Perceptions of public libraries in Africa
Kenya Report
prepared for EIFL by TNS RMS East Africa
July 2011

REPORT CONTENTS

EXECUTIVE SUMMARY

A top line observation of key findings is presented here to give a quick glimpse of the main findings in the whole report which covered 6 countries. .

The state of public libraries

Public libraries are widely available in most of the 6 countries studied offering the traditional service of lending of books and offering a good environment for studying i.e. where school pupils or even university students can complete homework and other classroom related reading, such as reading for examinations.

Most are small with limited space and are resource constrained. Most lack technology related facilities and in some cases relevant book to meet the needs of users.

Awareness, perceptions and attitudes

Awareness of libraries is high even among those not using them. Users share information about their library experiences a lot, mainly with their friends . In addition to the high awareness a majority have very positive sentiments about libraries across all groups surveyed i.e. from policy level all the way to users, including non users.

Libraries are perceived as offering academic related information and therefore an extension of the academic study Children's exposure to libraries is limited and a lot more could be done to improve usage

Role of librarians

Librarians are competent in the traditional roles of a librarian but have limitations in the technology related services.

Low skill level on technology services results from a lack of the facilities that would enable them improve competency. A significant number of librarians admit to lacking the necessary skills for advocacy to generate additional funding.

Importance of libraries

Libraries are seen as essential to the individual as well as communities in general by all groups surveyed.

Libraries need to engage with the community at a more tangible level that goes beyond passively providing books information only e.g. facilitating community interaction with service providers of health, agriculture and culture. Stakeholders recognise a role for libraries in these fields. Funding for libraries is low, and donors (local or international) are expected to play a greater role in funding libraries.

Information about libraries

Print media are currently doing more in promoting the library agenda than other media.

Digital media like the internet are not properly exploited and with the growth of mobile telephony and data services in Africa, this could be an avenue to explore.

Reaching the target groups

Electronic media is the best way to reach the policy level target audience for libraries. TV and Radio are the most frequently used sources of information and also the most trusted ones.

SECTION 1: USERS AND NON USERS

SECTION OVERVIEW

Demographic profile (users and non users)

Total sample (n)	498	300
	Users	**Non users**
Gender	**%**	**%**
Male	72	38
Female	28	62
Age	**%**	**%**
16 yrs - 20 yrs	26	17
21 yrs - 30 yrs	62	61
31 yrs - 40 yrs	7	14
41 yrs - 50 yrs	3	6
51 yrs - 60 yrs	1	1
61 yrs - 70 yrs	1	1
71 Yrs and above	-	-
Years of formal education	**%**	**%**
0-5 years	-	3
6-12 years	27	55
13-16 years	57	33
17+ years	16	8
Education level	**%**	**%**
Some elementary or less	-	5
Completed elementary	2	11
Some secondary	10	12
Completed secondary	13	39
Some post-secondary (university or technical)	55	16
Completed vocational/technical institute	11	13
Completed university or more	8	3
Don't Know/Refused	1	1
Marital status	**%**	**%**
Single	79	48
Married	16	42
Widow/Widower	-	2
Divorced/Separated	4	6
Don't Know/Refused	-	2

Demographic profile (users)

Total sample (n)	498	300
	Users	**Non users**
Occupation status	**%**	**%**
Work part time	8	14
Work full time	15	27
Self employed	4	25
Unemployed not looking for a job	1	2
Unemployed looking for a job	4	12
Retired	1	-
Student	64	8
Recently graduated from school (not employed)	2	2
Housewife	-	8
Don't Know/Refused	1	1
Monthly Household income (USD)	**%**	**%**
50 or less	13	11
51 – 125	15	27
126 – 190	14	23
191 – 250	18	18
251 – 375	16	7
376 – 500	6	5
501 and above	16	6
Don't Know/ Refused	2	2
LSM Group	**%**	**%**
1 to 3	1	4
4 to 6	6	14
7 to 9	31	40
10 to 14	51	37
15 to 17	10	6

Perception of libraries

When thinking about libraries both users and non users think first of books.

Spontaneous associations with libraries

Only

7%

of library users and non users in Kenya associate libraries with computers.

Spontaneous associations (users)	Total
Base:	499
	%
Information/knowledge storage and acquisition	76
Books	63
Space: Quiet place/peaceful place for study, relaxation, etc)	61
Newspapers/ Current affairs/ Magazines	9
Computers	7

Spontaneous associations (Non users)	Total
Base	300
	%
Books	72
Space: Quiet place/peaceful place for study, relaxation, etc)	58
Information/knowledge storage and acquisition	57
Newspapers/ Current affairs/ Magazines	10
Computers	7

Over 70% of users of public libraries in Kenya associate libraries with information and knowledge storage with a similar proportion of non users associating them with books.

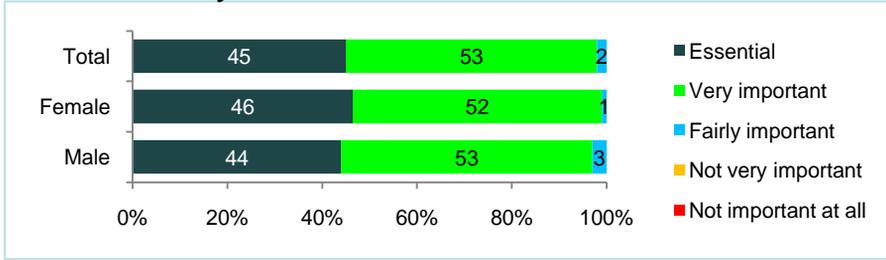Computers generally have very low association with libraries for both users and non users alike.
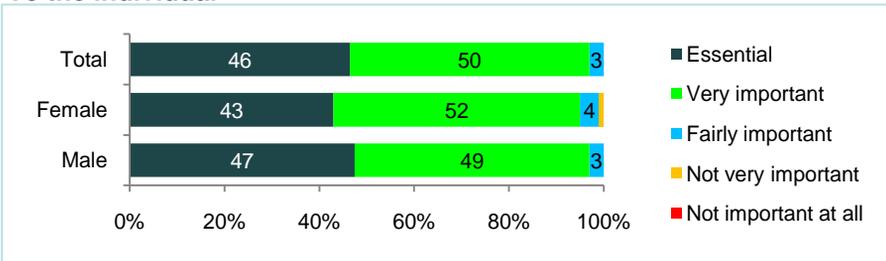
What words or images appear in your mind first when you hear the word „library"?

Importance of libraries to users

To the community

	Essential	Very important	Fairly important
Total	45	53	2
Female	46	52	1
Male	44	53	3

Legend: Essential, Very important, Fairly important, Not very important, Not important at all

To the individual

	Essential	Very important	Fairly important
Total	46	50	3
Female	43	52	4
Male	47	49	3

Legend: Essential, Very important, Fairly important, Not very important, Not important at all

Importance of libraries to non users

To the community

	Essential	Very important	Fairly important	
Total	44	49	5	0
Female	41	51	5	2
Male	48	45	5	0

Legend: Essential, Very important, Fairly important, Not very important, Not important at all

To the individual

	Essential	Very important	Fairly important		
Total	30	55	9	3	3
Female	38	46	10	4	2
Male	33	52	9	4	3

Legend: Essential, Very important, Fairly important, Not very important, Not important at all

Generally speaking, how important or unimportant do you think public libraries are as a service to the community?
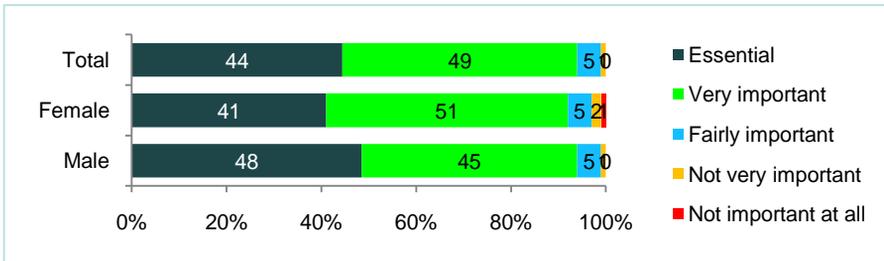*How important or unimportant are public libraries to you personally?*

Generally libraries in Kenya are seen as important.
Users, (both male and female) appreciate the value of libraries to both themselves as well as the community.

Non users, of in Kenya see libraries as essential to the community . Fewer see it as essential to themselves.

When asked about awareness of a public library in their area, about half (52%) of library non users in Kenya are aware of the presence of libraries in their localities.

In Nyeri however, the proportion of non users who know that there is a library in their locality is much higher at 84%. Despite presence of more libraries located in Nairobi only 32% of non users are aware of their presence. This may be an indicator of access and proximity since majority are located in the city centre and not near residential areas.

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Residency and frequency of library of use.

Current residency amongst library users

	Kenya
Base	499
	%
Less than 1 year	17
1-5 years	48
6 years and more	35

Frequency of using library amongst users

	Total	Nairobi	Kisumu	Mombasa	Nakuru	Nyeri
Base	**499**	**151**	**88**	**99**	**75**	**86**
	%	%	%	%	%	
Daily	33	28	44	20	31	47
Weekly	54	56	50	63	52	47
Monthly	10	13	2	14	15	6
Every other month	2	2	2	2	3	-
Once or twice a year	1	1	1	1	-	1

Current residency for non users

	Total
Base	300
	%
Less than 1 year	16
1-5 years	42
6 years and more	41

Awareness of presence of public libraries (non users)

The degree of library importance, whether to self or community, declines slightly among non users as compared to users .

How long have you lived in your current area of residence?
How often do you visit the public library (a community library that serves all residents of the area) during the last 12 months?
Do you know whether or not there is a public library in your area?

Majority of library users have lived in their current residential areas for more than 1 year.

Most users visit the library on a weekly basis, on average once a month and access libraries in person.

Nyeri has the highest proportion of users visiting the library daily while Mombasa has the lowest proportion.

When asked about awareness of a public library in their area, about half (52%) of library non users in Kenya are aware of the presence of libraries in their localities.

In Nyeri however, the proportion of non users who know that there is a library in their locality is much higher at 84% . Despite presence of more libraries located in Nairobi only 32% of non users are aware of their presence. This may be an indicator of access and proximity since majority are located in the city centre and not near residential areas.

User level advocacy and sharing of experiences

Whether shares information and experiences about libraries

	Yes	No

	Yes	No
Nyeri	94	6
Nakuru	84	16
Mombasa	81	19
Kisumu	86	14
Nairobi	87	13
Total	86	14

Groups of people with whom information is shared

	Total 431	Nrbi 131	Ksm 76	Mbsa 80	Nkru 63	Nyeri 81
Friends	85%	89%	85%	90%	81%	74%
Adult family members	24%	25%	34%	25%	19%	15%
Neighbors	13%	11%	16%	15%	11%	14%
Co-workers	10%	9%	5%	10%	16%	14%
Your child / Children	5%	3%	1%	3%	3%	9%
Classmates & students	6%	5%	8%	5%	3%	6%

Library users in Kenya share a lot about their experiences, (85% of users talk about their experiences). Nyeri reports the biggest proportion of buzz about libraries followed by Nairobi.
The bulk of information and experience about libraries is circulating amongst friends.
 The ambience of the libraries is important as most discussions focus on the serene and comfortable study environment that libraries are.
Only 5% of users are talking about libraries with children though Nyeri has a slightly bigger proportion 9% doing the same.

