

## Full Length Research Paper

# A case study of users' survey in public libraries in Kenya

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**Library users are the fundamental component of any given library as they are the customers for which the library is meant for. Their opinion, views and feelings account most in the fulfillment of the core objectives the library is built for. This paper, discusses the public library services in Kenya from users' angle, therefore researcher has surveyed users of all 32(100%) public libraries in Kenya. This research paper is further, intended to help public libraries librarians, managers and management to decide how to integrate resources and services in such a way that most users can understand them well enough to make productive choices. It compiles usability test data evaluating users and services offered on library public libraries in Kenya. This research paper describes the progress and application of a fundamental comparison typical which allows librarians to quantitatively measure library users' apparent quality, satisfaction and constancy with a library as well as the degree to which exact elements of a library's services, collections and setting donate to those perceptions. The paper reports the outcomes of a survey among users at public libraries in Kenya under Kenya National Library Services (KNLS) with specific attention to the 32 (100%) public libraries in Kenya, on aspects of personal information, use of resources and services and their satisfaction level.**

**Keywords:** public libraries, library users, public library users and users.

## INTRODUCTION

Public libraries represent an indispensable link in the scientific system chain, a crucial link in the development and maintenance of wide range and intensity of knowledge modernization and ideas in society and at individual level.

With advancement of standards through IFLA/UNESCO public libraries are stirring from the conventional and conservative services to expansion of database and information sharing through network accessibility of resources for the users. Manifesto declares UNESCO's belief in the public library as a breathing force for education, culture and information, and as an indispensable agent for the nurturing of peace and spiritual wellbeing through the minds of men and women. Creative contribution and the development of democracy depend on acceptable education as well as on free and unlimited access to thought, culture and information. UNESCO public library manifesto (UNESCO, 1994), the public library, the local gateway to information make available a basic condition for lifelong knowledge, sovereign decision-making and cultural development of

the individual and social groups. Public libraries are libraries serving the community or region with multipurpose information- education –culture, agency in respect of information dissemination services, free of charge or at nominal fee (Thompson, 1974). UNESCO stated that 'the public library is the principal means whereby the records of man's thoughts and ideas and the expression of his imagination are made freely available to all'. Kenya national library services (KNLS): The Kenya National Library Service (KNLS) Board is a national corporation established by an Act of Parliament; Cap 225 of the Laws of Kenya in 1965 it commenced its mandated functions in 1967.

Board is empowered to develop public library services in Kenya to fill the vacuum that existed before and soon after independence regarding the provision of public library services hence bridge the level of literacy. The headquarters library in Nairobi opened its doors to the public in 1969. Currently, the Board is responsible for managing 8 libraries in 8 provinces and over 32 libraries spread throughout the country at district level.

**Table1.** Number of registered users surveyed

<b>Name of Library</b>	<b>No of Registered Members</b>	<b>No of Users Surveyed</b>	<b>Percentage of Users Surveyed</b>
Nairobi	11040	91	23.94%
Buruburu	352	5	1.41%
Mombasa	5321	16	4.23%
Kwale	2470	11	2.82%
Kilifi	219	7	1.76%
Voi	436	8	2.11%
Kisumu	3521	13	3.52%
Kisii	1720	11	2.82%
Ukwala	219	4	1.06%
Nyilima	577	7	1.76%
Awendo	1015	5	1.41%
Embu	4252	16	4.23%
Meru	1221	8	2.11%
Mwingi	453	7	1.76%
Kithasyu	1355	7	1.76%
Nakuru	1382	17	4.58%
Eldoret	2035	15	3.87%
Kabarnet	1351	5	1.41%
Kericho	3281	11	2.82%
Silibwet	870	4	1.06%
Kapsabet	987	7	1.76%
Laikipia	894	5	1.41%
Rumuruti	456	4	1.06%
Nyeri	2971	16	4.23%
Thika	1760	9	2.46%
Naivasha	1098	9	2.46%
Karatina	935	5	1.41%
Olkalou	652	5	1.41%
Kakamega	2160	13	3.52%
Garissa	615	24	6.34%
Wajir	200	11	2.82%
Mandera	86	7	1.76%
Total	55904	382	100.00

### Objectives of the study

The fundamental principle of creating a national public library network is to provide information and library services to users. The basic purpose of the study was to evaluate the users of KNLS. The specific objectives of the study are:

(1) To evaluate the users in public library system in Kenya;(2) To suggest best practice on users satisfaction on resources in public library system in Kenya.

