CHAPTER VI
FINDINGS, CONCLUSIONS AND IMPLICATIONS

6.1 Introduction
The present study ‘public library system in Kenya: An analytical study’ was concerned with existing situation of public libraries in Kenya. Information was collected from public libraries in Kenya with the help of structured questionnaire and interview schedule. The Director of KNLSB and librarians were interviewed for authentication of facts. Separate questionnaire was prepared for users’ survey. The data collected through paper as well as people sources was analyzed and tabulated.

The findings in relation to the objectives have been discussed.

6.2 conclusions / findings
In this summarization only salient findings have been highlighted. These findings have been presented under the following headings viz.
- Development of public libraries and library legislation in Kenya and India
- Public library system in Kenya
- Users’ survey

6.2.1 Development of Public Libraries and Library Legislation in Kenya and India

6.2.1.1 Public library movement
Very scanty or no record is available in Kenya for public libraries during ancient and medieval period. Both India and Kenya were British colonies till 1947 and 1963 respectively and now independent republic countries. Public Library movement started before independence in both the countries viz. 200 years before independence in India and 50 years before independence in Kenya, which means Library movement in India is older by 166 years than Kenya.

6.2.1.2 National Library Board
Both countries have National Library Board. In India National Library Board is responsible for managing National Library, Kolkatta; however, Raja Ram Mohan Roy Library Foundation (RRRLF) is working as nodal agency for public
Libraries in India at centre level. In India the management of public Libraries is under the purview of state government while in Kenya the Kenya National Library service Board is charged with the responsibility of managing the whole public library system as public libraries come under the purview of central government and in Kenya the president is head of both centre as well as state.

6.2.1.3 National Library

In India National Library, kolkatta has been transformed Imperial Library (1903) precursor of which is Calcutta public Library. In Kenya, the precursor of National Library was East Africa literature Bureau.

National Library, Kolkatta is legal depository under delivery of books act 1954 amended in 1956 while Kenya National Library at Nairobi is legal depository for government publications only. It is surprising to note that the library at Nairobi is functioning both as National as well as state Library.

6.2.1.4 Library Legislation

Of the 172 countries in the world only 82(47.67%) countries have enacted public library Act including India and Kenya. Of the 82 countries 90.24% countries have national system of legislation while 9.76% have federal (state) system of legislation. It was also noted that of the 82 the 65.85% countries enacted their Act during 1951-2000 i.e. later half of 20th century, may be due to industrial revolution and efforts of UNSCO. In India, the first public library act was enacted in 1948 i.e. Tamilnadu public Libraries Act 1948 immediately after the attainment of independence. By 2010 of the 28 states and 7 union territories 17 (53.12%) states have enacted public library act, Maharashtra public Library Act was implemented in 1967.

In Kenya, the Kenya National Library Service Board (KNLSB) Act was enacted in 1967. It is an act for the establishment of Board, functions of board. One of the functions of KNLSB is to promote, establish, equip, manage, maintains and develops libraries in Kenya. It does not specify public libraries.

6.2.1.5 State Library Council/Authority

In India management of public libraries is the state affair, all the public library Acts have provided for state library council/Authority as an advisory body which is absent in Kenya may be due to the reason public libraries are governed by central govt. due to the nature of government existing in Kenya.
In India, like in Maharashtra Public Libraries are working under the aegis of Ministry of education while in Kenya it is under the ministry of culture.

6.2.1.6 Department and Director of Public Libraries

In India Public Libraries being state affair, public libraries in each state are managed by directorate of Libraries. There is a separate department of libraries of which director of libraries is the chief executive officer, while in Kenya public libraries being national affair, there is only one director of KNLSB as chief executive officer. More over in Kenya at national level there is a KNLSB and not the department of libraries.

6.2.1.7 State Central Library

In India all the acts including Maharashtra public libraries Act 1967 have provided for the state central library even the states without implementation of public libraries Act have state central library. In all the states in India except Karnataka job of state central library is to share the resources while in Karnataka the state central library procures resources for the distribution throughout the state.

In Kenya, even though act do not mention for state central libraries, the libraries working at the capital of the state are considered as state central/provincial libraries and they are established for co-ordination of public libraries with central and provincial libraries. However, resources for state central/provincial libraries are acquired by KNLSB.