Do you tell other people about your library use experience
If yes which ones

Sources of awareness about libraries

Users sources of awareness

	Total users
Base:	499
	%
Through friends	64
It's in my neighborhood and I pass by it	28
Through adult family members	17
Through teachers	5
Through newspapers/ magazines	3
Through the school of my child	3
College staff	2
Sign post advertisement	2
School programmes	2

Non users sources of awareness

	Total
Base all who know there is a library in their area	
	%
It's in my neighborhood and I pass by it	52
Through friends	49
Through adult family members	22
Through my children	11
Through the school of my child	6

Friends are a big influence in library usage. Amongst users friends are mentioned as the highest source of awareness. Although non users can see libraries within their localities it is possible that they are lacking a trigger to initiate actual usage.
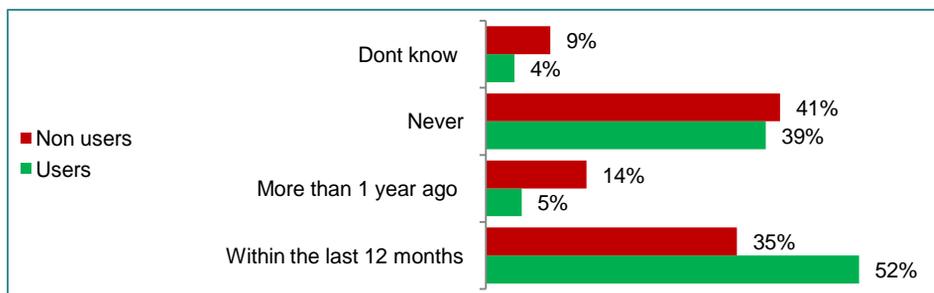
How did you find out about the public library in your area?

Usage of libraries among friends, family and colleagues

39%

Of users' family members have never visited a library indicating a huge opportunity for immediate action. The opportunity is even bigger for non users (41%).

44%

Of non users claim that their friends have visited a library in the last 12 months, this is quite low compared to 87% of users who say that their friends have visited a library in the past 12 months. Perhaps non usage may be due to lack of positive influence.

16%

Of users in Kenya have visited the library with children, while

18%

of non users have visited the library with a child. This may be an indication that non users appreciate the importance of libraries to children.

Whether other family members visit libraries

Category	Non users	Users
Dont know	9%	4%
Never	41%	39%
More than 1 year ago	14%	5%
Within the last 12 months	35%	52%

Whether friends visit library

Category	Non users	Users
Dont know	17%	3%
Never	27%	8%
More than 1 year ago	11%	2%
Within the last 12 months	44%	87%

Whether has ever visited library with a child

Category	Non users	Users
Cant recall	3%	
No	79%	84%
Yes	18%	16%

There is higher interaction and influence amongst friends for usage of libraries. Influence among family members is lower.

Have any of your family members apart from yourself visited the public library in your area?
Have any of your friends visited the public library in your area?
Have you ever visited the library with child/children?

77%

of non users in Kenya overall mention being busy as a hindrance to using libraries. When asked to rank these barriers in terms of priority, 45% claim that **being too busy** is the **number one reason** why they are unable to go to libraries and 12% claim that **lack of knowledge** about the services rendered is the **number one reasons** for not using libraries.

Barriers to usage (non users)

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	300	108	38	51	53	50
	%	%	%	%	%	%
I'm too busy	77	68	76	78	83	90
My nearest library is too far away/not convenient	38	26	16	75	51	32
I don't know what my local library does/where it is	22	37	16	12	11	14
Nothing of interest to me at a library	21	18	13	18	32	26
Prefer to go elsewhere e.g. coffee shops, bookshops	21	13	13	43	11	34
I don't like reading	19	14	29	20	15	26
I prefer to buy books from a shop/ online	17	15	13	25	15	18
You can't borrow books for long enough to read them	17	14	21	18	13	24
Difficulty getting to the library (e.g. parking restrictions, poor public transport)	15	13	5	39	4	12
The range/ quality of books isn't good enough	14	11	16	8	17	20
Difficulty accessing the building	13	18	11	10	15	8
Opening hours aren't long enough	13	6	5	29	6	28
I don't feel welcome there	12	6	8	31	2	16
I prefer to buy DVDs from a shop/ online	11	13	5	10	4	22
Not enough seats available	10	8	-	4	11	28
I can't read	9	15	11	8	-	8
The fines for late returns are too high	9	6	5	-	13	22
Not enough activities or courses going on	8	5	8	12	6	16
I don't like libraries	7	6	3	12	6	10
Not cool	6	7	5	4	2	10
Not enough computers	6	4	11	2	2	14
Too impersonal	6	3	-	12	-	18
Nowhere to get refreshments	5	6	-	2	-	16
The staff aren't helpful	5	5	-	6	-	16

The majority of non users across all the five towns in Kenya claim that being busy is a key barrier to usage of libraries.

The fact that modern lifestyle will continue to be more demanding leaving little time for people to do other things, perhaps the best way to break this barrier is to bring the libraries close to these people via technology and other methods that do not require physical visit to the libraries.
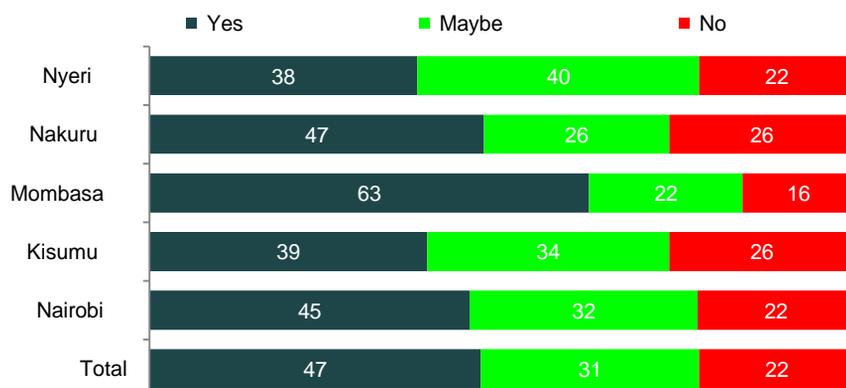
What are your main reasons, if any, for not using public libraries nowadays

There are more non users who definitely want to start using libraries in the next 12 months as compared to those who do not intend to start using.

47%

of non users in Kenya intend to use a public library in the next one year. Mombasa has the biggest proportion intending to use at 63%.

Whether non users intend to start using libraries

■ Yes   ■ Maybe   ■ No

Town	Yes	Maybe	No
Nyeri	38	40	22
Nakuru	47	26	26
Mombasa	63	22	16
Kisumu	39	34	26
Nairobi	45	32	22
Total	47	31	22

Across all the five towns, availability of relevant books is mentioned as the number one motivator that would get the non user to start using libraries.

What would motivate non users to start using

Influencers	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	**300**	**108**	**38**	**51**	**53**	**50**
	%	%	%	%	%	%
More of the books I want.	62	61	58	76	57	56
More convenient to get to.	55	44	34	67	75	64
Open more hours.	53	41	55	63	70	52
More materials I could access online.	49	55	32	69	42	40
More computer stations.	36	33	18	55	34	38
More of the CDs, DVDs, and videos that I want.	31	31	32	53	19	24
More inviting library building.	31	28	24	33	43	26
Easier to use.	27	41	18	20	6	34
NONE	5	7	8	2	-	6

Definite intent to start using libraries among non users in Kenya is relatively high at about half (47%) which is good for enhancing library usage to this group.

Relevant books is the key motivator for likely future usage in Kenya where close to two thirds (62%) cite this as a key element that would get them into libraries but significant numbers also would be motivated by online materials and computers.

Are you planning to start using public library in next 12 months:
Please indicate how much would the following aspects influence your library use?

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Services rendered by libraries

Services utilized by users in past 12 months

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	499	151	88	99	75	86
	%	%	%	%	%	%
Ask a librarian for help, advice or consultation	73	54	75	93	81	74
Use references materials, like the encyclopedia	70	66	70	73	79	64
Take out books for grown-ups	58	32	75	65	81	60
Use quest rooms/ spaces for study	39	48	32	28	20	59
Meet other people	30	33	58	8	16	35
Take out books for children	13	6	18	18	12	13
Learn languages	10	9	10	9	13	8
Use computer software	9	10	8	3	9	14
Attend an event	5	2	10	9	3	3
Connect to the internet with your laptop	4	7	2	1	1	8
Use child section	4	3	11	4	1	3
Hear a speaker, see a movie	3	3	6	2		3
Take a class or workshop	3	3	3	3	1	6
Reading courses/books	1	1			3	
Take out CDs or videos		1		1		

Services that non users perceive to be available at libraries

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	300	108	38	51	53	50
	%	%	%	%	%	%
take out books for grown-ups	73	74	68	73	66	84
take out books for children	70	69	82	47	74	84
use references materials, like the encyclopedia	70	70	55	96	60	62
ask a librarian for help	51	55	21	75	51	44
meet other people	35	32	34	31	38	44
use quest rooms/ spaces for study	34	33	18	61	11	44
learn languages	23	34	5	18	19	20
take a class or workshop	17	19	11	27	8	18
take out CDs or videos	15	17	24	14	13	10
use computer software	14	16	13	8	15	18
attend an event	13	7	8	37	9	10
use child section	10	8	16	12	6	14

The librarian is an important aspect of libraries and users consult them a lot for help.

Non users see libraries as a place for issuing books mainly, and a significant number of them associate library services with books for children which partly explains why they take their children to the libraries more than the users do.

While using the public library in person during the last year (during the last 12 months), which of the following services have you used most frequently?
In your opinion, which of the following services are provided by the public library?

In Kenya, use of computers as well as access to internet has low prevalence in public libraries and where available its is mainly at a fee.

15%

of users are using either **computers** or **internet** in the public libraries. Nyeri has the highest number accessing both internet and computers in libraries.

67%

of those using computers in the public libraries are paying for them, with all the computer services users in Mombasa paying for them compare to only 33% users who pay for computer services in Nairobi.

82%

of those using internet in the libraries pay for this service.

Use of computer in library

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	499	151	88	99	75	86
	%	%	%	%	%	%
Yes	15	12	20	9	13	24
No	85	88	80	91	87	76

Use of internet in library

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	499	151	88	99	75	86
	%	%	%	%	%	%
Yes	15	10	19	10	13	26
No	85	90	81	90	87	74

Payment for use of computer

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: All who use computer in library	76	18	18	9	10	21
	%	%	%	%	%	%
Pay	67	33	78	100	90	62
Free	33	67	22	-	10	38

Payment for use of internet

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: All who use internet in library	74	15	17	10	10	22
	%	%	%	%	%	%
Pay	82	53	94	90	90	86
Free	14	40	6	-	10	9
Not mentioned	4	7	-	10	-	5

Do you use computer or internet in the library? IF YES Do you pay for it or is it free?

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Majority of users are visiting libraries for educational purposes and similarly non users perceive libraries to be meant for the same purpose. Search for local and international news also features prominently among both groups. Additionally, a significant proportion of non users expect that libraries would offer in formation on health and agricultural issues

Users' purpose of frequent visits to libraries in past 12 months (user needs)

Purpose of libraries by (users)	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	499	151	88	99	75	86
	%	%	%	%	%	
Educational purposes (for homework or to take a class)	94	92	97	96	97	92
National news or information	37	15	49	46	52	42
Local news or information	33	21	30	33	45	47
Information on health issue	18	25	27	13	8	10
Entertainment	16	12	20	13	20	21
To look for information on starting or running a business	15	26	11	8	8	14
Financial or investment news or information	14	21	7	12	13	13
International news or information	14	9	20	17	12	16
To conduct a job search or write a cv	14	13	15	8	23	13

The key reason for using libraries in Kenya is educational (school related) with more that 90% in all the 5 towns mentioning it.