### Hypotheses:

The researcher, initiated the process of investigation, and so it resorted to the following hypothesis for the study:

(1) Cultural and social situation of the country has its impact on public library system;

(2) Public libraries in Kenya are meant for student population;

(3) Users in Public libraries in Kenya are economically disadvantaged;

**Table 2.** Age of User

Age group	No of Respondents	Percentage
Under 16	7	1.76%
Between 16-25yrs	233	60.91%
Between 26-40yrs	100	26.05%
Between 41-60yrs	34	9.15%
Above 60 yrs	8	2.13%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 3.** Occupation of Users

Occupation of Users	No of Respondents	Percentage
Students	207	54.22%
Office workers	28	7.46%
House wives	9	2.46%
Business man/ Industrialist	16	4.22%
Farmer/ Agriculturist	9	2.46%
Professional (teachers, nurse, Prof, Dr, Lawyer, Engineer)	76	20.07%
Factory worker/laborer	4	1.05%
Retired	7	1.76%
Unemployed	24	6.30%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Scope and limitations:**

Scope of the study was limited to the Users in public libraries in Kenya e.g. KNLS.

**RESEARCH METHODOLOGY**

Present study used survey method as well as comparative method. A survey is one of the most effective and sensitive instrument of research which produces much needed knowledge.

This paper, discusses the public library services in Kenya from users' angle, therefore researcher has surveyed users of all 32 public libraries in Kenya with the help of structured questionnaire. The structured questionnaire covers the aspects of personal information, use of resources and services and their satisfaction level. In all 32 public libraries in Kenya there are 55904 registered users. As per 'Krejcie and Morgan, (1970) table; the researcher has chosen the sample of 382 users and distributed questionnaire to 382 users .Of the 382 questionnaire, 382 users have returned the questionnaire, giving 100% response. The number of users surveyed from each library is shown in table 1.

It was noted that all 382 surveyed users were registered members present in the library on the day of the survey. The responses received to each question were analyzed and presented under the following headings.

**Users' profile****Reasons for visiting the library****Visits to the library****Use of resources and services****Use of other services****Satisfaction****Users' profile**

Users' profile has been presented under the following heading viz. Age, Occupation, Education level, Mother tongue, Sex, Income level, Distance of users' residence from library, Membership of other libraries, etc.

**Table 4.** Users' Level of education

Level of Education	No of Respondents	Percentage
12 <sup>th</sup> class	40	10.56%
Certificate	36	9.51
Diploma	165	43.30%
Degree	124	32.40%
Masters	16	4.23%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 5.** Sex

Sex	No of Respondents	Percentage
Male	236	62.33%
Female	146	37.67%
Total	382	100.00%

why are more men than women using library?

## Age

Attempt was made to collect data about users' age, which is presented in table 2.

It can be noted from the table 2 that of the 382 users 86.96% were between 16-40 years, 11.28% above 41 years, while 1.76% users were in the group below 16. It can be noted that majority of the users of 16-25 age group were students who happen to be the students in various institutions of learning, due to unavailability of library services in their respective institution KNLS has shared the responsibility to offer them library services. **Which confirms the hypothesis 'Public libraries in Kenya are meant for student population' (hypothesis No 2).**

## Occupation

Attempt was made to collect data on users' occupation from 382 users surveyed, which is presented in the table 3.

It can be noted from the table 3. that of the total 382 users surveyed 54.22% were students, professionals (teachers, doctors, lawyers, engineers etc. were 20.07%, office workers 7.46% unemployed 6.30%, business and industrialist 4.22%, house wives and farmers 2.46% respectively, retired citizens 1.76% while factory workers 1.05%. It can be noted that students are more in the KNLS in terms of occupation **because the various institutions to which they are affiliated are not providing adequate library service;** hence KNLS has shouldered that responsibility. Further the lowest response from factory worker was observed due to the working schedule of shifts it was hard for them to avail the library facility especially during the day time. This

confirms the hypothesis 'Public libraries in Kenya are meant for student population' (hypothesis No 4).