6.2.1.8 Outline of the Public Libraries

India has more than 2 lakhs public libraries. Mostly they are spread up to grass root level and trying to achieve objective of one village one library, representing one library for the population of 5900 people. The public libraries are further classified as Divisional Library for each administrative division of the state, district and taluka library for each district and taluka. In Maharashtra libraries are classified as class A, B, C, D and village libraries, functions of district and taluka libraries are to share the resources to other libraries upto village level.

In Kenya, in all there are only 32 libraries, with one library for the population of 1,218,750 people. KNLSB, Act does not mention about divisional district or taluka libraries, however, they are known geographically if library is located at district place are considered as district libraries.

In India, at least all the district and taluka places have libraries while in Kenya out of 200 districts only 32 districts have public libraries.
In Kenya, even though there are local authorities, city, municipal, town council, county council, etc and are represented on KNLSB as per KNLSB Act, 1967 have failed to spread public libraries at the grass root level and shows that they have never thought of one village one library.

In India, mostly all the acts including Maharashtra public libraries have provided for district library council/committee, local library authority, etc. however it is absent in Kenya.

**6.2.1.9 Funding**

Both countries get funding from central government. In India in all the states including Maharashtra the state government also gives grant in- aid to public libraries. In Maharashtra Public libraries Act 1967 provides for not less than Rs25 lakhs as public library fund. The states like Tamil Nadu, Karnataka, Andhra, Kerala, Goa etc have provided for library cess as a surcharge on taxes.

KNLSB had neither specified clearly about annual fund allocation with any specific formula nor provided for library cess as a surcharge on taxes.

**6.2.1.10 Manpower**

In both Kenya and India all the staff members working in public libraries are government servants. In both countries their number and salary is specified by the government.

While both the countries have not given staffing formula for all libraries, however, in India staffing formula has been given up to district level.

In short, as compared to India, Kenya has failed to reach at grass root level, to eradicate illiteracy, to develop reading interest and habit amongst Kenyans. Due to several limitations of the KNLSB Act 1967, KNLSB has failed to perform its functions.

**6.2.2. Public Libraries in Kenya**

**6.2.2.1 General Data**

In all there are 32 public Libraries in Kenya, located in 8 provinces/states. Of the 32 libraries Rift Valley has largest i.e. 25% of libraries, Nyanza and central provinces/states combined had 31.26%, coast and eastern combined had 25% libraries.

As regards category, KNLSB does not spell about categories of libraries, however if library is located at National Capital it is a national library, if it is at
capital of the state/province it is state/provincial library and if it is at district place it is district library. Therefore library located at Nairobi is working as National as well as state central Library of the 200 districts only 24 (11%) districts have libraries while 89% districts are without public library service. Hundred percent libraries in Kenya were established after the enactment of the KNLSB Act, 1967. All the 32(100%) libraries started working under the control of KNLSB, which intern work under the control of Kenya Government, Ministry of Culture.

The libraries surveyed do not have individually the library committee, while KNLSB itself plays the role of library committee for all public libraries in Kenya. KNLSB has 19 members having 52.63% teachers/ academicians 21.00% Accountants & Managers and 15.79% librarians. Reason to have more teachers on KNLSB is that because the precursor of library at Nairobi is EALB and since EALB was publishing more books for primary and secondary schools, since then the teachers/academia are having interest about working of KNLSB. KNLSB meets 4 times a year i.e. quarterly. Seventy eight percent librarians are aware about library legislation affecting them and operations of library.

Public Libraries in Kenya have circulation, reading room, periodical reference, children’s, technical and few has binding section while no library in Kenya has women section. In Kenya culture women are given least priority over male which confirms the hypothesis ‘cultural and social situation of the country has its impact on public library system’ (hypothesis No 1).

6.2.2.2 Collection Development

Total collection of books combined in all 32(100%) libraries in Kenya was 483882. Kenya provided. 0.012 books per person, 0.017 books per literate person in the country while 8.5 books per registered member of public library service which is far below IFLA/ UNESCO guidelines. Public libraries in Kenya do not have books collection even in the ratio of 1:1. This confirms the hypothesis ‘public libraries in Kenya both in service, staff, policy and collection are in the developing stage’ (hypothesis No 3).

Of the total collection 72.82% was adult collection while 27.18% was children’s collection. Of the total adult collection 87.51% was nonfiction and 11.02% was fiction collection. Of the total nonfiction collection 1.14% was reference collection, which do not fulfill IFLA/ UNESCO guidelines and confirms
the hypothesis ‘public libraries in Kenya both in service, staff, policy and collection are in the developing stage’ (hypothesis No 3).

