

Evaluating Information Services Offered to Physically Challenged Users to Satisfy Their Information Needs: The Case of Kenya National Library Services, Headquarters, Nairobi

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Abstract: Library users who are physically challenged have continued to face challenges in accessing and utilizing libraries in Kenya. Libraries have always played a significant role, enabling people to engage with all kinds of information and knowledge resources. A library has a role to serve all members of its community, providing a wide range of materials and services which may be used for education, information or recreation. Accordingly, the study sought to evaluate information services offered to physically challenged users to satisfy their information needs at Kenya National library services, Nairobi. The study sought to determine the information sources offered to physically challenged users. The researcher used a case study research design and the whole population was used to carry out the study. The data was collected using questionnaires, interviews, observation and documentary analysis were used as secondary data collection methods. Data analysis was done quantitatively and qualitatively and presented using frequency tables, graphs and figures to give a clear visual presentation. Findings show that respondents used the library for several reasons including reading newspapers, reading text book, research, internet, looking for personal information and leisure. There was a general observation that the facilities and equipment for physically challenged users need to be improved. The study recommends that every library should provide a service which caters for every one of its users, including clientele who have a disability.

Keywords: Disability, Information, Patrons, Physical disability.

I. BACKGROUND TO THE STUDY

Libraries have been around for a very long time and are traditionally seen as collections of information and services.

Libraries have always played a significant role, enabling people to engage with all kinds of information and knowledge resources (Curran *et al.*, 2006) [7]. According to Cover and Thomas (2012) [6], information is that which allows you (who is in possession of that information) to make predictions with accuracy better than chance. Forrest (2005) defines physically challenged persons as people who have substantial, adverse and long term effect on their ability to carry out normal day to day activities.

Over 650 million people around the world live with disabilities (Laney, 2008) [18]. In every region of the world, in every country, persons with disabilities often live on the margins of society, deprived of some of life's fundamental experiences (Emiliani & Stephanidis, 2005). They have little hope of going to school, getting a job, having their own home, creating a family and raising their children, socializing or voting. Persons with disabilities make up the world's largest and most disadvantaged minority. According to Karlsen (2006) [12] 20% of the world's poorest people are with disabilities, 98% of children with disabilities in developing countries do not attend school, around a third of the world's street children live with disabilities, and the literacy rate for adults with disabilities is as low as 3%, and 1% for women with disabilities in some countries.

In many countries all over the world, access for patrons with disabilities to use libraries is not yet available or even expected. In order to provide equal opportunities for all library users, it is necessary to look with the eyes of these patron groups at the physical condition of library buildings, as well as library services and programs (Majinge & Stilwel, 2013). Library has a role to serve all members of its community, providing a wide range of materials and services which may be used for education, information or recreation. These materials may be available in print or other alternative-formats. The surroundings of the library, the entrance, restrooms, stairs, elevators and special rooms should be accessible for persons with physical

disability (Casey & Savastinuk, 2007). A person in a wheelchair should be able to reach all library departments. Majinge and Stilwell (2013), felt that every publicly funded library should develop and implement an action plan which includes short and long term objectives, strategies for their achievement and mechanisms for evaluation and review. Such a plan should be designed to guide the library in providing services and programs to meet the needs of its users. He feels that this plan should include mechanisms to identify people with disabilities in the community.

Patrons with physical disability encounter certain constraints in accessing library and information services. Bonnici, Maatta and Wells (2009) [5] insist that for people with physical disability to be treated equally, physical barriers to accessing resources and attitudes need to change. According to American Library Association (2009) [4] despite the enactment of Americans with Disabilities Act (ADA) in 1990 patrons with disability continue to face challenges in accessing information in library. Visually Challenged students (VCS) in University of Ghana encounter certain constraints in accessing library and information services. This is due to the fact that most of the library collections are in standard print format (Ayiah & Efua, 2007). This situation presents a major access problem to Visually Challenged students as they cannot read standard print format. In Kenya, persons with disabilities are a crucial sector of the marginalized population (Mugo, Oranga & Singal, 2010) [20]. The total number of persons with disabilities is not substantiated but according to the census statistics of 2009 (KNBS, 2010) the population of people with disabilities in Kenya is about 1.3 million accounting for more than 3.5% of the total population. Persons with disabilities are also considered in national provisions of the law (Wanjohi, 2018) [29]. For instance, Article 54 of the constitution of Kenya states that a person with any disability is entitled to reasonable access to all places, public transport and information, and to access materials and devices to overcome constraints arising from the person's disability (Mbondenyei *et al.*, 2011). Regardless of this effort, Kenyans with special needs find it difficult to access information in libraries and they spend a lot of time at the resource centre waiting for volunteers to help them.

