintained by legal agreement reached between all the cooperating libraries. It should also cover such important aspects as locating tools, modes and procedures of interlibrary cooperation to be followed by

cooperating libraries and the role of parent organizations of cooperating libraries in the cooperative activities. This would succeed in obtaining the commitment of the libraries in the cooperative.

2. There is an urgent need for the parent bodies of Government libraries to reconcile themselves with the fact that the creation of a machinery for providing common services aimed at maximising user satisfaction in individual libraries is not equivalent to establishing a superior institution designed to command their allegiance. This would pave the way for their willingness to provide financial support for their libraries to participate in interlibrary cooperation activities.
3. If Government libraries are to overcome some of their problems, they should expand and organise the present cooperative activities.
4. Due to the inadequate number of professionally trained manpower in Government libraries, there is a need to have staff exchange programmes between Government libraries and with other cooperating libraries. Attachment of staff to other libraries should also provide training opportunities.

5. In relation to acquisition problems, it is recommended that Government libraries operating within the same subject areas such as banking and statistics, commerce and industry, mass media, agriculture, law, health and medical services can share the responsibility of acquiring resources cooperatively by agreeing on areas where they can avoid duplication but still have access to materials acquired by other libraries. The Kenya Agricultural Research Institute Central Library can, for example acquire Agricultural Abstracts while the Ministry of Agriculture Headquarters Library can acquire Agriculture Index but both items could be shared by all the libraries in the same subject areas. There should also be agreements of exchange of publications emanating from parent bodies of libraries within the same subject areas.
6. In order to overcome problems of processing library materials, this study recommends that individual Government libraries within the same subject areas should be responsible for cataloguing and classifying their resources. However, they should make copies of their catalogue records available to other libraries within the inter-

library cooperative. This would facilitate the production of union lists and catalogues on a sectoral basis.

7. Due to lack of storage space in many Government libraries, this study recommends that Government libraries within the same subject area experiencing storage problems should agree on shared storage facilities. However, it is necessary to have a focal centre for storage of libraries within the same subject and geographical area. The Kenya Medical Research Institute Library can, for example, be the focal point for the storage of material for Government Health and Medical Libraries within and around the City of Nairobi. These libraries include the Ministry of Health Library, the Kenya Trypanosomiasis Research Institute Library and the African Medical and Research Foundation Library.
8. In order to overcome problems of conserving and preserving library materials, Government libraries within the same geographical area should cooperate in binding and microfilming among other preservation and conservation activities. They can also cooperate in the drawing up of preservation and conservation policies for their library materials.

9. Due to the lack of equipment in most Government libraries it is recommended that Government libraries acquiring equipment such as computers and other modern information technologies should allow other Government libraries within the interlibrary cooperative to make use of the same facilities. This would solve the problem of lack of equipment in some Government libraries.

#### RECOMMENDATIONS FOR FURTHER STUDIES

The area of problems of Government libraries in Kenya and their interlibrary cooperation activities is quite broad and it is therefore difficult for such a study to effectively examine all the areas relevant to it. There are also a number of subject areas with a bearing on Government libraries' problems and their interlibrary cooperation activities that could not be adequately treated in this study. It is the researcher's opinion, therefore that the following areas deserve further independent studies:

1. Financing of Government libraries in Kenya.
2. Interlibrary cooperation activities in Kenya

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APPENDIX  
STEPHEN WAINL  
To be followed by librarians of par...  
Library Science Department  
P.O. Box 43844,  
NAIROBI.

NAME OF THE LIBRARY: \_\_\_\_\_  
4th May, 1992.

Dear Sir/Madam,

SECTION A.  
RE: REQUEST FOR AN INTERVIEW.

I am a post graduate student in the Department of Library Science in Kenyatta University. As part of the course requirements, I am conducting a research on Government Libraries in Kenya with reference to their problems and how they can be possibly solved through interlibrary cooperation.

I am pleased to inform you that your library has been chosen for this study. Prior to my conducting the above interview with you, please go through the enclosed questionnaire. The information obtained from you on the issues raised in the questionnaire shall go a long way in the development of Government libraries in Kenya. The information supplied will be treated with confidence.

Thank you in advance.

Yours faithfully,

ROBERT OGOTI.

APPENDIX

QUESTIONNAIRE.

To be answered by librarians or persons in charge of Government libraries and recorded by the researcher.

NAME OF THE LIBRARY: \_\_\_\_\_

SECTION A.