## Education Level of Users

Attempts were made to collect data on education level of users, which is presented in table 4.

It can be noted that of the 382 users; 43.30% are with diploma level of education, with a degree are 32.40%, 12<sup>th</sup> class are 10.56%, users with certificate are 9.51% while users with master degree are 4.23%. It can be observed that users with various level of education are using the KNLS library services in general, however, the high level of diploma and degree holders was noted, this was observed due to the fact that **users of this level of education have realized the importance of acquiring high level of education and are in career development in various stage.** The clientele as a group is much better educated than population as a whole. The adults who use the library have several years of formal education than have those who do not. Some people with little schooling do use the library collection and services, but they are more an exception than the rule. **In general practice, the public library in the typical town is an institution for those with formal education** (Totterdell, 1978).

## Mother tongue language

The researcher tried to collect the data on mother tongue from the respondents through the questionnaire which was given a non-response answer. It was observed that the government's new policy of fighting against tribalism and nepotism to promote nationalism has discouraged

**Table 6.** Income Group for Users

Users family income	No of Respondents	Percentage
Under 5000 Ksh a month	34	8.80%
Between 5000- 10000 Ksh a month	61	15.84%
Between 10000- 15000 Ksh a month	52	13.73%
Between 15000-20000 Ksh a month	85	22.20%
More than 20000 Ksh a month	151	39.43%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 7.** Users' Residence from the Library

Distance from library	No of Respondents	Percentage
Within 1/2 miles	61	15.84%
Between 1/2-1 miles	73	19.01%
Between 1-2 miles	30	7.74%
Between 2-3 miles	97	25.36%
More than 3 miles	122	32.05%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 8.** Membership of Other Library

Use of Other Libraries	No of Respondents	Percentage
Yes	107	27.82%
No	275	72.18%
<b>Total</b>	<b>382</b>	<b>100%</b>

citizens to identify their tribe in any public office, KNLS is one such organ of the government identified as best place to fight the vice.

### Sex

Attempts were made to collect data on sex of users, which is presented in table 5.

It can be observed from the table 5. that 62.32% were male while 37.67% were female. Further it was observed that due to cultural influences and social issues male are still dominating in all social and economic sector so is the level of literacy for male. This confirms the hypothesis 'culture and social situation of the country has its impact on public library system' (hypothesis No 1).

### Income level

Attempt was made to collect data on users' income, which is presented in table 6.

The table 6 shows that 51.87% users were from the income group between 5000-20000 Ksh per month, i.e. middle income group 39.34%; were from the income group above 20000 Ksh i.e. higher income group; while 8.80% users were from income group below 5000 i.e. lower income group. It can be observed that the users of higher income family are informed that knowledge for

them is fundamental right and they can afford it, also they are aware of the importance of the knowledge, whereas the low income users are struggling with basic necessities of life. According to Totterdell (1978)...the library is pretty much a 'middle class' institution. It is not used by rich, who tend to buy their books or by the poor who often find it difficult to read books. Thus the extremes of the incomes structure in the town are not well represented in the library's clientele. It is chiefly composed of people from middle class- people with enough formal education to make reading easy and useful, yet they don't have enough money to buy all books they want.

### Distance of users' residence from the library

Attempt was made to collect data on distance of users' residence from the library which is presented in table 7. It can be noted from the table 7. that 34.85% users' reside within 1 kilometer from the library, 33.10% users' reside between 1-3 kilometers while 32.05% users' residence is more than 3 kilometers away from the library. It was noted that the distance to library is not a barrier for the users who is needy of the library services; this was partly attributed to no alternative library services are available elsewhere. It was observed that KNLS has failed to adhere to IFLA standards by providing outlet which should be highly visible and easily reached by foot,