II. PROBLEM STATEMENT

It is accepted that disabled patrons deserve special supports in education, in both, policy and practice (Tinklin, Riddell & Wilson, 2004). Consequently, disabled users experience a challenging situation to cope with their educational issues in counter with their specific impairment. Majinge and Stilwell (2013) note that, in the present times of information explosion, without availability of enough funding and skilled information providers, a library has the potential to act fairly in ensuring information accessibility to patrons with disabilities and working towards making positive difference in lives of people with disabilities.

A lot of policies have been introduced to increase access to information by patrons with physical disability. According to United Nations Declaration on the Rights of disabled persons a person with a disability has the right to be treated with the same dignity, consistency, and consideration as any member of the general public who receives library service (Human, 2008). However, Nyaboke (2018) [22] postulates that the government of Kenya is also committed to the protection and provision of equal opportunities to persons with disabilities by developing laws which states that a person with any disability is entitled to reasonable access to all places, public transport, and information and access materials. Despite the effort users with disability continues to suffer from exclusion, isolation, and discrimination in society (Wanjohi, 2018) [29].

The Kenya National Library Service has been criticized on the grounds that people with disabilities are not provided for by the libraries. Internet use remains beyond the reach of many disabled library users as they are physically and psychologically unfit to do so. Librarians are not helping issues as any help rendered to disabled users is considered as an act of sympathy rather than as a necessary requirement which libraries must provide. Infrastructure is another problem in most libraries in Kenya. There is hardly any provision of ramps or any electronic devices that assist wheelchair users to gain entry into the library. This study sought to address this challenge by developing appropriate strategies to make sure that patrons with physical disabilities can access any information the library.

III. OBJECTIVE OF THE STUDY

The main objective of this paper was to assess information services offered to physically disabled users to satisfy their information needs.

IV. THEORETICAL FRAMEWORK

The study was guided by the classical liberal Theory of Equal opportunities. According to Bannister (1989), liberalism is a policy that considers individual liberty and equality as the most important goals; it emphasizes individual rights and equality of opportunity. Similarly, Kiruki (2018) [14] observes that liberal theories support provision of basic rights to all and seek to avoid discriminating (Dorrien, 2001). Wolfe (2009) observes that classical liberalism emphasizes the individual and says that society must be arranged to allow the individual to live a good life in the way that he chooses. It therefore follows that, deliberate steps must be taken by the society (stakeholders in the provision of education in this case) to arrange education to be accessible for all learners, those with disabilities included. Opportunity for all individuals is the main concern of the classical liberal theory.

V. REVIEW OF RELATED LITERATURE

A. The Concept of Physical Disability

The term physical disability is broad and covers a range of handicaps and health issues, including both congenital and acquired disabilities (Mifflin 2003). People with physical disabilities, also known as disabled people or physically disabled people, have a physical impairment which has a substantial and long term effect on their ability to carry out day-to-day activities. Someone with a moderate physical disability would have mobility problems, for example, unable to manage stairs, and need aids or assistance to walk (Kiruki, 2018) [14]. Someone with a severe physical disability would be unable to walk and is dependent on a care for mobility. Siebers (2008) argued that many causes and conditions can impair mobility and movement. The inability to use legs, arms, or the body trunk effectively because of paralysis, stiffness, pain, or other impairments is common. It may be the result of birth defects, disease, age, or accidents. These disabilities may change from time to time. They may also contribute to other disabilities such as impaired speech, memory loss, short stature, and hearing loss. People with mobility and movement impairments may find it difficult to participate when facing social and physical barriers.

B. Information Needs for Disabled Patrons

If you are not informed, you can never be transformed. Libraries are regarded as custodians of knowledge. Through the use of library resources, knowledge is imparted to people, which eventually transform the individual who do not only develop themselves but also the society. In this present age, accessibility of information resources is important in the lives of everyone. Information resources are vital for education, employment and enjoyment of all people including the physically challenged. Oyediran (2004) opined that information resources help in the maintenance of a healthy economy and helps to build a total man (including the disabled). Thus, the physically challenged also need information resources to be informed, educated and transformed for overall maintenance of healthy economy. This is the very essence of calling for accessibility and increased use of information resources by library patrons.

Accessibility of library resources and services are key issues in library services. Equality of access to information enhances the rights of persons with disabilities to participate equally in societal development, especially with the increasing number of persons with disabilities in the society (Majinge & Stilwell, 2013). Abdulrazaq (2010) examined the means and ways the librarians can effectively provide and create access to information and serve the various categories of disabled and handicapped students in Nigeria. They noted that provision of library and information services to all is the key to the door

of information, which is an essential ingredient of individual's basic needs. The absence of information services to the disadvantaged group like the physically disabled denies this already vulnerable group the essential ingredient of one's basic need facilitated through access to information.