Non users' perceived purpose of libraries

Purpose of libraries by (non users)	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	300	108	38	51	53	50
	%	%	%	%	%	
Educational purposes (for homework or to take a class)	98	96	100	98	98	98
Information on health issue	49	49	39	65	21	68
Local news or information	46	35	39	75	49	40
National news or information	46	27	50	73	57	48
Information on agriculture	45	38	63	43	34	58
To help children do homework	39	34	55	14	49	52
To look for information on starting or running a business	29	24	16	43	23	44
It is safe place for my child to spend time	26	13	29	25	38	38
Financial or investment news or information	25	26	5	24	19	46

For any given purpose of libraries, there are more non users than users who expect libraries to be delivering on that particular issue. A high percentage of non-users would expect to find information on health and agriculture.

There is a clear difference between numbers of users and non users in terms of expectations. This means that any promotions aimed and programs targeting the two groups should be distinct and not identical.

Again, thinking back over the last year, which three of the following purposes have you most frequently used the public library for? :
Which purposes, in your opinion, do libraries serve the most?

Perceptions of public libraries in Africa

Both users and non users agree that libraries are beneficial in the development of new skills and learning.

Benefits derived by users from using library

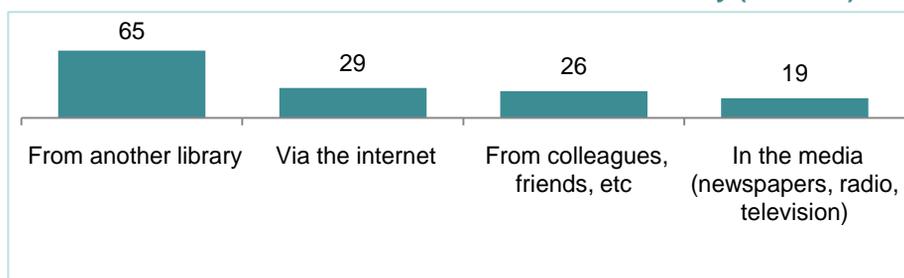|	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	**499**	**151**	**88**	**99**	**75**	**86**
	%	%	%	%	%	%
Have you developed new skills or learned something new	90	85	92	96	95	85
Have you enjoyed the visits	90	85	92	96	95	85
Have you obtained new ideas, new interests	81	78	85	80	81	83
Have you got helpful information for school/ learning	67	58	60	75	69	77
Have you experienced the library as safe and quiet place for study and reading	63	71	59	46	60	77
Has the library helped you to save time	52	58	60	25	41	72
have you felt comfortable in the library	52	60	39	32	49	73
Have you got helpful information for business and commerce	38	34	32	47	39	41
Have you got helpful information for health and well being	31	25	30	39	32	34
Have you made contacts with other people	27	31	25	13	16	48
Have you got helpful information about your community	26	19	23	39	35	17
Has the library helped you to be better in your job	24	19	19	29	21	34
Information and use of electronic government services	19	19	18	22	6	30
To communicate with distance friends or relatives	13	11	16	10	6	24

Asked if they would derive the same benefits offered by their current libraries from elsewhere, 64**%** of users said no, while 36% said they would derive the same benefit elsewhere.

Perceived benefits by non users

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	**300**	**108**	**38**	**51**	**53**	**50**
	%	%	%	%	%	
Develop new skills or learn something new	92	92	92	96	91	90
Obtain new ideas, new interests	71	76	63	75	64	70
Get helpful information for school/ learning	64	65	74	76	58	48
Library is a safe and quiet place for study and reading	46	47	45	61	30	46
Get helpful information for health and well being	33	44	24	39	15	30
People feel comfortable in the library	32	37	42	25	17	36
Get helpful information for business and commerce	30	31	13	51	13	38
Library helps to be better in their job	20	26	21	12	6	28
Helps to make contacts with other people	12	17	24	6	2	12

Amongst those who claim they can get the same benefit elsewhere, '**other libraries**' are still the main source of such an advantage , which is clear pointer to the importance of libraries among users.

Alternative source of benefits derived from current library (% users)

From another library	Via the internet	From colleagues, friends, etc	In the media (newspapers, radio, television)
65	29	26	19

29% see the internet as an alternative source of same advantage if their library wasn't available.

In your opinion, do people benefit from visiting the library in the following areas?
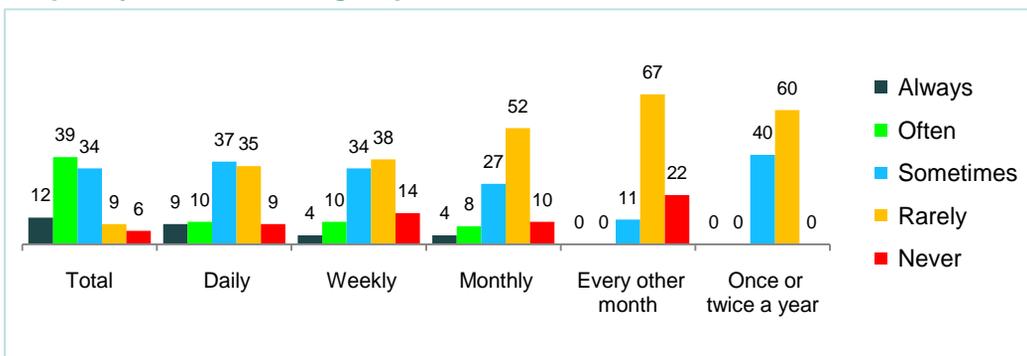*Have you benefited from visiting the library in the following areas?*
If the public library [the library you visit most frequently or the library in area of your residence] did not exist, could you have got the same advantages elsewhere?

Library experience

Though rarely consulted, there is general satisfaction with the help given by the librarians. There is need to improve on computer related services and in some cases even the quality of books stocked.

Frequency of users seeking help from Librarian

Legend:
- Always
- Often
- Sometimes
- Rarely
- Never

Values shown:
- Total: 12, 39, 34, 9, 6
- Daily: 9, 10, 37, 35, 9
- Weekly: 4, 10, 34, 38, 14
- Monthly: 4, 8, 27, 52, 10
- Every other month: 0, 0, 11, 67, 22
- Once or twice a year: 0, 0, 40, 60, 0

Majority do not necessarily seek help from the librarian always. Close to a half of daily users and more than a half of weekly users either rarely or never consult a librarian in Kenya.

Users satisfaction with Librarian's help vs. frequency of consultation

	Total	Always	Often	Sometimes	Rarely
Base: All who turn to a librarian for help	439	28	47	168	196
	%	%	%	%	%
Extremely satisfied	21	32	23	26	14
Very satisfied	51	46	57	52	51
Somewhat satisfied	21	18	11	18	26
Only a little satisfied	3	-	4	2	5
Not at all satisfied	2	4	4	2	1
Don't Know	2	-	-	1	3

There appears to be no direct correlation between consulting the librarian and level of satisfaction. Those who rarely consult the librarian have almost similar levels of satisfaction with those who consult frequently.

How often do you turn to a librarian for help, advice or consultation in the library:
How satisfied are you with the librarian's help and answers to your questions

tns rms

eifl
knowledge without boundaries

A closer look at satisfaction

Overall, opening hours are considered good with

27%

rating opening hours as excellent.

The librarians' competence is not in doubt .

85%

rate librarians' competence as either good or excellent.

How users rate different library aspects

Legend: ■ Excellent ■ Good ■ Bad ■ Very bad 2 ■ Dont Know/NA

Categories (top to bottom):
- Librarians responsiveness when they requested the assistance of the computer
- Librarian expertise in working with computer
- Computer software
- Computers and other equipment
- Events
- Range of databases
- Other collections (CD, DVD)
- Periodicals
- Books
- Librarians competence
- Library opening hours
- Library facilities, space

Computer software and other computer related or digital resources in libraries are rated low and this is further emphasized by the poor rating of librarians' skills on the same.

There are significant levels of concern regarding books and periodicals with 25% citing dissatisfaction with books and 20% citing dissatisfaction with periodicals.

A high number of users claim not to know how to rate some aspects of libraries perhaps because these services do not exist in their libraries.

How do you rate the following aspects of the local library? Please make an assessment on a 4-point scale, where 1 – very bad, 4 – excellent.

Users of libraries are satisfied with the current services rendered by their libraries, key drivers being the look and feel of the physical environment.

Users satisfaction with current services at their libraries

	Total	Daily	Weekly	Monthly	Every other month	Once or twice a year
Based	**499**	**164**	**269**	**52**	**9**	**5**
Very satisfied	**48%**	**49%**	**48%**	**46%**	**44%**	**20%**
Fairly satisfied	**44%**	**43%**	**40%**	**38%**	**33%**	**40%**
Neither satisfied or dissatisfied	**3%**	**2%**	**2%**	**10%**	**11%**	**20%**
Fairly dissatisfied	7%	5%	8%	4%	0%	20%
Very dissatisfied	2%	1%	2%	2%	10%	0%

Frequent usage seems to be directly correlated with satisfaction. 40% of those who use the library once or twice a year are dissatisfied with the current services.

Satisfaction levels are lower for people who rarely use the library.

Reasons for users satisfaction

	Total	Daily	Weekly	Monthly	Every other month	Once or twice a year
Base: All who are satisfied	**442**	**151**	**237**	**44**	**7**	**3**
	%	%	%	%	%	%
I like the environment	57	62	54	57	71	67
It's quiet	54	56	55	41	57	100
My library is close by/convenient	53	55	52	50	43	33
Long opening hours	47	45	46	52	29	100
The range of books is good	44	44	45	43	14	67
The staff are helpful	44	44	43	50	29	67
The staff are friendly	40	41	39	45	29	67
Has the books I like	36	30	37	52	29	67
Easy to enter the building (i.e. good disabled access)	27	24	27	36	-	33
Plenty of seats available	26	23	27	32	29	33
I feel welcome there	25	31	20	25	-	100
Easy getting to the library (e.g. good parking, good public transport)	24	25	24	16	14	33
It's a good place to relax	19	21	17	18	29	-
It's a good focal point for the community (e.g. for meetings and events)	14	13	14	23	-	-
Good place to take children/good activities for children	14	15	14	11	-	33

The look and feel of the physical space are the key drivers of satisfaction.

And, how satisfied or dissatisfied are you with the current library service?
What makes you say this?

Reasons for users' dissatisfaction

	Total	Daily	Weekly	Monthly	Every other month	Once or twice a year
Base: All who are dissatisfied	**57**	**13**	**32**	**8**	**2**	**2**
	%	**%**	**%**	**%**	**%**	**%**
The range of books isn't good enough	67	62	69	75	100	-
Not enough computers	40	54	34	50	50	-
They don't have the books I like	39	31	41	38	50	50
Not enough seats available	23	15	25	25	50	-
Opening hours aren't long enough	18	31	19	-	-	-
You can't borrow books for long enough to read them	14	15	6	38	50	-
Nowhere to get refreshments	11	-	13	-	100	-
My nearest library is too far away/not convenient	9	8	9	13	-	-
Not enough activities or courses going on	9	8	9	13	-	-
Too noisy	7	-	13	-	-	-
Not enough activities for children	7	-	9	-	50	-
Difficulty getting to the library (e.g. parking restrictions, poor public transport)	5	-	9	-	-	-
I don't like the environment	5	8	6	-	-	-
The fines for late returns are too high	5	-	6	13	-	-
The area isn't safe	4	-	3	13	-	-
The staff aren't helpful	4	-	6	-	-	-

The key driver for dissatisfaction with libraries is lack of relevance of materials available for users. Lack of computers to use is also mentioned as a driver. Fortunately these are issues that can be fixed easily hence reducing dissatisfaction levels.

And, how satisfied or dissatisfied are you with the current library service?
What makes you say this?