**Table 9.** Reason (s) for generally visiting the Library on the Day of survey

Purpose for coming to library	No of respondents	Percentage
Read newspapers in the library	62	16.22%
Read periodicals in the library	38	9.82%
Read books in the library	113	29.60%
Borrow a book /periodical	36	9.53%
Return borrowed item	23	6.12%
Get some information	77	20.20%
Internet perusing	10	2.57%
Any other (please specify)	22	5.84%

**Table 10.** Reasons for Visiting the Library

Purpose of coming to library	No of Respondents	Percentage
Read newspapers in the library	77	18.66%
Read periodicals in the library	46	11.94%
Read books in the library	88	23.13%
Borrow a book /periodical	63	16.60%
Return borrowed item	23	5.97%
Get some information	54	14.18%
Internet perusing	23	5.97%
Any other (please specify)	14	3.73

public transport, where available, or be reachable within a journey by private vehicle of about 15 minutes and for children reachable within five minutes' walk (IFLA, 1994).

### Member of other libraries

Attempt was made to collect data on whether the users' are member of other libraries which is presented in table 8.

It can be observed from table 8. that of the total respondents 72.18% are not members of any other library while 27.82% are members of other libraries i.e. libraries named by the respondents are; universities, technical institutions, colleges and high school to which the users are affiliated to. It was noted that KNLS is considered to be the most available library service provider and reliable one. **Most of the institutions of learning are having a great challenge in meeting the needs of library service of their users;** hence KNLS stood to be best option available by offering library serves they need.

### Reasons for Visiting the Library

#### Reasons for Generally Visiting the Library

Attempt was made to collect data on the reasons for generally visiting the library by users. Users were allowed

to tick more than one reason which is presented in table 9.

The table 9. shows that generally users visit the library to read books in the library 29.60%, to get information 20.20%, to read newspapers 16.22%, to read periodical 9.82%, to borrow books 9.53%, to borrowed item 6.12% , either to meet a friend or do personal assignment 5.84% while for internet perusing 2.57%. It can be observed that reading of library books in KNLS is the main general reason for users' visiting the library, and due to more **nonfiction collection in KNLS and on school curriculum based; students are utilizing these facilities.** Further, it was noted that the low rate of visiting the users to peruse internet **was due to inadequacy and unreliability of this service in KNLS.** This confirms the hypothesis 'Public libraries in Kenya are meant for student population' (hypothesis No 2).

#### Special Reasons for visiting the library on the day of survey

Attempt was made to collect data on reasons for visiting the library on the day of survey which is presented in table 10.

The table 10. shows that users visited the library for reading books in the library were 23.13%, to read newspapers 18.66%, to borrow books 16.60%, to get information 14.18%, to read periodical 11.94%, to return the borrowed item and perusing internet 5.97% respectively, while 3.73% users visited the library either

Table 11. Frequency of visiting

Frequency of coming	No of Respondents	Percentage
Daily	128	33.45%
Twice a week	132	34.50%
Once a week	58	15.14%
Fortnightly	26	6.69%
Once a month	21	5.59%
Any other (please specify)	16	4.23%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

Table 12. Time spent in the library

Hours Spent in the Library	No of respondents	Percentage
Less than ½	11	2.82%
1/2- 1 hour	19	4.93%
1-2 hours	55	14.43%
2-4 hours	297	77.82%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

Table 13. Preferred time of Visit the Library by Users

Hours of the day	No of Respondents	Percentage
Morning hrs (8.00- 11.00)	220	73.24%
Afternoon hrs 2.00-4.00	162	26.76%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

to meet a friend or do personal assignment 3.73%. It can be observed that reading of books in KNLS is main reason for users for visiting the library. It was noted that nonfiction collection in KNLS are more of school curriculum based; hence, students are utilizing these facilities. Further it was noted that the low rate of visiting the KNLS with a reason to peruse internet was due to inadequacy and unreliability of this service in KNLS.

## Visits to the library

### Frequency of visiting

Attempt was made to collect data on users' frequency of visiting the library, which is presented in table 11.

It can be noted from table 11. that 33.47% users visit the library daily, 49.64% users visit the library either twice a week or once a week, 12.28% users visit the library either fortnightly or monthly, 4.23% users visit the library once after three months. It can be noted that due to non-availability of other library services KNLS users mainly students are utilizing the library services by frequently visiting the library preferably daily or twice a week. This confirms the hypothesis 'Public libraries in

Kenya are meant for student population' (hypothesis No 2).