C. Information Services for Patrons with Physical Disability

One of the primary objectives of any library is creating access to information resources to all, including the physically disabled (Ifidon & Ifidon, 2007; Nyaboke, 2018). There is always the tendency for librarians and some library administrators to think that their libraries do not have any user with disability because they do not see any in library; the truth of the matter is that people with disabilities live and learn everywhere (Mates, 2011). Muya (1996), Butdisuwan (1999) and Dike (2007) advocated for inclusiveness and special services to provide and create access to library materials for persons with disabilities. They noted that persons with physical disabilities are disadvantaged and they seek for varied information on how to cope with the disabilities, educational opportunities, job and career development, social, cultural, economic and political information including sports like the able-bodied persons.

The American Library Association (ALA) Council (2001) [2] in making a pronouncement on library services for people with disabilities noted that libraries must not discriminate against individuals with disabilities and shall ensure that individuals with disabilities have equal access to library services (Kiruki, 2018) [14]. To ensure such access, it stated that libraries need to provide individuals with disabilities services such as extended loan periods, waived late fines, extended reserve periods, library cards for proxies, books by mail, reference services by fax, or email, home delivery services, remote access to OPACs, remote access to library resources, voluntary readers in the library, volunteer technology assistants in the library, radio reading services and sign language interpreters, etc. The policy also said that libraries should include persons with disabilities as participants in the planning, implementing and evaluating of library services, programs and facilities.

D. Staff Adequacy

A critical component to providing equitable access service is the interaction between users with disabilities and librarians. Oltmann (2009) [24] noted that library staff may feel uncomfortable and self-conscious when assisting those with disabilities. They may have preconceptions and misconceptions about persons with certain disabilities and may be unaware that some disabilities are invisible and not readily apparent to others (Kiruki, 2018) [14]. He also noted that it is only through adequate training that staff can be "sensitized to the special needs of people with disabilities and help them, feel

more comfortable interacting with them. Mohapatra (2004) noted that facility training to library staff is very important. He stated that this training was equip librarians with skill on how physically challenged patrons using wheelchair may navigate to physical area of the library including using the elevator, accessing washrooms, moving through the stacks, attempting to reach books on upper and lower shelves. Staff training is an effective way of making staff members aware of the difficulties patrons with physical disabilities encounter trying to access information in the library (World Health Organization & The World Bank, 2011) [30].

E. Information Facilities

A study done by National Council on Disabilities (2002) suggested that learning environment for people with disabilities requires buildings and facilities designed, constructed or altered with federal funds to meet federal physical accessibility standards such as reserved parking spaces and passenger-loading zones for vehicles carrying disabled homeless clients are ample and well-marked. Also entrances are protected from the weather by a canopy or roof overhang, buildings with stairwells have elevators, ramps or lifts, automatic door openers, and lowered counters for non-ambulatory persons. Barriers to entrances, hallways, restrooms, waiting areas and examination rooms are removed. Rooms are large enough to accommodate persons in wheelchairs and other assistive devices. Corridors are at least 36 inches wide for wheelchair mobility. It is important to ensure there is physical access to the library facilities. By physical access one would mean that any person irrespective of their physical, sensory or cognitive abilities is able to access and use all sections of the library independently, safely and comfortably (Velleman, 2011) [28]. While retrofitting physical access into a library, there are various components of the building that need to be looked at. Also unlike the common belief physical access not only benefits people with physical impairment, but also enables people with sensory and cognitive disabilities, move with little or no difficulty.

VI. METHODOLOGY

The researcher used a case study based design. In this study, the independent variable is represented by information services while the dependent variable is represented by satisfaction of information needs of physically disabled users. The intervening variables were represented by staff capacity and availability of adequate facilities.

VII. TARGET POPULATION AND SAMPLE SIZE

In this study, target population comprised 72 physically disabled patrons registered by KNLS and all 12 KNLS staff. For this study, no sampling was done as the population is small.

The study was therefore census of all the 72 physically disabled patrons registered by KNLS and all 12 KNLS staff.

VIII. RESEARCH INSTRUMENTS

Questionnaires were the main instrument in collecting primary data. Questionnaires were used to collect data from the library staff. Interview schedule was another instrument that was used by the researcher. The schedule was used by the interviewer, who recorded responses for analysis. The researcher also used an observation checklist and noted down pertinent issues regarding physically challenged persons' endeavour to access library and information services.

IX. DATA ANALYSIS AND PRESENTATION

A. Why Respondents Sought Library Services

In the study, the researcher sought to explore what the respondent use the library for.