As major part of collection was nonfiction, the nonfiction collection was further divided under various categories and it was found that 31.03% was science collection, religion & philosophy 18.89%. Of the total children’s collection 75.33% was nonfiction collection while 22.96% was fiction collection. Of the total nonfiction collection 1.7% was reference collection. Even children’s collections do not fulfill IFLA/ UNESCO guidelines. This confirms the hypothesis ‘public libraries in Kenya both in service, staff, policy and collection are in the developing stage’ (hypothesis No 3).

In all 32(100%) libraries, have on an average 1735.91 periodicals per library. Public libraries in Kenya do not subscribe children’s periodicals. Periodicals on science and technology were 30.94%, social science periodicals 33.07%. Only KNLS head office in Nairobi i.e. 3.13% libraries received multiple copies between 3-4 of Kenya gazette. Periodicals received by the library were not bound due to financial constraints. Of the newspaper collection 81.13% were local, 12.58% were international. Libraries were having number of newspaper in the range of 3-6.

As regards the other sources only 9(28.13%) libraries had Braille books, maps & Charts. The libraries had 0.65 books per visually handicapped person. No library in Kenya had facility to access electronic information, this does not fulfill IFLA/UNESCO guidelines and confirms hypothesis ‘public libraries in Kenya both in service, staff, policy and collection are in the developing stage’ (hypothesis No 3).

As regards language of collection 86.08% was English, 13.78% was Swahili, while 0.55% was main minority language collection.

6.2.2.3 Finance, resource development and organization

Income and Expenditure

Kenya’s national budget for year 2009/2010 was 850 billion Ksh, whereas the budget allocation for the same period for Kenya national library service was 603,411,563 million which constituted 0.07% . The national education budget for the same period was 150 billion. Which also presents 0.4% against the total budgetary allocation for the Kenya national library service is 0.4% of education budget; hence they have rendered very ineffective and inefficient services to the
This confirms the hypotheses ‘public libraries in Kenya are economically disadvantaged’ (Hypothesis No 2).

Government provides grants to KNLSB. However, KNLSB in turn does not provide grants to individual libraries in Kenya. KNLSB does all the expenditure on behalf of branch libraries. The sources of finance for KNLSB for five years under study were government grants 99.50% to 94.92%, donations 0.37% to 5.03%, and membership fees and fines 0.13% to 0.05% Main donor agency was book foundation. KNLSB has centralized system of procurement. In KNLSB Act, 1967 there is no provision for maintenance grants, however, KNLSB provides lump sum amount from government grant to individual libraries for maintenance and other expenditure. Library deposit is not taken from the users.

Income received by KNLSB during 2009 on average per registered member was KSH 11370.79. KNLSB had received income on an average KSH 1.63 per person and KSH 2.22 per literate population. It can be further noted that on an average 605,671,747 KSH were received by KNLSB during last five years under survey which is meager. This confirms hypothesis ‘public libraries in Kenya are economically disadvantaged’ (Hypothesis No 2).

Of the total income the range of expenditure by KNLSB on salary and allowance 62.88% to 68.53%, operation cost 20.76% to 26.76% equipment & furniture 0.50% to 0.66%, binding of book 0.05% to 0.46%, reading material 10.14% to 12.68%. Of the government grant KNLSB spent on reading material in the range of 7.66% to 9.52% which is far below the 50%. As per Ranganathan (1962) library should at least 50% on reading material.

Of the total amount spent on reading material KNLSB spent 74.06% to 95.09% on books and 4.91% to 25.94% on periodicals during last five years. KNLSB had spent on an average KSH11, 370.79 per library and KSH 1200.09 per registered member, KSH 1.63 per person and KSH2.22 per literate population on reading material during the year 2009. This confirms the hypothesis ‘public libraries in Kenya are economically disadvantaged’ (Hypothesis No 2).

6.2.2.3.1 Acquisition of reading material

KNLSB acquired 160,323 books during 2004-05 to 2008-09. On an average per year 32064.6 books were acquired; which is far below IFLA/UNESCO guidelines. It can also be noted that on an average per library 5010 books were acquired per library while KNLSB acquired books on an average 2.86 books per
registered member, 0.004 per person and 0.005 per literate population, which is far below the IFLA/UNESCO guidelines.

Major 159,185 acquisition of books was from government fund while meager were acquired through donor’s fund while only 323 books were received under legal deposit. In fact KNLSB is a legal depository for government documents published in Kenya.