### Time spent in the library

Attempt was made to collect data on time spent by users in the library which is presented in table 12.

The table 12. shows that 77.82% users who spent 2-4 hours in library are students, 19.36% users spent ½- 1 hour, while 2.82% users spent less than ½. It was observed that the more hours the KNLS is opening its doors i.e. 15 hours per day was encouraging the users to sit in the library for long hours. also non- availability of library services gave users no other option only use of the KNLS. This confirms the hypothesis 'Public libraries in Kenya are meant for student population' (hypothesis No 2).

### Preferred Time

Attempt was made to collect data on users' preferred time for visiting the library, which is presented in table 13.

The table 13. shows that users preferring to visit the library in the morning hours i.e. between 8 am to 11 am were 73.24%, while users preferring to visit the library in the afternoon i.e. between 2 pm to 4 pm were 26.76%. It

**Table 14.** Borrowing

Reasoning for Borrowing	No of Respondents	Percentage
Only for your self	224	58.80%
Only for family members	15	3.88%
Both	143	37.32%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 15.** Books borrowed range wise

No of Books Borrowed	No of Respondents	Percentage
Less than 2	133	29.57%
3-4	155	40.49%
5-6	56	14.45%
7-8	32	8.44%
9-10	19	4.94%
Above 11	8	2.11%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

can be observed that public libraries in Kenya open at 8.am has encouraged the users to prefer this timing, also it was noted that the studying condition are more favorable during the morning hours in Kenya than the hot weather in the afternoon hours.

## Use of resources and services

### Borrowing

Attempt was made to collect data for which users borrow, which is presented in table 14.

The Table 13. shows that; 58.80% users borrow only for themselves, 37.32% users borrow for both themselves and family members while 3.38% users borrow only for members or a family member. It can be noted that since maximum users are student members they hardly borrow for the family. It was also noted that in recent days, public libraries in Kenya have restricted the user to return the borrowed item in the same condition as it was during borrowing time; this has scared users to borrow for family member for fear of being penalized on misuse of borrowed items.

### Books borrowing

Attempt was made to collect data on the number of books borrowed by users during a period of a month, which is presented in table 15. It can be observed from the table 15. that during a period of one month 54.94% users

borrowed 3-6 books, 29.57% users borrowed less than 2 books, 13.38% users borrowed 7-10 books, while 2.11% users borrowed above eleven books It can be noted that the number of borrowing decreases with time due to the KNLS policy of two books per user and 14 days loaning time, does not allow users to borrow more than 4 books for maximum use of one month. The language of both fiction and nonfiction are in English and Swahili, however, English language is over 75% of total collection in both fiction and nonfiction.

The ranking of fiction and nonfiction was not possible due to no response from the respondent on this hence the researcher could not do ranking of fiction and nonfiction.

### Periodicals usage

It was noted that as per KNLS policy users cannot borrow periodicals, however, the periodicals in KNLS are strictly allowed to be used by the users within the premises of the library. It was observed that non borrowing of periodical is due to processing of periodicals which are fragile in nature, which doesn't allow them to be used in unsupervised environment like home.

### Ranking of periodicals

The ranking of periodicals was not possible due to any response obtained from the respondent on this hence the researcher could not have done ranking on these library



**Table 16.** periodicals read by users

Name of periodicals	No of Respondents	Percentage
Drum	47	12.37%
Economic times	43	11.34%
Kasneb	36	9.30%
Weekly news	12	3.10%
Kenya Gazette	16	4.12%
Entrepreneur	43	11.34%
Motor	31	8.24%
Adam	47	12.37%
News Africa	28	7.21%
Health digest	20	5.15%
Parents	59	15.46%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 17.** Newspapers read by users

Name of newspapers	No of Respondents	Percentage
Daily Nation	181	47.05%
The standard	137	35.84%
The People daily	22	5.88%
Nairobi star	10	2.67%
Time magazine	16	4.28%
The East Africa	16	4.28%
Total	382	100.00%

collection.