GENERAL INFORMATION

Questions to be answered by filling in the blank spaces or ticking ( ) appropriately.

1. When was the parent department, ministry or organisation served by the library established? \_\_\_\_\_

2. When was the library established? \_\_\_\_\_

3. a) What are the objectives of the library?

- i)
- ii)
- iii)
- iv)
- v)
- vi)

3. b) Are the objectives of your library written down?

Yes ( )

No ( )

c) Was the librarian or the person in charge of the library involved in the formulation of these objectives?

Yes ( )

No ( )

c) If the answer to 3(c) is No, state the method or methods used

d) If the answer to question 3(c) above is No, who was responsible for the formulation of these objectives?

---

e) State the functions undertaken by the library to achieve its objectives.

i)

ii) Does the library have any special collections?

iii) ( )

iv)

v)

vi) If the answer to 6(ii) is Yes, specify below what the special

4. Who are the users of the library?

i)

ii)

iii)

iv)

v)

5. a) Is your library collection classified?

Yes ( )

No ( )

b) If the answer to 5 (a) is Yes, what classification scheme does the library use? \_\_\_\_\_

c) If the answer to 5(a) is No, state the method or methods used to arrange the library collection.

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

iv) \_\_\_\_\_

v) \_\_\_\_\_

SECTION 2

LIBRARY ADMINISTRATION

6. a) Does the library have any special collections?

Yes ( )

No ( )

b) If the answer to 6(a) is Yes, specify below what the special collections are.

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

iv) \_\_\_\_\_

v) \_\_\_\_\_

7. What is the current size of the library's collection?
- i) Books or monographs (in volumes): \_\_\_\_\_
  - ii) Periodicals (a) Bound: \_\_\_\_\_  
(b) Current subscriptions: \_\_\_\_\_
  - iii) Non-Book Media (a) Maps: \_\_\_\_\_  
\_\_\_\_\_  
(b) Photos: \_\_\_\_\_  
(c) Microfiche: \_\_\_\_\_  
(d) Microfilms: \_\_\_\_\_  
(e) Others (specify): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SECTION B

LIBRARY ADMINISTRATION

8. a) Does the library have branches?
- Yes ( )
- No ( )
- b) If the answer to 8(a) is Yes, how many branches does it have? \_\_\_\_\_
- c) In view of your answer to 8(a), does the library have a centralised or decentralised administrative system?
- \_\_\_\_\_
- \_\_\_\_\_

9. Who is responsible for the overall administration of the library?

\_\_\_\_\_

\_\_\_\_\_

10. a) To whom is the person in charge of the library answerable for the library's administration?

\_\_\_\_\_

\_\_\_\_\_

b) In your view, is this arrangement satisfactory?

Yes ( )

No ( )

c) If the answer to 10(b) is No, what would you suggest as a better alternative?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. Indicate the number of staff in your library according to the categories listed below.

- i) Professional: \_\_\_\_\_.
- ii) Para-professional: \_\_\_\_\_.
- iii) Others (specify): \_\_\_\_\_.

12. Indicate whether the library has the following positions on its establishment. Please tick (✓)

i) Librarian and/or information officer ( )

ii) Computer operator ( )

iii) Technician e.g. printer or machine operator ( )

iv) Book binder ( )

v) Cleaner ( )

vi) Others ( )

13. a) Do you consider your staff adequate for the efficient running of the library?

Yes ( )

No ( )

b) If the answer to 13(a) is No, state the areas you are lacking personnel in.

i)

ii)

iii)

iv)

v)

c) In view of your answers to 13(a) and 13(b), state the possible reasons for lack of adequate personnel in your library.

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_
- iv) \_\_\_\_\_
- v) \_\_\_\_\_

14. How many new members of staff have you recruited in the last two years?

15. a) How many members of staff have left your library establishment in the last two years?

\_\_\_\_\_ . they gain any promotion or training?

b) What were the reasons for their leaving?

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_
- iv) \_\_\_\_\_
- v) \_\_\_\_\_

SECTION C

16. a) How many members of staff in your library got promoted during the last two years?

\_\_\_\_\_ .

b) From what positions to what positions were they promoted?

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_
- iv) \_\_\_\_\_
- v) \_\_\_\_\_

c) What criteria are used for the promotion of members of your staff?

---

---

---

17 a) Has any member of your staff been sent for further training in the last two years?