Of the total periodicals acquired during the five years under survey 31.65% were acquired during 2009. On an average 157.60 periodicals were acquired per library while number of periodicals acquired were on an average 0.33 per registered member, 0.0004 per person, 0.0005 per literate population. It was further noted that maximum periodicals 3708.60 were acquired through government fund while meager number of periodicals were acquired through donations and legal deposits.

6.2.2.3.2 Organization of reading material

Selection of reading material is centralized to KNLSB; however, branch libraries send the list of selected material to KNLSB and final selection is by KNLSB at CD&BD. Amongst the method of selection of reading material readers’ suggestions and books received on approval are the popular methods.

There are two accession registers in which acquired reading material is entered on master accession register at KNLSB head office and other branch libraries have their own accession register.

To process acquired material KNLSB takes 1-2 months. KNLSB classified reading material by using DDC, 22nd edition.

For cataloguing KNLSB used card form of cataloguing and author, subject and class catalogue is prepared. KNLSB sends catalogue cards to branch libraries; where in branch libraries arrange catalogue cards in catalogue cabinet.

Public libraries in Kenya have sufficient number of shelves and cupboards to arrange the collection. Arrangement is in classified order.

Libraries provide open access to users by allowing them to go directly to cupboards and shelves.

Stock taking was done by branch libraries twice in a year, while KNLSB does it annually for each branch library as per the provision in the Act.
6.2.2.4 Services

6.2.2.4.1 Premises

Of the total 32 libraries 96.88% libraries were located in the heart of the city, 100% libraries were house in their own premises, and 31.26% libraries had the area of 1000-3000 Sq.ft. While 40.63% libraries had the area of 3000-6000 Sq.ft. the area of library ranged from 655-7500 Sq.ft.

It was observed that housekeeping inside the library signs and shelf identification was missing, cleaning was encouraging, and however, the building, furniture and fitting and equipment needed repair. No library provided for drinking water facility, while parking facility was available for both staff and users. Working space in 50% libraries and lighting both natural and artificial was inadequate in 25% libraries. This confirms the hypothesis ‘public libraries in Kenya are both in service, staff, policy and collection in the developing stage’ (hypothesis No 3).

6.2.2.4.2 Working hours

Of the total 32 libraries in Kenya 96.87% libraries were open from 8 am to 5 pm. In Kenya library services are classified under essential services hence sometimes the library services are extended till 10 pm. On government holidays libraries were open till 2 pm, 100% libraries were full during 11 am to 2 pm, and 55% seats were occupied on the day of visit.

6.2.2.4.3 In house use

Average number of readers who were sitting and reading was 2500-3000 per day. In all 32 libraries 74.92% were general readers while 25.08% were children. No separate section is maintained for women and percentage of women users was not impressive. This confirms hypothesis ‘cultural and social situation of the country has its impact on public library system’ (hypothesis No 1).

As regards adult readers sitting in the libraries 4.7% users belonged to the age group of 16-25 years while people above 61 years were 6.32% only. Children users sitting and reading in the library were 4.66% of the total registered members, of them 1.30% were girls. It is a Kenyan culture to prefer boy child against girls. This confirms hypothesis ‘cultural and social situation of the country has its impact on public library system’ (hypothesis No 1).

Libraries had chairs and tables to sit and read, however, they need maintenance, 37.50% libraries had CD, databases and internet connectivity and
users use it. Books and periodicals are also used in the library; however, due to unavailability of professional staff daily record is not maintained.

6.2.2.4.4 Membership

Public libraries in Kenya had 55904 registered members. Of these 31.75% were children male, 30.05% children female, 17.26% adult male, 12.12% adult female members, senior citizens male 0.62% and female 0.34%.

As regards occupation students were 22.50% the age of adult registered members was 21.72% in 16-25 age group women were 15.88% of the total registered members.

No library deposit was taken from the members, while public libraries in Kenya charge membership registration fees @300Ksh for adult and 20Ksh for children and the membership fees@ 100 ksh for adult and @20Ksh for children.

A registered member can borrow 2 books at a time for 14 days. If book is returned late library charges a fine @ 5ksh per day. Libraries do not issue periodicals for home borrowing.

6.2.2.4.5 Home use

During the years 2005-2009 books borrowed gradually increased from 13.78% to 25.27%. Numbers of books borrowed per user were 43.56% of the total number of 809978 books borrowed 480,384% were by adult and 329,594% were by children.