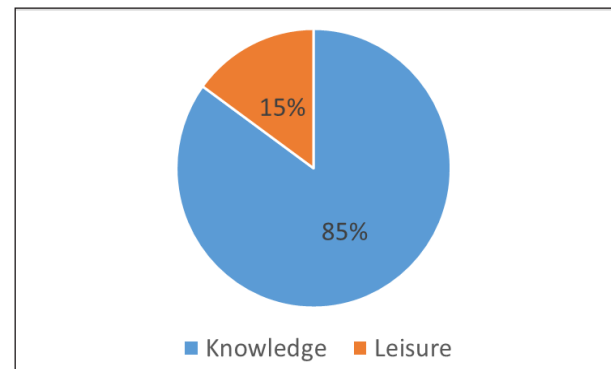


Fig. 1: Why Respondents Sought Library Services

As illustrated in Fig. 1, 80% of the respondents visited the library to read text books, newspapers, research, internet, looking for personal information, and leisure among other services. However, 20% of the respondents indicated that they visited the library for general use but majorly to read newspapers, looked for leisure, education and search papers with employment opportunity adverts. The above results are supported by Achebe (2008) [1] who noted that a library should make for easy access for people to use books and non-book materials, and that any library that is devoid of this can be said to be a "store house" whose access is only to for the "store keeper" and not for other users of the commodity.

B. Information Needs for Patrons with Disability

The researcher sought to know information needs of respondents and whether library materials satisfy these needs. Respondents noted that their information needs include

general information, materials for exams revision, research needs, current affairs and interacting with friends. However, as indicated in Fig. 2, 78 respondents representing 97.5% agreed that the library materials satisfied their needs while 2 respondents representing 2.5% disagreed. Thus to a great extent the results show that physically challenged users are satisfied with the services offered to them. However, it is important to note that those who expressed dissatisfaction with the services noted that most of the library materials they were looking for were not available.

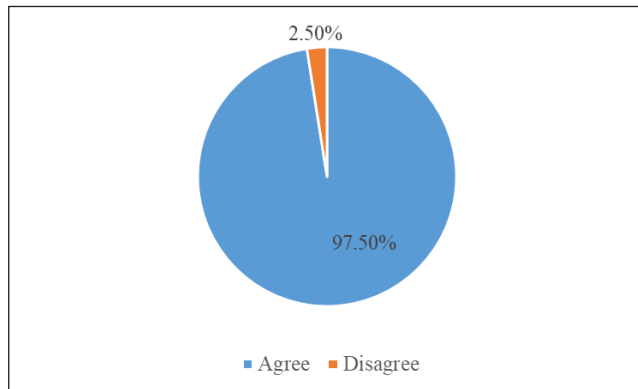


Fig. 2: Library Materials are Satisfying Users' Needs

C. Information Services Delivery to Physically Disabled Patrons

The researcher also sought to know the kind of services delivered in the library that they know. Out of the services mentioned the following were among them; book retrieval services, document delivery services, photocopying services, books by courier delivery, search request assistance, online Public Access Catalogue services, E-mail or fax reference service and emergency evacuation services. The services were chosen according to their preferences and the following are the preferences given;

From the results in Table I, it can be observed that majority of the respondents preferred online public access catalogue services represented by 64%, with search request assistance and photocopying services both taking 56%. The above results are supported by Hagan-Jnr (1993), Muya (1996), Butdisuwan (1999) and Dike (2007) who advocated for inclusivity and special services to provide and create access to library materials for persons with disabilities. They noted that persons with physical disabilities are disadvantaged and they seek for varied information on how to cope with the disabilities, educational opportunities, job and career development, social, cultural, economic and political information including sports like the able-bodied persons.

TABLE I: SERVICES DELIVERED IN THE LIBRARY

Item	Excellent	%	Good	%	Average	%	Poor	%
Book retrieval services	34	42.5	20	25	14	17.5	12	15
Document delivery services	8	10	14	17.5	30	37.5	28	35
Photocopying services	56	70	8	10	12	15	4	5
Books by courier delivery	8	10	10	12.5	14	17.5	48	60
Search request assistance	56	70	6	7.5	14	17.5	4	5
OPAC services	62	77.5	8	10	4	5	6	7.5
E-mail/fax reference service	44	55	8	10	14	17.5	14	17.5
Emergency evacuation services	6	7.5	4	5	56	70	14	17.5

D. Library Staff Capacity in Meeting Information Needs for Physically Handicapped Patrons

i. Knowledge on the Needs of Persons with Disabilities

The researcher sought to establish whether library staff had knowledge on the needs of patrons who are physically handicapped. As indicated in Fig. 3, 18 respondents representing 22.5% strongly agreed, 16 respondents representing 20% agreed, 6 respondents representing 7.5% were not sure, 30 respondents representing 37.5% disagreed and 10 respondents representing 12.5% strongly disagreed. Further, up to 42.5% of the respondents agreed that most of the library staff did not have sufficient knowledge on the needs of patrons who are physically handicapped. This makes them not capable of offering correct services to the physically challenged users.