Both users and non users in Kenya associate libraries with a sociable and welcoming environment for people seeking information. But libraries need to modernize and adopt technology.

Attributes association (users)

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total sample	499	151	88	99	75	86
	%	%	%	%	%	%
Friendly	96	95	97	99	92	99
Comfortable	89	91	89	85	86	92
Has highly-skilled librarians	76	65	76	83	86	81
Inclusive	75	65	77	78	84	83
Modern	70	55	73	90	56	81
Innovative	68	60	71	77	59	82
Dynamic	67	55	60	75	76	80
Up-to-date on technology	51	39	48	65	47	60
Offers different activities and entertainment	40	31	50	55	40	32

Attributes association (non users)

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total sample	300	108	38	51	53	50
	%	%	%	%	%	%
Comfortable	85	82	84	90	92	82
Friendly	84	79	76	86	96	84
Has highly-skilled librarians	77	76	82	84	86	56
Modern	75	65	71	100	85	68
Inclusive	69	62	68	86	85	54
Dynamic	67	50	63	76	87	74
Innovative	66	58	63	76	80	62
Up-to-date on technology	65	54	53	84	87	60
Offers different activities and entertainment	55	44	50	67	81	40

Friendliness, comfort and high skill level are the three key measures that both users and non users indicate as describing the public libraries quite well.

Similarly, for both users and non users, libraries should improve on provision of different activities and entertainment as this is the lowest rated mentions across all the five towns. All users in Mombasa rated the libraries highly on the aspect of modernity. Non users believe the libraries to be more up to date on technology than users do.

Now, thinking again about public libraries in your area, please tell me how well you personally believe each of the following words or phrases describe public libraries

There is consensus among users and non users on the need to increase funding for libraries.

Users opinion on funding of libraries

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total sample	499	151	88	99	75	86
	%	%	%	%	%	%
Deserve MORE financial support	92	91	93	94	95	86
Have an ADEQUATE amount of funding	2	3	-	2	-	1
Deserve LESS financial support	4	3	5	2	4	8

Non users opinion on funding of libraries

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total sample	300	108	38	51	53	50
	%	%	%	%	%	%
Deserve MORE financial support	88	90	82	90	94	82
Have an ADEQUATE amount of funding	4	2	11	8	-	6
Deserve LESS financial support	4	6	3	-	2	10

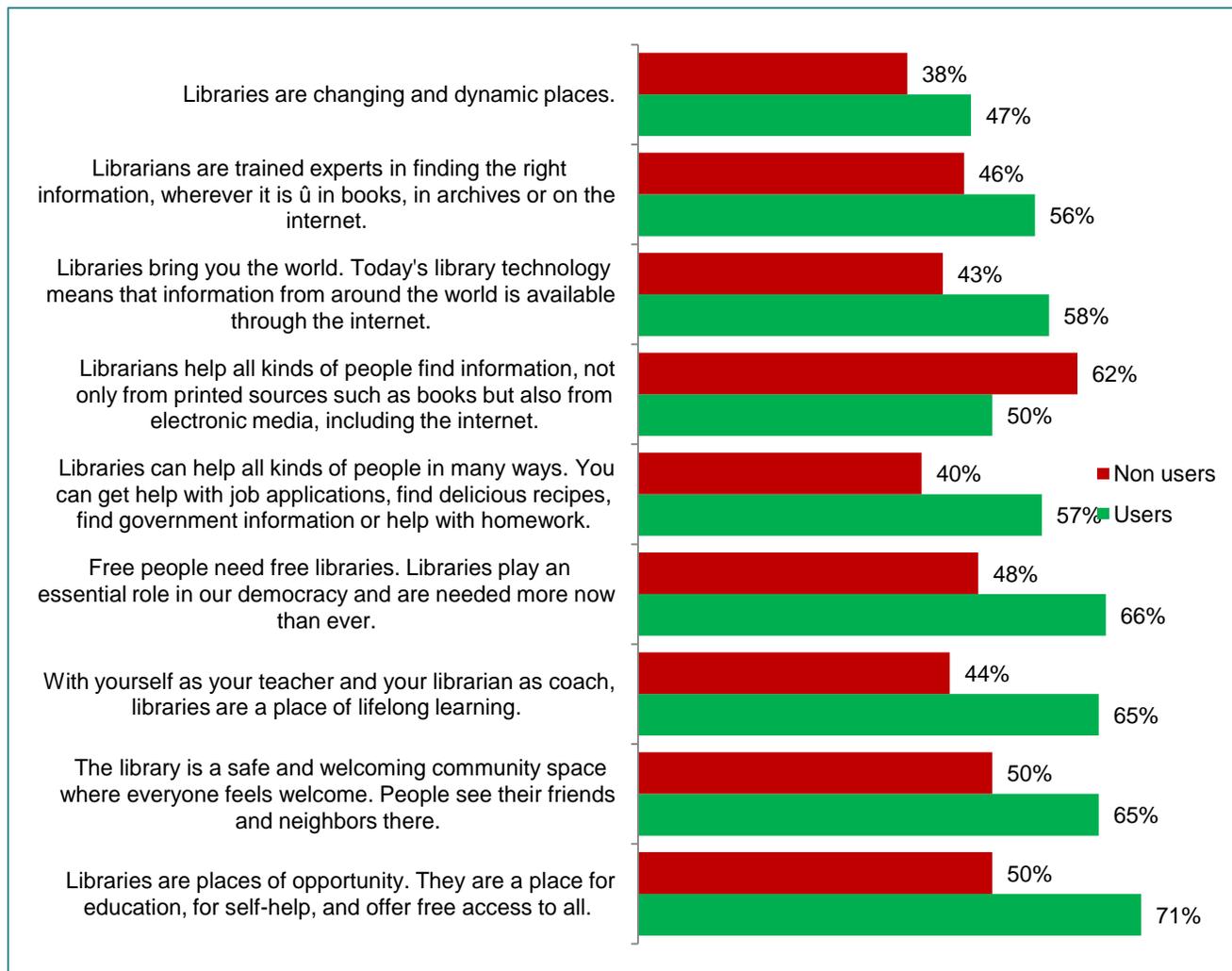A high proportion (92%) of users believe that libraries deserve more funding, perhaps echoing the current levels of services and facilities available. All the five regions register similar high proportions.

An equally big proportion of non users (88%) also believe that libraries should get more funding.

Which statement does represent most closely your opinion regarding the current funding for public libraries?

Statements in support of libraries and librarians

Users and non users who find the statements very convincing (based on a 5 point scale where 1 is not convincing at all and 5 is very convincing)
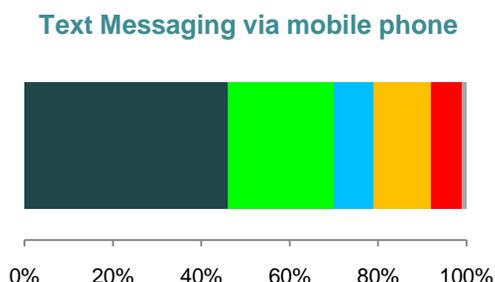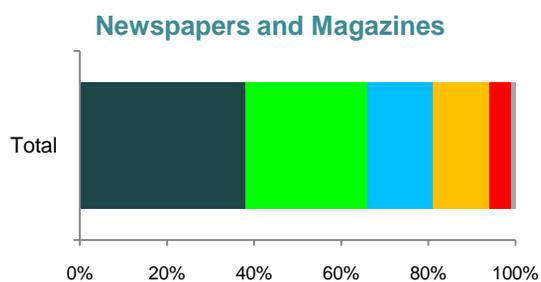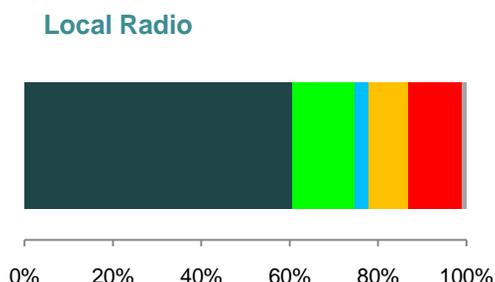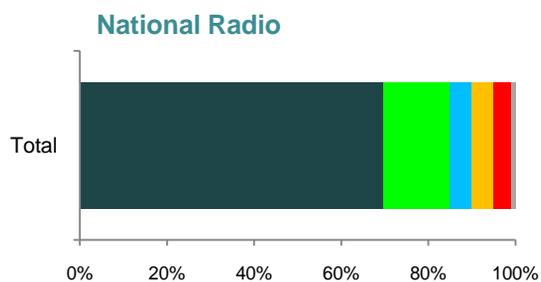
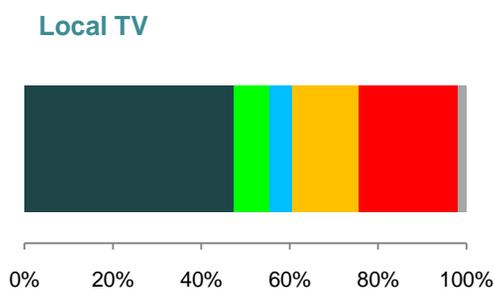| Statement	Non users	Users
Libraries are changing and dynamic places.	38%	47%
Librarians are trained experts in finding the right information, wherever it is û in books, in archives or on the internet.	46%	56%
Libraries bring you the world. Today's library technology means that information from around the world is available through the internet.	43%	58%
Librarians help all kinds of people find information, not only from printed sources such as books but also from electronic media, including the internet.	62%	50%
Libraries can help all kinds of people in many ways. You can get help with job applications, find delicious recipes, find government information or help with homework.	40%	57%
Free people need free libraries. Libraries play an essential role in our democracy and are needed more now than ever.	48%	66%
With yourself as your teacher and your librarian as coach, libraries are a place of lifelong learning.	44%	65%
The library is a safe and welcoming community space where everyone feels welcome. People see their friends and neighbors there.	50%	65%
Libraries are places of opportunity. They are a place for education, for self-help, and offer free access to all.	50%	71%

Users are generally more convinced by these statements compared to non users. Key statements that many users relate to are concerned with the role of libraries in education and information as well as the physical environment.

Non users are more convinced than uses regarding the role of Librarians in helping all kinds of people find information, not only from printed sources such as books but also from electronic media, including the internet.

Overall, there are fewer people convinced that libraries are changing and dynamic places, a clear call for libraries to embrace change.

Media consumption among non users of libraries

■ Every day of the week ■ At least once a week ■ At least once a month ■ Less often ■ Never ■ Dont know/Refused

Internet

Total

0%   20%   40%   60%   80%   100%

Colleagues, friends, etc.

Total

0%   20%   40%   60%   80%   100%

National TV

Total

0%   20%   40%   60%   80%   100%

Local TV

Total

0%   20%   40%   60%   80%   100%

National Radio

Total

0%   20%   40%   60%   80%   100%

Local Radio

Total

0%   20%   40%   60%   80%   100%

Newspapers and Magazines

Total

0%   20%   40%   60%   80%   100%

Text Messaging via mobile phone

Total

0%   20%   40%   60%   80%   100%

Non users of libraries in Kenya mainly get general information from radio, TV and through word of mouth from friends and colleagues.

Amongst these popular sources, national TV has the highest frequency of usage.

The least frequently used sources are the internet as well as print media, with over 50% of non users saying they have never used the internet.

People get information from many different sources. For each one of the sources I mention, please tell me how often you use that source to get information: :

Trusted sources of information by non users

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base: Total Sample	300	108	38	51	53	50
	%	%	%	%	%	%
National TV	35	30	32	53	40	28
Internet	21	41	11	4	4	22
National radio	12	5	21	24	13	10
Mobile phone	11	12	16	10	2	14
Local TV	9	6	11	-	23	8
Newspapers, magazines	8	12	8	-	9	6
Local radio	7	5	8	8	4	14
Colleagues, friends, etc	3	2	11	2	6	-

Electronic media is the most trusted source of information and more specifically national TV. In Nairobi however the internet is the most trusted source of information.