### Visiting the library to read the periodicals.

Attempt was made to collect data on periodicals read by users which is presented in table 16.

It can be observed from table 16. that users of KNLS visit the library to read periodicals. It can be noted that of the total respondents users read Parents 15.46% , Drum and Adam 12.37%, Economic times and Entrepreneur 11.34%, Kasneb 9.30%, Motor 8.24%, News Africa 7.21%, Health Digest 5.15%, Kenya gazette 4.12% while users reading Weekly news are 3.10%. It can be observed that KNLS policy of not issuing periodicals has attracted users to go to the library for reading the periodicals. At the time of visit almost all users read periodical entitled i.e. parents and Drum periodicals.

### Visiting the library to read newspapers on the day of survey

Attempt was made to collect data on users visiting the library to read newspapers which is presented in table

17.The table 17. shows that users who visited the library read Daily Nation by 47.05%, Standard 35.84%, People daily 5.88%, Time magazine and The East Africa 4.28% respectively and Nairobi star 2.67%. It can be observed that the daily local newspapers are used by readers as they contain current information and in KNLS they are available for users, also these newspapers are not affordable to an ordinary citizen hence it is convenient for them to use in the library. The number of users' response on the newspaper they read on the day of visit was over 82.99% on both Daily Nation and The standard newspapers.

### Use of other services

### Use of reference and information services

It was noted that users came to seek information between 3-4 times, when they were unsuccessful in getting the information they try other library services or could give up, hence attempt was made to collect data on whether users were able to find information they wanted or not which is presented in table 18.

**Table 18.** Finding information

Response on Services	No of Respondents	Percentage
Yes	324	84.86%
No	58	15.14%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 19.** Users seeking staff help

Response on finding	No of Respondents	Percentage
Yes	247	64.79%
No	135	35.21%
Total	382	100.00%

**Table 20.** Users' opinion about extension programs

Opinion on Extension services	No of Respondents	Percentage
More Useful	223	58.45%
Somewhat useful	130	34.15%
Not useful	29	7.40%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 21.** Taking Part

Responses to activities	No of Respondents	Percentage
Yes	77	20.07%
No	305	79.92%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

It can be observed from table 18. that 84.86% were able to find information they were looking for while 15.14% users were unable to find information which they wanted. It was noted that the open access adopted by KNLS has contributed positively to the users interacting with the library information and sources hence, making it possible and accessible to get the information they were searching.

**Users seeking help of librarian?**

Attempt was made to collect data on whether users seek help of librarian, which is presented in table 19.

The table 19. shows that users who seek librarians help were 64.79% while users' not seeking help of librarian were 35.21%. Also it can be observed that while KNLS has the open access system users get more satisfied by seeking a help from librarian mostly on technical issues like classification numbers. Most common information sought by users are; Advertisement in the past newspapers, current and recent information about their

area of studies and arrangement of books in the shelves, etc.

**Extension and cultural programs**

Attempts were made to collect users' opinion on extension and cultural programs which is presented in table 20.

The table 20. shows that KNLS do perform extension and cultural activities as part of the outdoor programs for publicity reasons. Of the total 382 users 58.45% found it more useful, 34.15% found it somewhat useful while 7.40% found it not useful

**Users Taking part in such activities**

Attempt was made to collect data on whether users take part in the cultural activities or not, which is presented in table 21.

It can be observed from the table 21. that of the total

**Table 22.** Users comments on general facilities & staff

Comments on Activities	No of Respondents	Percentage
Satisfactory	124	32.39%
Un satisfactory	258	67.61%
<b>Total</b>	<b>382</b>	<b>100.00%</b>

**Table 23.** Adult Nonfiction collection: satisfaction level

Satisfaction Aspect	Very much satisfied		Satisfied		Not satisfied	
	No of Respondents	Percentage	No of Respondents	Percentage	No of Respondents	Percentage
Acquisition of new books	78	20.33	71	18.70	87	22.75
No of copies of popular books	57	15.04	73	19.21	99	25.84
No of titles in stock	84	21.95	86	22.64	56	13.76
Physical condition of books	97	23.98	69	18.18	83	21.63
Variety of collection	71	18.70	81	21.27	61	16.01