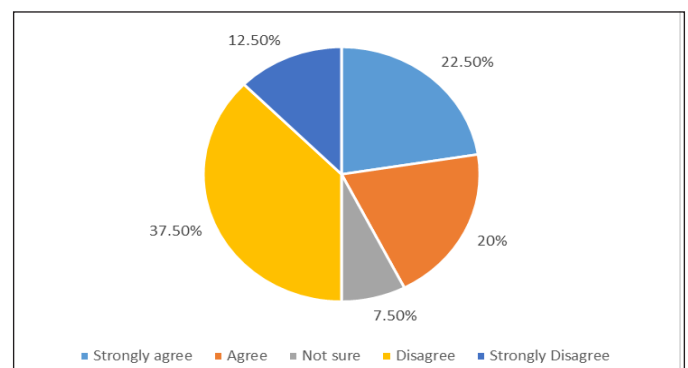


Fig. 3: Library Staff's Knowledge on the Needs of Physically Handicapped Patrons

ii. Skills to Handle Disabled Persons

The researcher sought to understand whether library staffs were well skilled in service delivery to patrons with physical disability. As illustrated in Fig. 4, 8 respondents representing (10%) strongly agreed, 10 respondents representing (12.5%) agreed, 2 respondents representing (2.5%) were not sure, 40 respondents representing (50%) disagreed and 20 respondents representing (25%) strongly disagreed. As indicated in Fig. 4, majority of the respondents disagreed with the statement that library staff lacked the necessary skills to handle disabled persons accessing and using library services. This means that majority of them had sufficient skills to efficiently handle physically challenged library users.

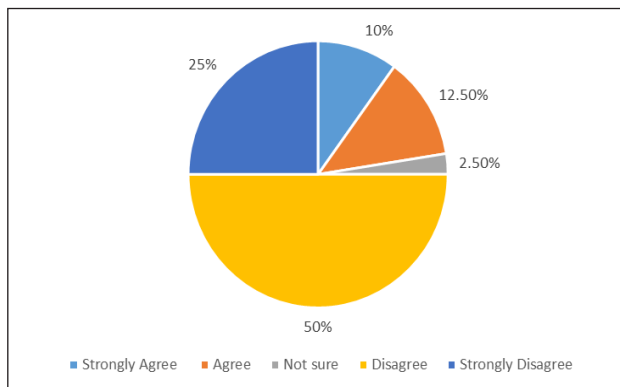


Fig. 4: Library Staff's Ability to Deliver Services to Patrons with Disability

The results in Fig. 4 are supported by Gichobi (2013) who opines that human resources remain key to successful organizational performance, and that an employee's level of training, experience and motivation are the greatest key to success. The findings also resonate the findings of Ngware (2012) who conducted a study on the effect of training on performance by library staff. In the study, it was established that library staff must be well qualified and motivated to offer the required services in a satisfying manner. Ngware (2012) further argues that if the library staff are taken for training, then they increase their skill levels and become more motivated and ready to put their skills to practice.

E. Equality in Offering Service to Disabled Library Users

In the study, the researcher sought to find out if library staff had the ability to treat physically handicapped users equally as their peers without disabilities. As illustrated in Fig. 5, 8 respondents representing 10% strongly agreed, 10 respondents representing

12.5% agreed, 10 respondents representing 12.5% were not sure, 30 respondents representing 37.5% disagreed and 22 respondents representing 27.5% strongly disagreed. From the results represented in Fig. 5, it can be observed that most of the respondents indicate that the physically handicapped library users are usually not given equal treatment as their counterparts without physical disabilities, thus showing outright discrimination. This makes the physically challenged users not able to access better services hence breeding dissatisfaction amongst them. The above results concur with the findings by Bonnici, Maatta and Wells (2009) [5] who note that for people with physical disability to be treated equally, physical barriers to accessing resources and attitudes need to change. The results are also in support of Green (2009) [9] who found out that patrons with physical disability still have a challenge in accessing information in the library. This study recommends that it is important for library policies, procedures and practices to be in line with the Equality Act 2010.