Yes ( )

No ( )

b) If the answer to 17(a) is Yes, did they gain any promotion after the training?

Yes ( )

No ( )

SECTION C

FINANCE

18. What is your library's budget for the current financial year (in Kf)?

---

19. What was your library's budget for the last financial year (in Kf)?

---

20. Who is responsible for drawing up the library budget?

---

---

21. a) On what is the money on the library budget spent?

- i)  Sharing of votes with other sections ( )
- ii)  Negative attitude of the administrators towards the library.
- iii)  Failure of library staff to defend their estimates convincingly ( )
- iv)  Others (specify) \_\_\_\_\_
- vi) \_\_\_\_\_

b) Does the library budget include personnel emoluments?

SECTION D.

Yes ( )

LIBRARY ACQUISITION  
No ( )

22. How much is going to be spent on personnel emoluments this year (in Kf)?

---

23. a) In your view, is the financial support for your library adequate?

Yes ( )

No ( )

23. a) What is your library's seating capacity?

- b) If the answer to 23 (a) is No, please specify whether any of the following could be possible reasons for lack of adequate finances in your library. (Tick (✓) appropriately)
- i) Basing library estimates on the actual expenditure figures of the previous years ( )
  - ii) Sharing of votes with other sections ( )
  - iii) Negative attitude of the administrators towards the library. ( )
  - iv) Failure of library staff to defend their estimates convincingly ( )
  - v) Others (specify) \_\_\_\_\_
- 
- 

Lack of room for future expansion ( )

SECTION D.

iv) Leaking roofs ( )

v) Broken windows ( )

LIBRARY ACCOMMODATION

vii) Others (specify) \_\_\_\_\_

24. a) Is your library housed in a purpose-built accommodation?

Yes ( )

No ( )

In view of your responses to questions 25-27, are there

any plans for a more adequate and suitable library building?

b) If your answer to 24(a) is No, where is it housed?

---

---

25. a) What is your library's seating capacity?

\_\_\_\_\_

b) Do you consider this capacity adequate for your readers?

Yes ( )

No ( )

26. Does your library experience any of the following problems?

(Tick appropriately)

- i) Lack of adequate storage room for library materials and equipment ( )
- ii) Lack of adequate working space ( )
- iii) Lack of room for future expansion ( )
- iv) Leaking roofs ( )
- v) Broken windows ( )
- vi) Others (specify) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

27. In view of your responses to questions 25-27, are there plans for a more adequate and suitable library building?

Yes ( )

No ( )

28. Does your library have the following: (Tick appropriately)

- i) Adequate lighting ( )
- ii) Air-conditioning equipment ( )
- iii) Fire-fighting equipment ( )

29. In your view, is there adequate security for your library materials? (Tick appropriately).

Yes ( )

No ( )

SECTION E.

SERVICES TO READERS.

30. Which of the following services do you provide to your readers? (Tick appropriately)

- i) Reference ( )
  - ii) Lending ( )
  - iii) Current Awareness Services e.g. Selective Dissemination of Information ( )
  - iv) Photocopying ( )
  - v) Others (specify) \_\_\_\_\_
- 
-

31. In your view, how is the library used? (Tick appropriately)

- i) Little used (    )
- ii) Moderately used (    )
- iii) Heavily used (    )

32. a) If the answer to 31 is (i), what of the following factors could be possible explanations for this phenomenon? (Tick appropriately).

- i) Attitude of users
  - ii) Nature of Government duties which do not allow civil servants time to use the library adequately (    )
  - iii) Lack of sufficient services to readers (    )
  - iv) Lack of user education (    )
  - v) Lack of relevant reading materials (    )
  - vi) Others (specify) \_\_\_\_\_
- 
- 

b) If the answer to 32(a) included factor (iii), what are the probable reasons for this problem?

- i)
- ii)
- iii)
- iv)
- v)

SECTION F

33. a) Does the library have a photocopier(s)?

Yes ( )

No ( )

b) If the answer to 33(a) is yes, how many photocopiers does it have?

\_\_\_\_\_

c) Are users charged for photocopying services.

Yes ( )

No ( )

34. a) Does your library have any of the following equipment?