Which is your most trusted source of information? :

SECTION 2: LIBRARIANS

SECTION OVERVIEW

City vs. rural
National vs. others
Age served
Payment vs. non payment
Stock size
Number of users
Stocks of equipments

Services rendered

Aspects rating

Computerization and websites

User needs aim to satisfy

Benefits derived by users

Challenges

Prioritization of funds if more is made available

Technology related services (ability and self rating)

Self efficacy – skill level assessment in management

Current management tools

Modernity rating

Attributes association

Information society and digital divide

Education

Economic development

Health

Communication

Culture

Social inclusion and community development

Citizen empowerment, democracy and E-Government

Librarian advocacy

Relationship with media

tns rms

eifl
knowledge without boundaries

Demographic characteristics (Librarians)

	Total
Base	63
Gender	**%**
Male	38
Female	62
Age	
21 yrs - 30 yrs	2
31 yrs - 40 yrs	43
41 yrs - 50 yrs	32
51 yrs - 60 yrs	8
71 Yrs and above	16
Position in library	
Library director/manager	5
Deputy director/manager	8
Professional Librarian	35
Assistant librarian	43
Support staff	5
Senior library assistant	2
Administrative assistant	2
Librarian in charge	2
Education	
Master's degree in the library field	6
Bachelor's degree in the library field	13
Professional librarian's education	41
Bachelor's degree in another field	3
Professional education in another field	13
Secondary education	11
Information technology	2
Diploma in library science/Library information	8
Diploma in another field	2
Certificate in library science	2
Decision making	
I am ultimately responsible for the decision making	22
I am partly responsible for the decision making	65
I am not responsible for the decision making	13

A typical public library librarian in Kenya can therefore be described as follows: female aged between 31 and 50 yrs of age, professionally trained, most likely in librarianship and only partially involved in decision making at a library.

Library sizes and types

Number of libraries

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1

None of the libraries sampled in Kenya was exclusively a children's library. 95% of the libraries however do have a children's department .

Status of library

Materials	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	%	%	%	%	%	%	%
National library	30	75	-	25	25	-	75
District library	15	-	33	-	25	25	-
Municipal library	5	25	-	-	-	-	25
Community based library	40	-	33	75	50	50	-
Provincial	5	-	-	-	-	25	-
School	5	-	33	-	-	-	-

Location of libraries

Location of libraries	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	%	%	%	%	%	%	%
City	65	100	67	25	75	50	100
Rural area	35	-	33	75	25	50	-

Commenting on the number of days that the libraries are open per week, all librarians said that their libraries are open for 6 days a week apart from only one or two in Nairobi whose libraries are open for 7 days a week.

Audience served by library

Audience	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	%	%	%	%	%	%	%
Adults' library	5	25	-	-	-	-	-
Adults' library with a children's department	95	75	100	100	100	100	100

Number of people served per day

Number of people served	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	%	%	%	%	%	%	%
1 to 30	5	-	-	33	-	-	-
31 to 100	19	24	26	33	20	6	0
101 to 500	64	57	52	33	80	94	6
Above 500	12	12	26	0	0	0	100
Mean (Average number of people)	322	343	346	177	243	304	967

Is your library an adults' library, adults' with a children's department or a children's library [
How many days per week is your library open to visitors

Library sizes and types

Most libraries in Kenya charge for services rendered.

Payment for use of library

Type of payment/method	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	%	%	%	%	%	%	%
Yes, for library card	15	-	-	75	-	-	-
Yes, they must pay annual fee	90	75	100	100	75	100	100
Yes, they must pay for certain services (e.g. internet access, printing, scanning, etc.)	50	-	100	75	-	75	100
No, it's free of charge	10	25	-	-	25	-	

In 90% of participating libraries, users must pay annual fee.

Average library stocks

Materials	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = Number of libraries	20	4	3	4	4	4	1
	Average	Average	Average	Average	Average	Average	Average
Books	4775	5000	4500	5000.	4250	5000	4500
Periodicals	661	1913	384	842	109	150	120
Sound & Video recording	456	2433	721	79	555	86	456

The bulk of the stocks held by libraries are books. All stock figures are unchecked as reported by librarians. Figures for periodicals are in volumes . Local stakeholders are best placed to evaluate the validity of the estimates.

Do people need to pay to use your library
How big is your library's stock
How many days per week is your library open to visitors

Library types and size - Equipment

Equipment/materials owned by libraries

Materials		Kenya
Base		**20**
	Number	**%**
Computers in total	0	5
	1-10	55
	>10	40
Computers for users	0	35
	1-10	50
	>10	15
Printers	0	15
	1	70
	>1	15
Scanners	0	75
	1	10
	>1	15
Copiers	0	70
	1	25
	>1	5
Telephone	0	15
	1	35
	>1	50
Fax	0	80
	1	15
	>1	5
TV or other audiovisual equipment	0	25
	1	50
	>1	25
Multifunctional equipment	0	70
	1	25
	>1	5

The majority of libraries in Kenya lack basic technology related equipment and materials. Libraries generally have more computers for staff than for users.

Please indicate, how many such pieces of equipment you have in your library

Services rendered by libraries

60%

of public librarians interviewed in Kenya said that their libraries provide internet access to the public. However, in the main city Nairobi, the proportion is much lower at 35%. Local stakeholders will be aware of the reasons.

Librarians' perceptions of services provided in their libraries

Services provided	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base	63	16	8	9	10	17	3
	%	%	%	%	%	%	%
Use of reference materials, like encyclopedias	98	100	88	100	100	100	100
Take out/lend books for children	97	88	100	100	100	100	100
Take out/lend books for grown-ups	97	88	100	100	100	100	100
Reading newspapers or magazines	97	88	100	100	100	100	100
Possibility to ask a librarian for help, advice or consultation	94	88	100	89	100	94	100
Opportunity to meet other people	87	75	88	100	80	94	100
A children's section	86	81	75	89	100	82	100
Possibility to hear a speaker, see a movie or attend an event	70	44	63	67	60	100	100
Use of public internet access	60	38	75	56	70	71	67
Opportunity to take a class or workshop	52	63	38	33	10	88	33
Take out CDs or videos	49	13	63	33	80	65	67
Use of computer software	41	25	50	56	30	47	67
Connection to the internet with your laptop	38	19	63	56	50	35	-
Opportunity to learn languages	37	19	25	100	10	35	67
Opportunity to hire rooms/ spaces for study or meetings	35	44	38	33	10	47	-

Evidently across all towns sampled the librarians indicate that the 'traditional' definition and use of libraries for borrowing and lending of books is still the major service offered by libraries.

The presence and competence of the librarian is vital since a huge number of users seek advice and consultation from the librarian with over 94% mention.

Though not large scale , digital services such as CDs, videos and computer /internet services are generally available Kenya.
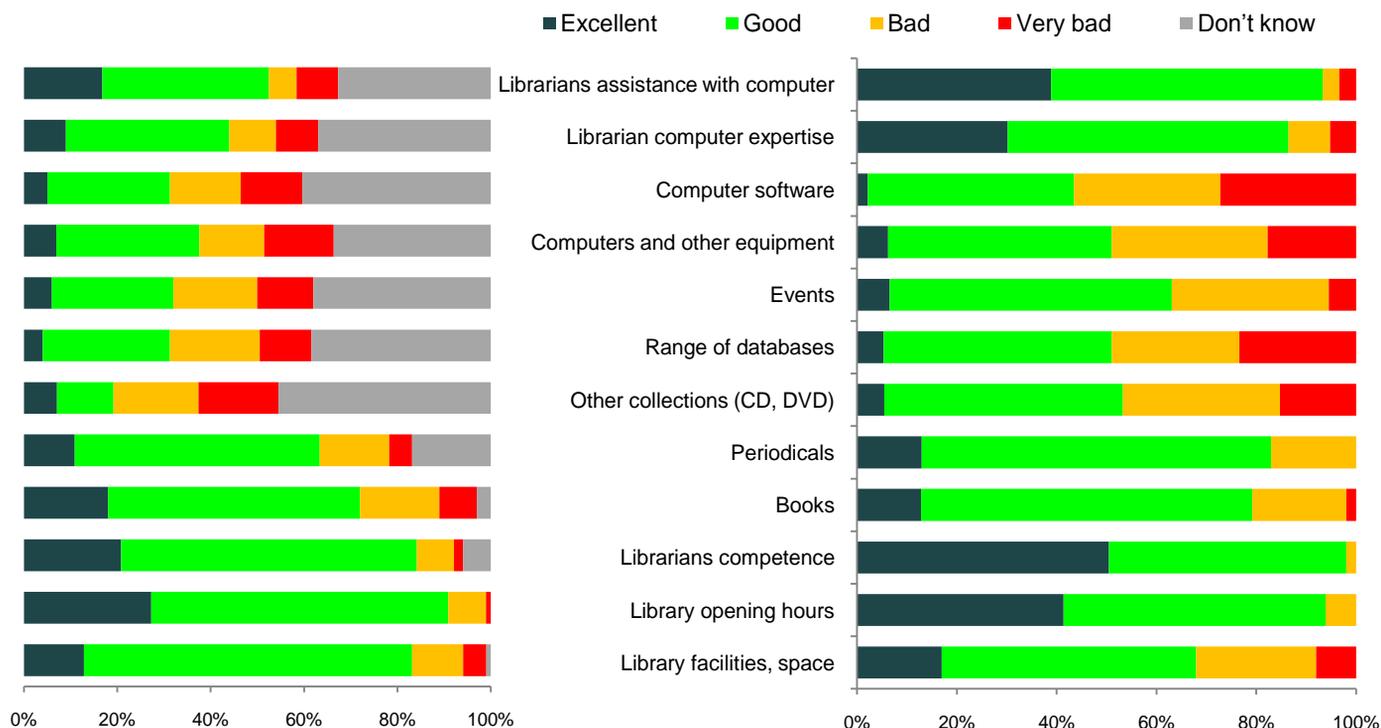
Does your library provide the following services?

Comparative rating on some library aspects users vs. librarians

Users   **Librarians**

■ Excellent ■ Good ■ Bad ■ Very bad ■ Don't know

Librarians assistance with computer
Librarian computer expertise
Computer software
Computers and other equipment
Events
Range of databases
Other collections (CD, DVD)
Periodicals
Books
Librarians competence
Library opening hours
Library facilities, space

The overall atmosphere of the library is rated good by both library users and the librarians. There is agreement across librarians and users on rating the competence of the librarians as well as the books available in the libraries.

However , librarians rate most of the other aspects better than the users.

How do you rate the following aspects of your library? Please make an assessment on a 4-pont scale, where 1-very bad, 4-excellent.

Level of automation of libraries

Automation		Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base =libraries		20	4	3	4	4	4	1
		%	%	%	%	%	%	%
Computerized catalogue	**Yes**	16	50	33	-	-	-	-
	No	83	25	67	100	100	75	100
	Partly	2	25	-	-	-	25	-
		%	%	%	%	%	%	%
Computerized circulation system	**Yes**	9	50	-	-	-	-	-
	No	89	50	100	100	100	100	100
	Partly	2	-	-	-	-	-	-
		%	%	%	%	%	%	%
Own website	**Yes**	16	75	33	-	50	25	16
	No	84	25	67	100	50	75	84

Librarians indicate that automation rates are low in the public libraries. Automation is a clear opportunity area to modernize and improve library management, and perhaps trigger innovation. The lack of library websites is very clear.