**Table 24.** Adult Fiction collection

Satisfaction Aspect	Very much satisfied		Satisfied		Not Satisfied	
	No of Respondents	Percentage	No of Respondents	Percentage	No of Respondents	Percentage
Acquisition of new books	71	18.58	53	13.86	93	24.23
No. of copies of popular books	56	14.56	55	14.43	39	10.30
No. of titles in stock	50	13.18	65	16.97	67	17.55
Physical conditions of books	75	19.60	73	19.24	33	8.64
Variety of fiction	58	15.20	69	17.96	50	13.09
Language of fiction	72	18.92	67	17.54	99	25.90

382 respondents 79.92% do not take part in the cultural activities of KNLS, while 20.07% take part in these activities. It was noted that KNLS does not have a strategic plan and policy on this programs hence the gaps are there i.e. not incorporating the users in all stages of implementation. It is observed that KNLS is not providing these programs, according to IFLA guidelines Outreach user programs have to be provided to help users to take benefit from all the resources (public library services, 2003).

### Satisfaction

Attempt was made to collect data on users comments about library collection, facilities, staff, and other services which is presented in table 22.

It can be noted from table 22. that of the total 382 users, 67.61% respondents are unsatisfied while 32.39% are satisfied about library collection, facilities, staff, and other services It was noted that unqualified staff and financial constraints are major reason for the users' non

**Table 25.** Children's collection satisfaction

Satisfaction aspect	Very much satisfied		Satisfied		Not satisfied	
	No of Respondents	Percentage	No of Respondents	Percentage	No of Respondents	Percentage
Acquisition of new books	49	12.75	43	11.19	41	10.71
No. of copies of popular books	56	14.74	41	10.74	37	9.64
No. of titles in stock	40	10.36	44	11.63	37	9.64
Physical conditions of books	40	10.36	47	12.30	31	8.21
Variety of collection	44	11.55	42	10.96	44	11.43
Language of collection	45	11.76	43	11.19	34	8.93
Children's fictions collection	47	12.35	40	10.51	100	26.42
Children's nonfiction collection	26	6.77	46	12.08	0	0
Children's periodical collections	78	20.36	36	9.40	57	15.00

satisfaction. This confirms the hypotheses 'public libraries in Kenya are economically disadvantaged' (Hypothesis No 2)

This is incredibly important \*\*\*\*\*

### Adult Nonfiction satisfaction

Attempt was made to collect data on satisfaction level of users about adult nonfiction on the points; Acquisition of new books, Number of copies of popular books, Number of titles in the stock, physical condition of books and variety of collection, which is presented in table 23.

The table 23. shows that users were satisfied with the nonfiction collection except in acquisition of new books and copies of popular books of collection; users' response indicated that they were not satisfied. Further, it was observed that adult nonfiction which contributes to 66.23% of the total collection in KNLS so; their satisfaction to related users had influenced their collection procurement with a ratio of 7: 3 books to nonfiction collection of the total adult collection of KNLS in particular.

Very important \*\*\*\*\* BLOG ABOUT THIS

### Adult fiction collection

Attempt was made to collect data on satisfaction level of users' on adult fiction collection on the points; Acquisition of new books, No of copies of popular books, No of titles in stock, physical condition of books, variety of fiction and language of fiction, which is presented in table 24.?

The table 24. shows that in most of the aspect the users were satisfied except in the language of fiction, it was noted that most of the fiction are foreign publications hence the language was having some difficult for the ordinary users to understand; this further has impacted their availability and collection development of KNLS in general.

### Children's collection

Attempt was made to collect data on satisfaction level on children's' collection on the points; Acquisition of new books, No of copies of popular books, No of titles in stock, physical condition of books, variety of fiction and language of collection, children's fiction collection, children's nonfiction collection and children's periodical collection, which is presented in table 25.