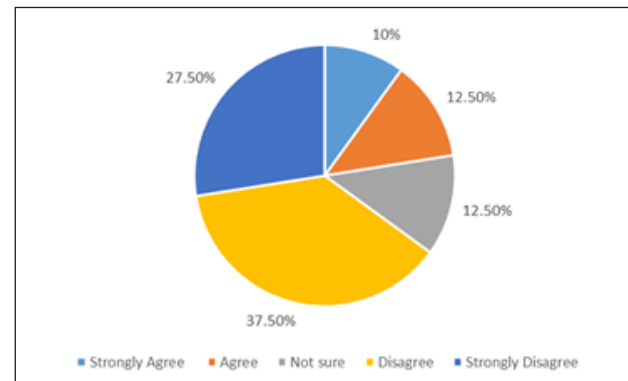


Fig. 5: Equality in Service Delivery to Handicapped Users

F. Facilities for Information Services Delivery to Patrons with Disability

i. Availability of Library Facilities for Disabled Users

In the study, the researcher sought to establish the availability of library facilities to patrons with physical disability. As indicated in Fig. 6, the respondents acknowledged the availability of wheelchair, short shelves, washrooms for physically disabled, reserved parking, ramp and lifts. However, in some cases, the respondents cited lack of markings and directives to the designated areas to locate these facilities and only natives or people with prior access to the facility had knowledge on where to locate the facilities. It is therefore important for library institutions' administrators to ensure proper markings and directives are made and issued respectively to guide physically disabled persons access the available facilities with ease.

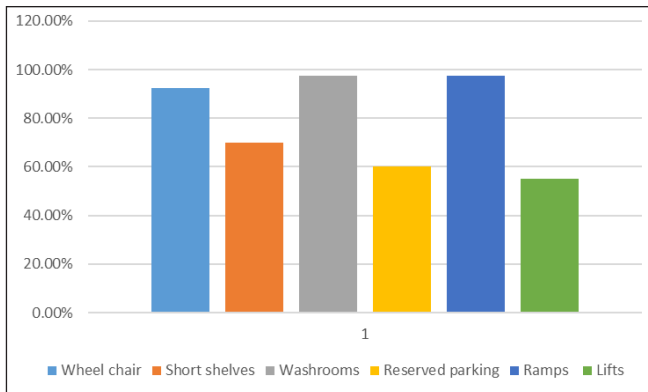


Fig. 6: Availability of Library Facilities for Disabled Users

ii. Relevance of Facilities for Disabled Persons

The researcher sought to determine whether the facilities available for persons living with disabilities were helpful to physically handicapped patrons when accessing information. The response was that 68 (85%) agreed to be helpful while 12 (15%) disagreed to it. These findings were graphically presented as shown below in Fig. 7:

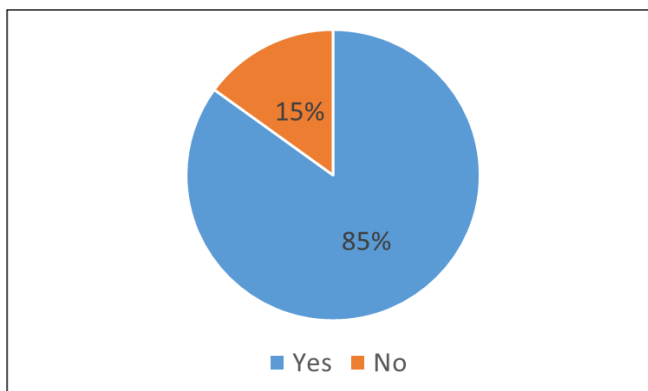


Fig. 7: Relevance of Facilities for Disabled Persons

The reasons for saying that the facilities were relevant include: most of the handicapped people have many at times had to move on their own to places they need to go to, they are able to access the materials they need from the library shelves, they are also able to sit in any location that makes them feel comfortable, they can also move to the toilets on their own and back. During times when they are all alone in the library and lastly, they can literally move by the aid of the facilities available and reach out to the areas they want within the building without any disturbance. Those who disagreed about the facilities being relevant cited very few and not up to date facilities, rendering most of them unusable. The findings are supported by the National Council on Persons with Disabilities Act (2002) which suggested that learning environment for people with disabilities requires buildings and facilities designed, constructed or altered with

federal funds to meet federal physical accessibility standards such as reserved parking spaces and passenger-loading zones for vehicles carrying disabled homeless clients are ample and well-marked and that the entrances should be protected from the weather by a canopy or roof overhang, that buildings with stairwells should have elevators, ramps or lifts, automatic door openers, and lowered counters for non-ambulatory persons.

G. Challenges Facing Physically Challenged Users in Accessing Information

i. Lack of Elevators

The researcher sought to establish whether there were adequate elevators for use by the physically challenged library users. As illustrated in Fig. 8, 4 respondents representing 5% strongly agreed, 6 respondents representing 7.5% agreed, 2 respondents representing 2.5% were not sure, 16 respondents representing 20% disagreed while 52 respondents representing 65% strongly disagreed. From the results illustrated in Fig. 8, majority of the respondents indicated that there were not enough elevators for use by physically challenged persons. These results resonate with the observations of Agbaje (2000) who argues that it is crystal clear that the level of development of libraries in our society in making materials available and accessible to the disabled readers is a hard task yet to be surmounted. As such when comparisons are between what had been achieved and what should have been achieved, one can easily appreciate that a lot of ground still needs to be covered.