Have you computerized your catalogue?
Have you computerized your circulation system?
Does your library have a website?

tns rms

eifl
knowledge without boundaries

Meeting user needs and benefits derived from libraries

Proportion of librarians who say that libraries address the following user needs

Purpose (users)	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western	Urban	Rural
Base	63	16	8	9	10	17	3	42	21
	%	%	%	%	%	%	%	%	%
Educational purposes (for homework or to take a class)	98	94	100	100	100	100	100	98	100
Local news or information	76	69	88	22	90	94	100	76	76
National news or information	71	56	100	22	90	82	100	71	71
Information on health issue	65	50	75	11	90	82	100	69	57
Financial or investment news or information	63	50	75	11	90	76	100	69	52
Entertainment	60	50	38	67	30	88	100	57	67
Information and use of electronic government services	60	94	50	44	50	53	33	69	43
Information on agriculture	59	31	50	11	80	94	100	57	62
International news or information	56	44	63	11	60	76	100	55	57
To conduct a job search or write a CV	54	56	50	-	60	71	100	62	38
To look for information on starting or running a business	37	25	25	11	50	53	67	38	33
To help my child do homework	24	38	13	-	10	41	-	21	29
It is safe place for my child to spend time	19	13	50	22	30	6	-	24	10

Proportion of librarians who say that users benefit in the following ways from libraries

Benefit	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western	Urban	Rural
Base	63	16	8	9	10	17	3	42	21
	%	%	%	%	%	%	%	%	%
Develop new skills or learn something new	95	100	88	89	100	94	100	98	90
Obtain new ideas, new interests	95	100	88	100	90	94	100	93	100
Get helpful information for school/ learning	94	100	63	100	100	94	100	95	90
Use the library as a safe and quiet place for study and reading	92	100	63	100	90	100	67	90	95
Get helpful information for their business and commerce	90	94	63	100	90	94	100	88	95
Get helpful information for health and well being	89	81	75	100	90	100	67	86	95
Save time by being well informed	87	100	63	100	70	94	67	88	86
Get information useful in their job	87	94	75	100	50	100	100	88	86
Get helpful information about their community	86	88	63	100	70	100	67	88	81
Enjoy spending time in the library	79	94	50	100	40	88	100	79	81
Make contacts with other people in and through the library.	75	88	50	89	30	94	67	74	76

Librarians say that libraries mainly address education needs for school related work. Provision of news, whether local or national is also mentioned by a significant number of librarians. Very high numbers of librarians also believe that libraries should aim to provide financial, health and agricultural information and job related assistance.

In your opinion, what users needs does the library aim to satisfy the most
In your opinion, do people get theses benefits from visiting your library

Operations & management of libraries

Challenges faced by libraries and librarians

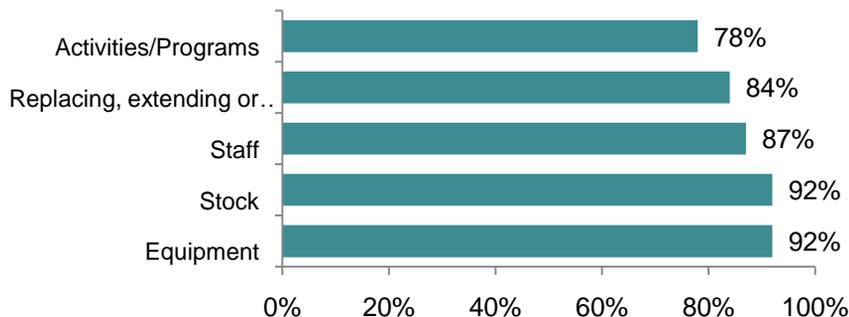|	Total
Base: Total sample	20
	%
Minimal reading space	46
Inadequate staff	30
Inadequate computers	25
Lack of current information and materials	25
Inadequate books	24
Lack enough funds	19
Insufficient technological skills/ limitation in ICT in both sta	17
Lack of automation	13

Space seems to be a major challenge for libraries and librarians in Kenya. Other challenges mentioned by the librarians include inadequate staff, lack of computers as well as lack of current information and material.

Challenges to some extent tie in with the reasons for user dissatisfaction which in include range of books that is not good enough, lack of computers as well as space among others.

What are the biggest challenges in your library work

Priority areas for librarians if funding was increased

Key priority areas

Area	Percentage
Activities/Programs	78%
Replacing, extending or…	84%
Staff	87%
Stock	92%
Equipment	92%

Specific actions

Base: Will prioritize Equipments	**58**
More computers, TVs faxes, phone and printers	64%
Modern furniture	22%
Modern technology equipments like projectors and scanner	22%
Photocopy machines to copy reference materials	10%
Base: Will prioritize Replacing, extending or maintaining the building	**53**
Add more space to accommodate large number of users	60%
Renovate the building to avoid leakages	21%
Build a new library	11%
Create another room for every young children to have fun/play	8%
Base: Will prioritize stock	**48**
More books required	33%
Stock should be updated to suit users needs	31%
Increase stock in diversity and improving on the existing st	19%
College books e.g. for accounts, audit	9%
Base: Will prioritize staff	**55**
The staff need a boost of their salary	24%
More technical staff	22%
Add librarians	22%
The available staff to be motivated by training and promotion	15%
Base: Will prioritize Activities/Programs	**49**
A variety of activities and programmes to cater for all categories	14%
Reading tents for outside services i.e. taking information to the	14%
Introduce outreach services	12%
Provide funds for holding open days to the members of the public	10%

Librarians express the need to have more computers and modern technology equipment like projectors. Library users require more sitting spaces that need to be more comfortable.

In order to increase comfort there is need for renovations of the library buildings.

To satisfactorily users there is need to increase the number of technical staff , introduce training programs for them and improve their remuneration.

There is also need to get more updated books.

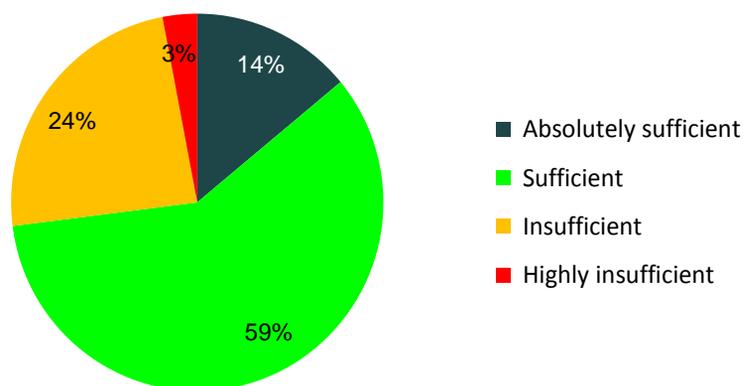Providing internet access to users and staff is also vital.

If your library had more funding, to which of the following areas would you give your priority
Please elaborate each of the priorities marked, what needs to be done

tns rms

eifl
knowledge without boundaries

Ability to offer technology related services

Librarians who said they offer these technology related services

Technology service	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western	Urban	Rural
Base	63	16	8	9	10	17	3	42	21
	%	%	%	%	%	%	%	%	%
The Internet	62	38	75	56	70	71	100	74	38
Technology aids for disabled people	54	19	63	67	60	65	100	62	38
Computer based training materials	38	19	13	11	60	76	-	36	43
Office software	32	38	63	-	50	24	-	40	14
Online reference materials, dictionaries, etc	30	31	63	11	20	35	-	33	24
Scanning	29	-	38	33	50	41	-	36	14
Online inquiry service	24	38	13	11	10	35	-	26	19
Technology help or advice	16	6	13	11	40	18	-	24	-
Binding and lamination	13	38	-	22	-	-	-	14	10
Electronic Library catalogs	10	25	13	-	-	6	-	10	10
Printing	10	13	13	22	-	6	-	12	5
Computer literacy training for public	8	-	13	-	30	6	-	10	5
Photocopying	3	-	-	22	-	-	-	-	10
SMS telephone services for renewing books	2	-	-	-	-	6	-	2	-
Computer typing	2	-	-	-	-	6	-	2	-

Technology skills self assessment

- Absolutely sufficient (14%)
- Sufficient (59%)
- Insufficient (24%)
- Highly insufficient (3%)

The internet is the top technology related service offered by libraries in Kenya. Its usage is highest in urban Kenya with 74% mention. Technology aid for disabled people is also a mentioned by more than half of the librarians.

Though SMS telephone services have very low mention, this is an area to harness for future programs going by the growing mobile telephony penetration in Kenya. The use of SMS telephone services for renewing books is mentioned in urban Nyeri only.
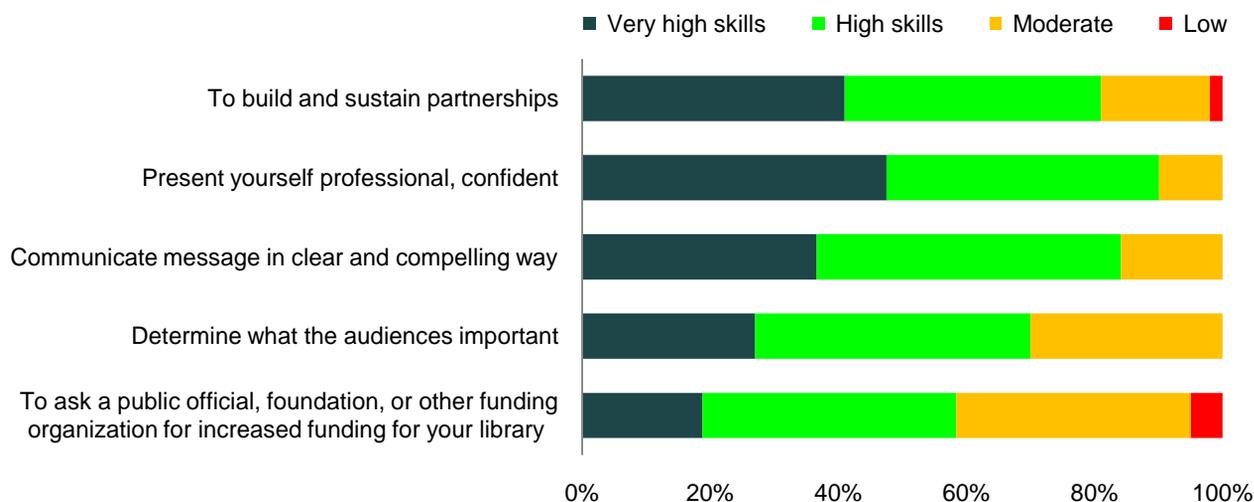
There seems to remain a significant training gap on technology.