6.2.2.4.6 Reference service

As regards reference collection 81.25% libraries had reference collection in the range of 150-350 titles. Twenty two percent users asked reference queries, it took longer time to answer queries and hardly queries were answered, unanswered queries are ignored.

6.2.2.4.7 Other services

Small portion of documents were loaned on absolute request but it is not a common practice. Only 25% libraries having Braille collection provide services to sight affected users.

Public libraries in Kenya organize range of programs like film shows, exhibitions, talk shows, drama, concerts, debates, children’s programs to take library to users as part of publicity.
As regards application of information technology (IT) 37.50% libraries have automated circulation activity and these libraries also provided internet services.

### 6.2.2.4.8 Library publicity

Public libraries in Kenya use TV and Radio as a part of marketing, display of newly acquired reading material was observed in 85% libraries.

### 6.2.2.4.9 Manpower

Provincial libraries had manpower in the range of 5% to 16.51% while district had manpower in the range of 0.70 to 4.88%. Of the total 860 personnel working in libraries 60% were male and 40% were female. Professional staff was 45.69% of the total manpower.

KNLSB offered training programs like refreshers courses on performance contract, supervisory skills, etc for its personnel at the convenience of management without prior consultation of staff needs and knowledge gaps.

### 6.2.3 Users' survey

Of the 382 users surveyed 86.96% were between the age 16-40 years, 54.22% were students, 79.93% were diploma, degree or master degree holder, 62.33% male while only 37.67% female, 51.87% were from middle income group of Ksh 5000-20000, 67.95% reside within 3 kilometers from the library, 72.18% users were not members of any other library.

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.

It can be noted that since students are the biggest group sitting and using library collection, users were satisfied with the services for the longer hours, it confirms the hypotheses ‘Public libraries in Kenya are meant for student population’ (hypotheses No 4).

6.3 Implications of Results

Based on the results of the study following are implications:

- Implications for the government of Kenya
- Implications for Director, KNLSB
- Implications for state/provincial librarians and district librarians
- Implications for Authors

6.3.1 Implications for government of Kenya

- The government of Kenya should give formula for provision of funds.
- Provision of sufficient premises for KNLSB and sufficient premises for provision of library services in each public library.
- Public private partnership (PPP) to integrate the KNLSB management through elaborative strategic plan in all its operations
- The government should provide population statistics up to location level. Census report should be published as it is an important statistical source of information for research

6.3.2 Implications for Director KNLSB

- For eradication of illiteracy public libraries should reach at grass root level by establishing network of libraries.
- Autonomy in services provision be given to the state libraries
- Preparation and publication of a national bibliography, which will meet international standards.
- Policy of books for all be adopted
- Recruitment of qualified staff and regular pertinent refresher courses, training programs, needs to be organized especially in the field of IT
- The paradigm shift is needed by KNLSB moving away from the traditional and conventional services to internet services in all its operations

6.3.3 Implications for librarians

6.3.3.1 For State/ Provincial librarians

- Statistics of all the library services within the province be mandatory i.e. daily borrowing, gender membership, users’ profiles, popular topics and authors, special collection etc
- Co-operation and technical help needs to be extended to other libraries up to location level.

6.3.3.2 For district and other librarians

- Statistics of users, services, collection be maintained regularly.
- Based on the census figures collection and services be provided to special group of users.
- Develop links and share resource with other libraries within the district.
- Minority and special groups be identified and services should be provided to such groups.

6.3.4 Implication for Authors

As there is very scanty literature on library movement during ancient and medieval period, the researchers in library and information science should create
oral history, document the facts and publish it in the form of research papers in journal or elsewhere.

6.4 Contributions to the research

Following are the significant contributions made by the researcher to the existing knowledge:

1) Present study is a comprehensive attempt made by the researcher with regards to public libraries in Kenya in a more comprehensive scale, will significantly contribute to the existing knowledge.

2) The recommendations made by the researcher that; the lacunae in the KNLSB Act have been pointed out and suggested a ‘model Kenya public library and information services Act’

3) The study has used IFLA/ UNESCO guidelines and an overview of international scenario worthy emulating which will be reference part for any given library Act in Kenya.

6.5 Areas for further study

Further research is needed on the topics: viz.

- Strategic management in public library system in Kenya.
- Personnel management in KNLS.
- Financial management of KNLS.
- Identification of information needs of KNLS users.
- Reading habits of KNLS users.