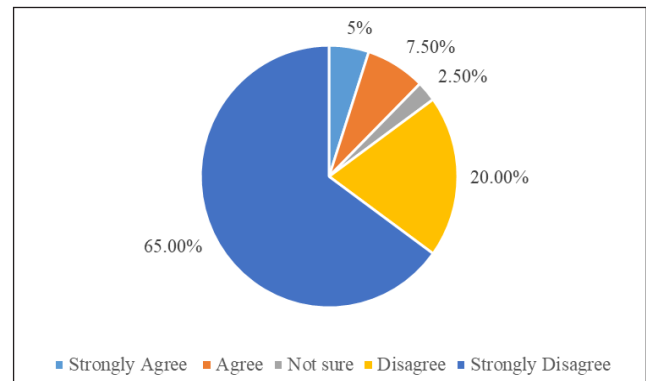


Fig. 8: Availability of Elevators for the Physically Challenged

ii. Lack of Staff Skills to Handle Disabled Persons

The researcher sought to know whether staffs possessed requisite skills on disability matters. Fig. 9 shows that, 10 respondents representing (3%) strongly agreed, 6 respondents representing (7.5%) agreed, 2 respondents representing (2.5%) not sure, 48 respondents representing (60%) disagreed and 16 respondents representing (20%) strongly disagreed.

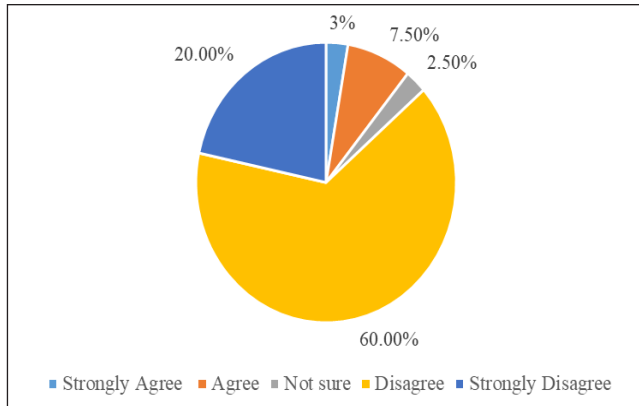


Fig. 9: Possession of Requisite Skills to Handle Disabled Persons

The results in Fig. 9 show that majority of the staff lack requisite skills to handle physically challenged persons seeking library services. The above results resonate the findings by Wanjiku (2015) who established that for libraries to survive and thrive in the global economy they require world class human resource competencies and processes for managing them, and that library managements should consider hiring and retaining qualified employees who experience stronger library performance and able to handle users of diverse needs, including the disabled persons.

iii. Lack of Designated Work Stations

The researcher sought to know if there are designated work stations adapted for patrons on wheelchair or any sitting position. From the findings as illustrated in Table II, 27 respondents representing 35% strongly agree, 6 respondents representing 7.5% agreed, none was not sure, 12 respondents representing 15% disagreed and 32 respondents representing 42.5% strongly disagreed that there were designated work stations for patrons on wheelchair or any sitting position.

TABLE II: AVAILABILITY OF DESIGNATED WORK STATIONS

Response	Frequency	Percentage
Strongly Agree	27	35
Agree	6	7.5
Not sure	0	0
Disagree	12	15
Strongly Disagree	32	42.5
Total	76	100

From the results in Table II, it is thus evident that KNBS does not have adequate designated work stations for physically challenged persons. The lack of designated work stations hamper service delivery to the physically disabled persons as they have to move from one place to the other in order to access services, some of the places may not be accessible to them

especially where there are no ramps, lifts and elevators.

iv. Lack of Automatic Door Openers

In the study, the researcher sought to know whether library doors have automatic openers for use by physically challenged persons. As illustrated in Table III, 8 respondents representing 10% strongly agreed, 16 respondents representing 20% agreed, 2 respondents representing 2.5% were not sure, 30 respondents representing 37.5% disagreed and 23 respondents representing 30% strongly disagreed.

TABLE III: AVAILABILITY OF AUTOMATIC DOOR OPENERS

Response	Frequency	Percentage
Strongly Agree	8	10
Agree	16	20
Not sure	2	2.5
Disagree	30	37.5
Strongly Disagree	23	30
Total	76	100

From the findings in Table III, it can be observed that majority of the respondents agreed that the library does not have automatic door openers. These findings show that most of the doors cannot automatically open. Therefore, since most handicapped people may not access the door locks, they may be disadvantaged in gaining access and exit to the library facilities, hence not getting the necessary service.