The table 25. shows that users of children's collection were generally satisfied except in children' fictions collection, it was observed that fictions are not locally published; hence their level of presentation and language is a challenge for the local children users

### General facilities

Attempt was made to collect data on satisfaction level on general facilities on the points; Arrangement of books, methods of identifying and locating (e.g. register, catalogue etc), size of library, facilities such as chairs and

**Table 26.** General facilities

Satisfaction aspect	Very much satisfied		Satisfied		Not Satisfied	
	No Respondents	Percentage	No Respondents	Percentage	No Respondents	Percentage
Arrangement of books	93	24.22	53	13.83	29	7.58
Methods of identifying & locating (e.g. registers, catalogues etc)	66	17.24	69	18.02	36	9.33
Size of library	59	15.40	57	14.97	106	27.70
Facilities such as chairs and tables	72	18.85	56	14.72	46	11.95
Personal guidance and services provided by librarian	69	18.16	52	13.58	33	8.75
Library timing	68	17.70	54	14.09	38	9.91
Display of new books	48	12.64	41	10.79	95	24.78

tables, personal guidance, services provided by librarian library timing and display of new books. It was noted that in most of the aspect the users were satisfied except in the size of the library and **display of news books, which is presented in table 26.**

The table 26. shows that in most of the aspects the users were satisfied except in the size, and library display of new books

Users care about display

## CONCLUSIONS

The researcher has analyzed data about users in public libraries in Kenya on major aspects of KNLS personal information, use of resources and use of other services and information sources. It is believed that 'average library user has little basis for judgment. If he gets what he wants he is grateful. If not, he often feels that he can't really expect the agency to suit his individual needs. Public library service is patently weak in many localities- it is remarkable how little public criticism one hears of these flattering agencies' If the above statement could be made of public libraries in USA which are much better than those in Kenya, it must be accepted that library users in our country are even less qualified to make judgment where expectations are few, a low level of services is also satisfying (Martin, 1969). Minority and special groups un- attended. Try to stretch their resources to fill gaps left by insufficient services and resources in many learning institutions in Kenya. Even when special social support services –e.g., information services, interpretation and translation of information, special groups, illiterate, and other services not offered by KNLS to the disadvantaged

community for they do not experience and feel the impact by these services deemed to be offered by KNLS .

Regular customer surveys to establish what library and information services the public wants, at what level, and how they judge the services they receive. Survey work being a specialist skill and, where resources are available, a more objective result will be gained if the survey is carried out by an external organization is out sourced by public library management.

Of the 382 users maximum users come to the library to read a book, periodical, newspaper in the library or to return borrowed item or borrow a book; even on the day of survey maximum users came to the library to read books/ periodicals or to return borrowed item and borrowing books. **More than 83% users were visiting the library either daily, twice a week or once a week and on each visit 77.82% users were spending 2-4 hours in the library, 73.24% users prefer to come to the library during 8 am to 11 am i.e. morning.**

Of the 382 users 58.80% users were borrowing for themselves were students, 54.96% users borrowed 3-6 books, used maximum nonfiction that too in English, users surveyed were allowed to use periodicals and newspapers in the library only. **It was observed that due to unavailability of adequate library resources in the concerned academic institutions, students are diverted to KNLS**

During a period of one month maximum users came to the library for 3-4 times to seek information, of which 84.86% users could get information required by them, whenever they could not get information 64.79% users sought the help of librarian or library staff.

As regards the cultural programs 58.45% users were

satisfied with the programs organized by the library, while only 20.71% users took part in cultural programs.

Of the 382 users 67.61% users were unsatisfied about library collection, facilities, staff and other services.

Users were not satisfied about acquisition of nonfiction collection, users were also not satisfied with language of fiction and children's fiction collection. As regards general facilities users were unsatisfied with size of the library and display of new books.

As practitioners and professionals in the Library and Information sector we have to engage in thoughtful and continued efforts to raise consciousness of public libraries users and the role it plays in a dynamic community. User survey can be as simple as talking about the library to a specific number of users in a particular period, but it can also be as multifaceted as designing a user's survey strategic plan for a public library that includes; meeting with decision makers in public library community and the development of user survey strategic plan around specific issues. Users' needs are changing, technology is changing, the economic environment is changing, distribution of information channels are changing and so, KNLS should change its roles and approaches to achieve its goal; fundamentally to users.

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