What technology related services are offered in your library
Please provide an assessment of your skills to provide technology related library services

Increasing support for the libraries in Kenya

Librarians' own skill assessment to increase support for their libraries

Legend: ■ Very high skills ■ High skills ■ Moderate ■ Low

- To build and sustain partnerships
- Present yourself professional, confident
- Communicate message in clear and compelling way
- Determine what the audiences important
- To ask a public official, foundation, or other funding organization for increased funding for your library

0%   20%   40%   60%   80%   100%

Tools used to promote libraries

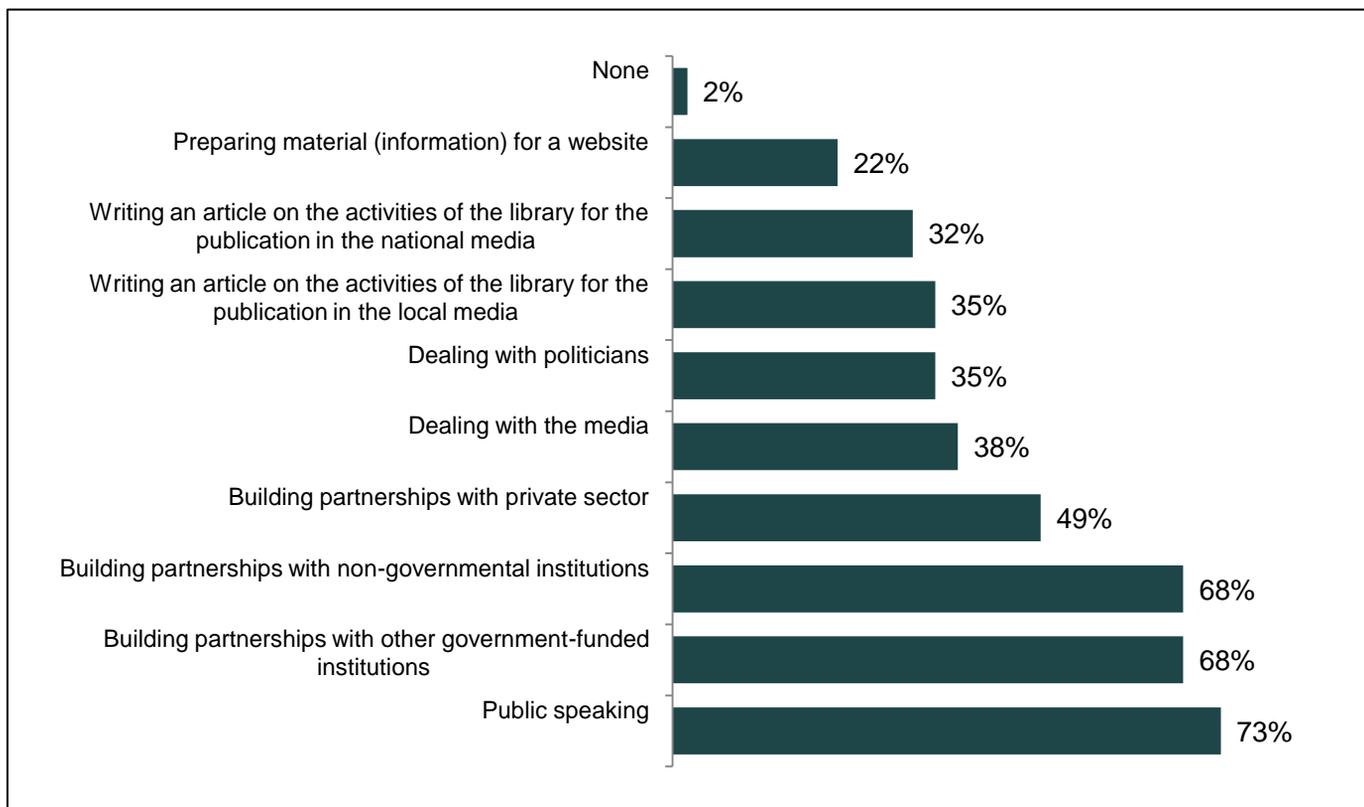| Tools used	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base	63	16	8	9	10	17	3
	%	%	%	%	%	%	%
Reading promotion activities	83	81	88	33	90	100	100
Community events	81	50	100	89	90	88	100
Forums (for example tradeshows	78	63	88	89	80	88	33
Marketing among non-library professionals	62	25	38	100	80	82	33
Advertisements through posters/ bill boards	10	13	13	22	-	6	-

Librarians in Kenya rate themselves highly on skills to present themselves professionally and also building and sustaining relationships. Skill improvement would be required in seeking funds for their libraries from public officials and other funding organizations.

Reading promotion activities as well as community events are the main approaches used to promote library services. Advertising is not an approach used by many.

Please provide an assessment of your skills to increase support for your library
What tools and means do you use to promote your library services

Advocacy

What librarians are currently doing to promote and advocate for libraries

Category	Percentage
None	2%
Preparing material (information) for a website	22%
Writing an article on the activities of the library for the publication in the national media	32%
Writing an article on the activities of the library for the publication in the local media	35%
Dealing with politicians	35%
Dealing with the media	38%
Building partnerships with private sector	49%
Building partnerships with non-governmental institutions	68%
Building partnerships with other government-funded institutions	68%
Public speaking	73%

Public speaking is currently being utilized by three quarters of librarians to promote and advocate for libraries. Other key ways of promoting libraries include networking through building of partnerships with non governmental organizations and other government funded bodies. Perhaps this is an indication of the significant role of private/public partnerships in promoting libraries in Kenya. Few librarians are actively involved in using the web to promote libraries.

Which of the below do you use in your work as a means of promotion of library services and library advocacy

Librarians' association of their libraries with user experience attributes

Attributes	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base	63	16	8	9	10	17	3
	%	%	%	%	%	%	%
Friendly	98	94	101	100	100	100	100
Has highly-skilled librarians	87	94	100	66	80	88	100
Comfortable	81	88	75	66	90	76	100
Inclusive	76	69	63	77	100	76	66
Innovative	74	69	88	66	70	83	66
Dynamic	71	57	51	78	70	88	100
Offers different activities and entertainment	67	44	75	77	50	82	100
Modern	65	25	75	78	50	100	67
Up-to-date on technology	48	25	25	56	50	71	67

Besides saying that the libraries are friendly and comfortable, the librarians consider themselves to be highly skilled. Modern technology has the least association. It must however be mentioned that the rating by librarians in Kenya is much better than the same ratings in other countries surveyed.

48%

of librarians in Kenya overall believe libraries are up-to-date on technology, which is significantly high.
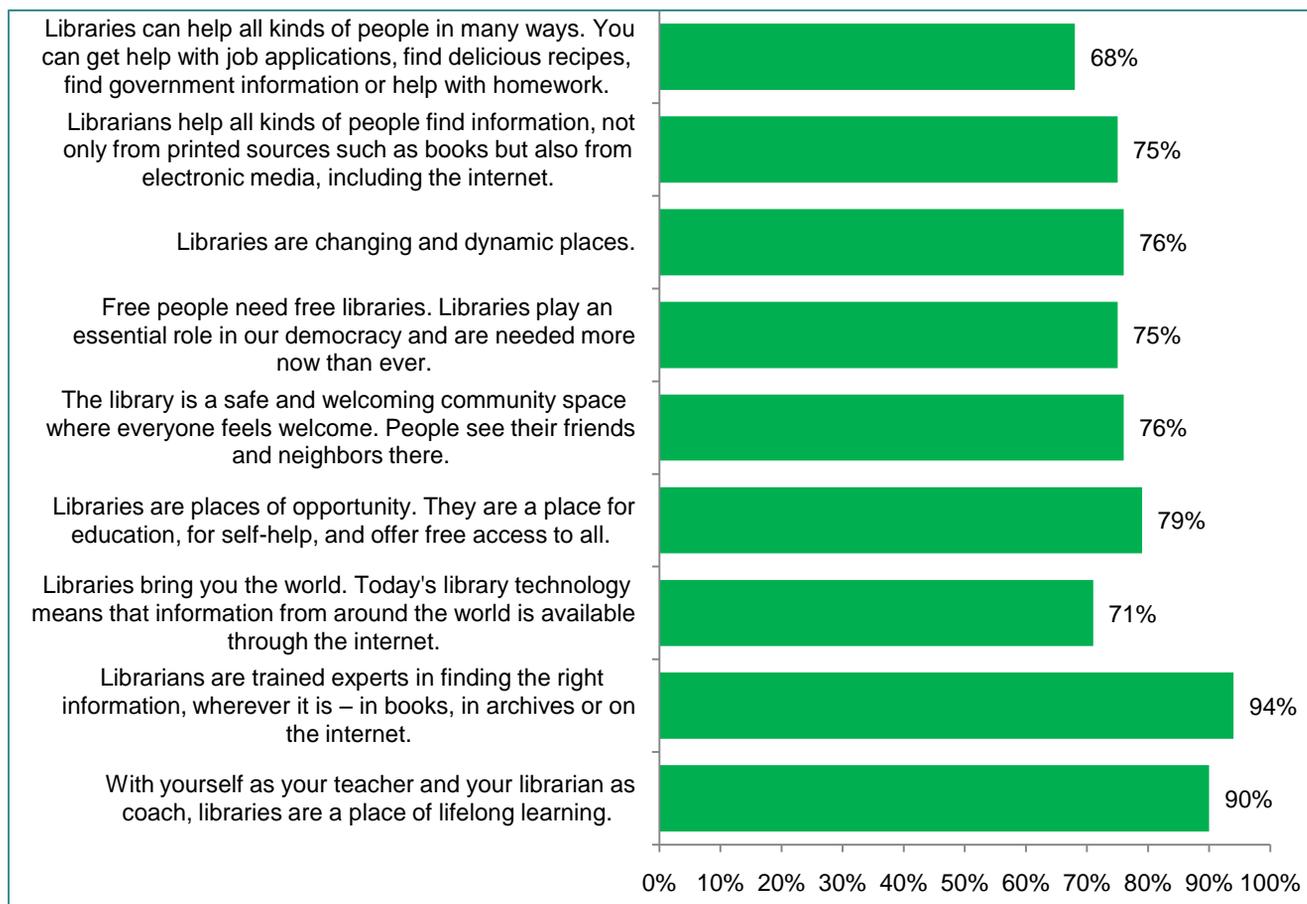
Over

87%

Say that libraries in Kenya have highly skilled librarians.

Now thinking again about your library, please tell me how well you personally believe each of the following words or phrases

Statements in support of libraries and librarians

Proportion of librarians who find the statements very convincing (based on a 5 point scale where 1 is not convincing at all and 5 is very convincing)

Statement	%
Libraries can help all kinds of people in many ways. You can get help with job applications, find delicious recipes, find government information or help with homework.	68%
Librarians help all kinds of people find information, not only from printed sources such as books but also from electronic media, including the internet.	75%
Libraries are changing and dynamic places.	76%
Free people need free libraries. Libraries play an essential role in our democracy and are needed more now than ever.	75%
The library is a safe and welcoming community space where everyone feels welcome. People see their friends and neighbors there.	76%
Libraries are places of opportunity. They are a place for education, for self-help, and offer free access to all.	79%
Libraries bring you the world. Today's library technology means that information from around the world is available through the internet.	71%
Librarians are trained experts in finding the right information, wherever it is – in books, in archives or on the internet.	94%
With yourself as your teacher and your librarian as coach, libraries are a place of lifelong learning.	90%

As would be expected from librarians, a majority of the librarians in Kenya find the statements very convincing an indication of very highly positive sentiments by librarians regarding library services. This is despite their present view on how modern or up to date on technology their libraries are, which is a good indication of optimism on libraries and willingness to improve services. It also indicates determination to sustain libraries and hence better opportunities in to the future .
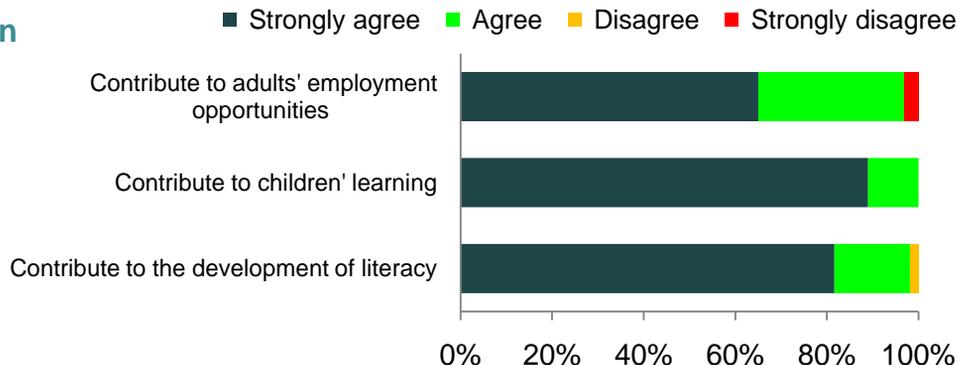
Overall, this view is however slightly different from that of users and non users where fewer people find the statements very convincing.