H. Availability of Lifts with Buttons Reachable from Wheelchair

The researcher sought to find out if lifts do have buttons reachable from wheelchair. From the responses as illustrated in Table IV, 22 respondents representing 27.5% strongly agreed, 30 respondents representing 37.5% agreed, 10 respondents representing 12.5% were not sure, 10 respondents representing 12.5% disagreed and 8 respondents representing 10% strongly disagreed.

TABLE IV: LIFTS WITH BUTTONS REACHABLE FROM WHEELCHAIR

Response	Frequency	Percentage
Strongly Agree	22	55
Agree	8	10
Not sure	10	12.5
Disagree	10	12.5
Strongly Disagree	8	10
Total	76	100

From the findings in Table IV, it can be observed that majority of the respondents agreed that the library lifts are fitted with control buttons within reach from a wheelchair. However, in some selected cases especially for people living with Achondroplasia (dwarfism), the lift buttons were beyond their reach. It is therefore important that the library management considers all persons living with physical disabilities.

X. SUMMARY OF THE FINDINGS

It was established that respondents use the library for several reasons including reading newspapers, reading text book, research, internet, looking for personal information and leisure. The researcher established that the information needs for patrons with disability varied from general information to interacting with friends. All these were some of the areas that satisfied their needs (78%). It was found that the services that were being delivered in the library includes book retrieval services, document delivery services, photocopying services, books by courier delivery, search request assistance, online Public Access Catalogue services, E-mail or fax reference service and emergency evacuation services. These services were rendered with different preference because of the different levels of users and their satisfaction.

In terms of the Library staff capacity in meeting information needs for physically handicapped patrons, the study established that KNLS has few trained personnel as represented by the 50% of the responses. This is in regard to handling physically challenged users. As it emerged, majority of the respondents questioned the skill levels of the staff to handle physically challenged, which wanted.

Concerning facilities for information services delivery to patrons with challenges, the study established that the library had various facilities that support the challenged users. The researcher found out that some of these facilities available at the disposal of KNLS include and not limited to wheelchair, short shelves, and washrooms for physically disabled, reserved Parking, ramp and lifts. The patrons also confirmed that majority of those facilities are useful to the disabled people.

The study found out that there are no well-designed work stations that have been adopted for patrons on wheelchairs. More so, library doors do not have automatic openers, conventional methods of door opening are maintained as observed from a response of 67.5%. However, KNLS has lifts that have buttons which acts as conveyers reachable from wheelchair (65%). This helps them to get to the ramp off and on.

XI. CONCLUSION

The issue of staff development, recruitment in specialized areas such as that of challenged users is one of the areas that

the library has not really focused on. The library doesn't have enough trained personnel for the roles it is supposed to play to assist physically challenged group of users. Specific innovations based on the user needs can be achieved when trained personnel are hired. User satisfaction will be achieved among users who are handicapped since they need someone who understands them in all ways. This helps them also exploit all the products and services at their disposal. Better attention needs to be taken to consideration of handicapped users in department set aside for them. The physically challenged users are disadvantaged in that it has not been realized that they have been generalized with other users. Such service that need to be paid attention according to the research includes; document delivery services, book retrieval services, photocopying services, books by courier delivery, search request assistance, online Public Access Catalogue services, E-mail or fax reference service and emergency evacuation services.

XII. RECOMMENDATION

The study recommends that public libraries should employ qualified professionals to address the issue of physical challenges within the library set up. This will enhance attitude and services for this group of users and therefore stimulate satisfaction with services rendered.

Every library should provide a service which caters to every one of its users. Libraries strive to provide the best service possible to their clientele. It is imperative that the same level of service available to the general clientele be equally available to the clientele who have challenges. In enhancing access to buildings, alterations can be difficult and expensive. Small and inexpensive alterations can be undertaken to good purpose: ramps, two toilet cubicles can be converted into one large one for wheelchair access, a suitably-painted handrail. When funds become available, access should be a priority. KNLS should have a written selection/acquisition and collection development policies including standards for types and levels of provision of resources appropriate to the needs of people with disabilities, resource-sharing and inter-library loan arrangements, repair and maintenance of resources with particular attention being paid to adaptive equipment and audio-visual materials and provision of independent access to resources.

XIII. FURTHER RESEARCH

The researcher took time to focus on information services offered to physically challenged users. It is suggested that further research be done on the physically challenged users to satisfy their information needs within special libraries. In addition, further research should be done on how technology has affected service delivery to the challenged users with special reference to public libraries.

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