(Tick appropriately and indicate the number owned)

- i) Microfiche camera ( ) Number owned \_\_\_\_\_
- ii) Microfiche reader ( ) Number owned \_\_\_\_\_
- iii) Microfilm reader ( ) Number owned \_\_\_\_\_
- iv) Microfilm camera ( ) Number owned \_\_\_\_\_
- v) Computer ( ) Number owned \_\_\_\_\_

b) If the answer to 34(a) (v) is in the affirmative, what is the computer used for? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

SECTION F

CONSERVATION AND PRESERVATION OF LIBRARY MATERIALS

35 a) Does your library have a policy outlining procedures and measures for the conservation and preservation of library materials?

Yes ( )

No ( )

b) If the answer to 35(a) is Yes, is it a written policy?

Yes ( )

No ( )

36. Does the policy on the conservation and preservation of library materials outline details on the following?

(Tick appropriately)

- i) Damage of the collection by pests ( )
- ii) Excessive photocopying of materials ( )
- iii) Damage of the collection by rainwater and/or sunshine ( )
- iv) Preventive devices e.g. air conditioners ( )
- v) Mutilation of library materials ( )

37. Briefly indicate procedures and measures used by your library to preserve and conserve your library collection e.g. binding or mending damaged materials, fire protection etc.

- i)
- ii)
- iii)
- iv)
- v)

38. a) Does the library own binding equipment? ( )  
 Yes ( ) libraries ( )  
 No ( ) (specify) \_\_\_\_\_

b) If the answer to 38(a) is Yes, how many volumes are bound per month on average?

\_\_\_\_\_

c) If the answer to 38(a) is No, where are your materials bound and mended/repaired? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SECTION H.

INTERLIBRARY COOPERATION

39. Does your library have any cooperative activity with any other libraries?

Yes ( )

No ( )

40. If the answer to 39 is Yes, please specify below the types of libraries you mainly cooperate with. (Tick appropriately)

i) Other Government libraries ( )

ii) Special libraries (apart from Government libraries ( )

- iii) Academic libraries ( )
  - iv) Public libraries ( )
  - v) Others (specify) \_\_\_\_\_
- 
- 

41. If the answer to 40 is Yes, indicate whether any of the following cooperative activities are undertaken by your library (Tick appropriately)

- i) Interlibrary loan, photocopying, microfilming ( )
  - ii) Reference ( )
  - iii) Cooperative acquisitions ( )
  - iv) Production of union lists ( )
  - v) Cooperative cataloguing and processing ( )
  - vi) Cooperative storage ( )
  - vii) Cooperative abstracting and indexing ( )
  - viii) Others (specify) \_\_\_\_\_
- 
- 

42. How are the present cooperative activities maintained?

(Tick appropriately)

- i) By legal agreement ( )
- ii) By "gentleman's" agreement ( )
- iii) On ad hoc basis ( )

44. How do you think the above problems can be solved?

iv) Others (specify) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

43 a) Do you face any problems with cooperating libraries?

Yes ( )

No ( )

b) If the answer to 43(a) is Yes, could the following be problems associated with cooperation between your library and other libraries with whom you cooperate? (Tick as appropriate)

- i) Absence of legal backing to library cooperation ( )
- ii) Absence of national legislation for libraries ( )
- iii) Absence of institutional leadership like that provided by the British Library Document Supply Division ( )
- iv) Lack of a well defined interlibrary cooperation programme ( )
- v) Problems of other institutions ( )
- vi) Human factors e.g. rivalry ( )
- vii) Inadequate resources ( )
- viii) Finance to support cooperation ( )
- ix) Others (specify) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

44. How do you think the above problems can be solved ?

(ii) Inter-library loans ( )

(v) Others (specify)

45. How does your library get information on materials from other libraries? (Tick appropriately)

- i) By trial and error ( )
- ii) Through accessions lists ( )
- iii) Through information from readers ( )
- iv) Through union catalogues and lists ( )
- v) Others (specify) \_\_\_\_\_

In your view, is your organisation or department

prepared to provide financial support for your library's

participation in interlibrary cooperation?

46. In view of your answer to question 45, would you consider the present methods of locating materials between your library and other libraries satisfactory?

Yes ( )

No ( )

47. Which of the following cooperative activities would you like your library to participate in? (Tick appropriately)

- i) Acquisition ( )
- ii) Processing/cataloguing ( )

iii) Interlibrary loans ( )

iv) Others (specify) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

48. Have you ever discussed the question of interlibrary cooperation with your organisation or department's administration?

Yes ( ) i) Formally ( )

ii) Informally ( )

No ( )

49. In your view, is your organisation or department prepared to provide financial support for your library's participation in interlibrary cooperation?

Yes ( )

No ( )