Let me read t=some statements in support of librarians and libraries. Please tell me whether each statement seems very convincing, somewhat convincing, not convincing to your own point of view
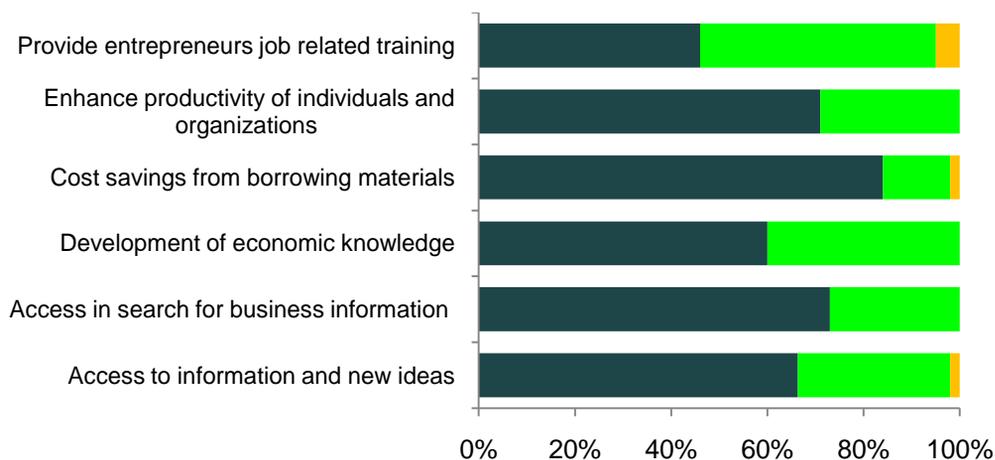
Impact of libraries

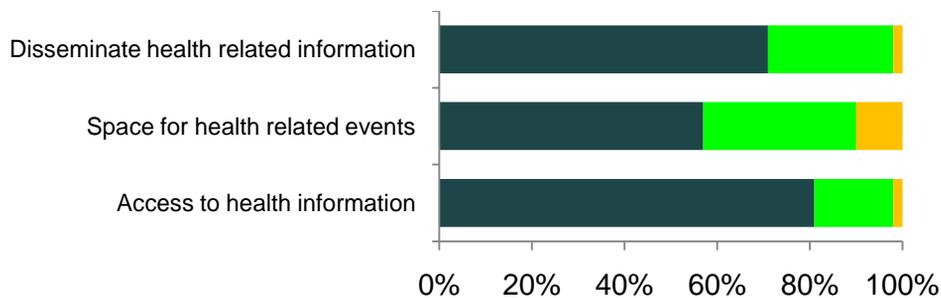**Librarians' rating on agreement scale for potential areas where libraries can impact on users and communities**

Education

Legend: ■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

- Contribute to adults' employment opportunities
- Contribute to children' learning
- Contribute to the development of literacy

Librarians feel that libraries contribute not only to literacy and children's learning but also to adult employment opportunities.

Economic development

- Provide entrepreneurs job related training
- Enhance productivity of individuals and organizations
- Cost savings from borrowing materials
- Development of economic knowledge
- Access in search for business information
- Access to information and new ideas

Whilst there is strong support for the idea that libraries support economic development, Minimal numbers are less convinced of the library's ability to train on entrepreneurship.

Health

- Disseminate health related information
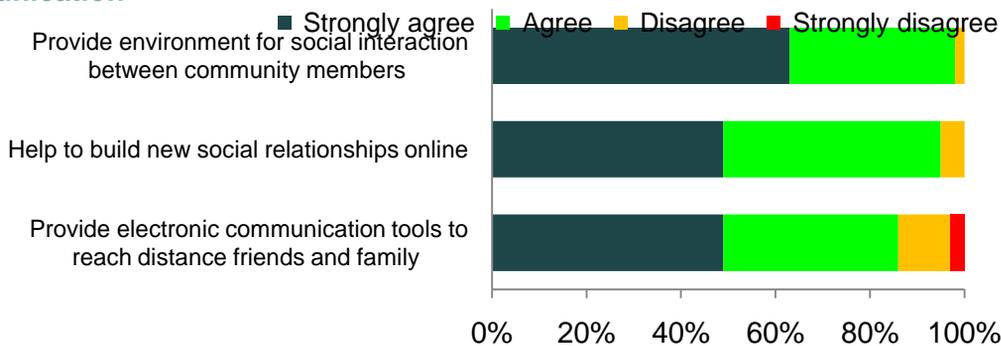- Space for health related events
- Access to health information

The need to provide access to health related information is not in doubt.

Next questions are about the areas in which libraries can impact their users and communities. Could you please say whether you agree with below listed statements. What is your opinion on each of these areas.
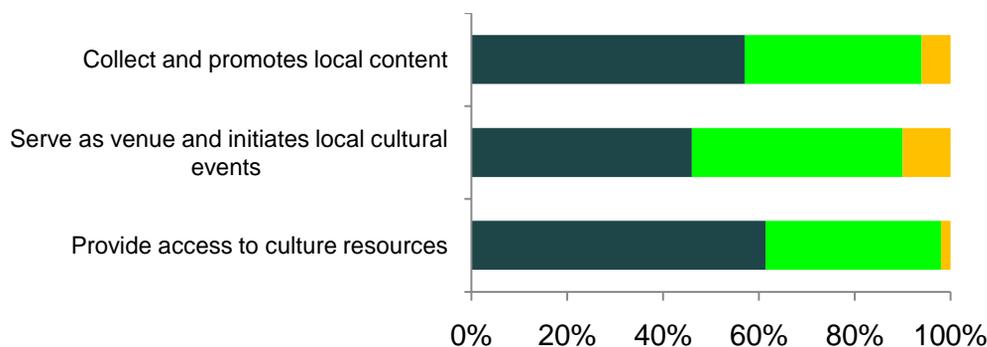
tns rms

Perceptions of public libraries in Africa

eifl

Librarians' rating on agreement scale for potential areas where libraries can impact on users and communities

Communication

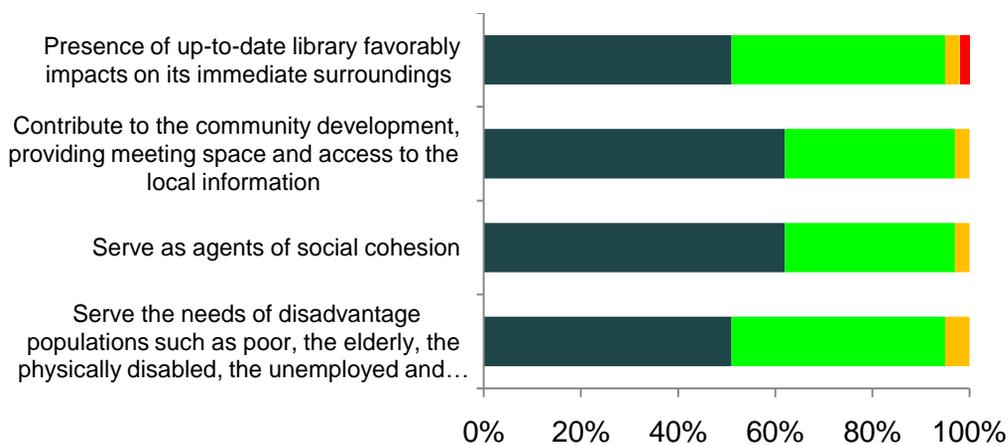■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

Provide environment for social interaction between community members

Help to build new social relationships online

Provide electronic communication tools to reach distance friends and family

0% 20% 40% 60% 80% 100%

Librarians strongly support the idea of the library's role in communications but a small minority have doubts about using electronic means for this.

Culture

Collect and promotes local content

Serve as venue and initiates local cultural events

Provide access to culture resources

0% 20% 40% 60% 80% 100%

Libraries' cultural role is supported by all but a small minority doubts using libraries as event venues may arise from currently inadequate buildings.

Social Inclusion and Community Development

Presence of up-to-date library favorably impacts on its immediate surroundings

Contribute to the community development, providing meeting space and access to the local information

Serve as agents of social cohesion

Serve the needs of disadvantage populations such as poor, the elderly, the physically disabled, the unemployed and…
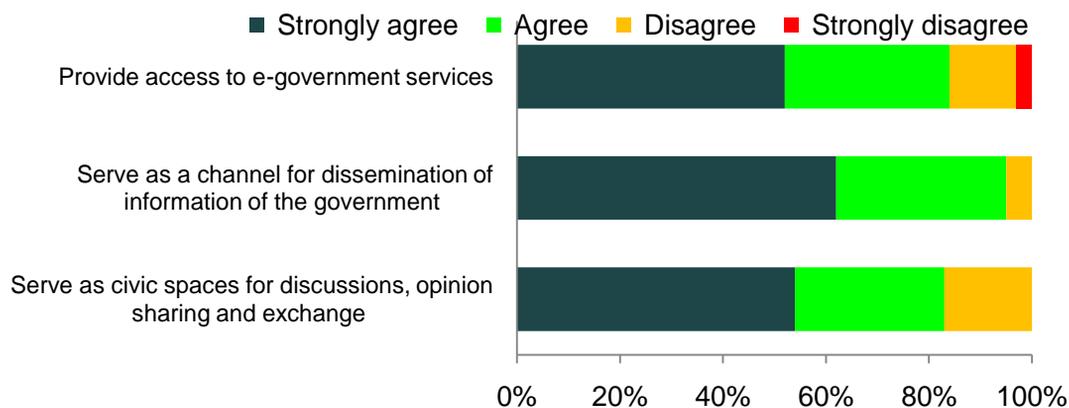
0% 20% 40% 60% 80% 100%

Social benefits of the library are supported by all but a tiny minority., including libraries' capacity to enhance social cohesion.

Next questions are about the areas in which libraries can impact their users and communities. Could you please say whether you agree with below listed statements. What is your opinion on each of these areas.
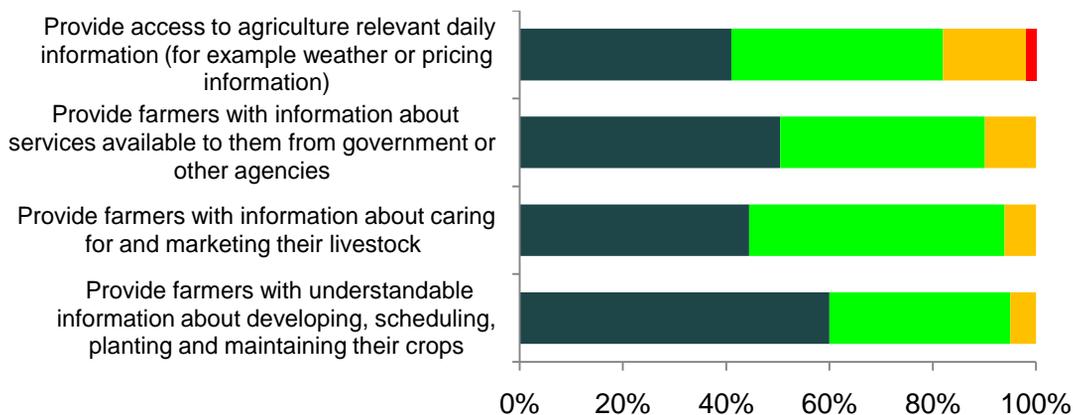
Librarians' rating on agreement scale for potential areas where libraries can impact on users and communities

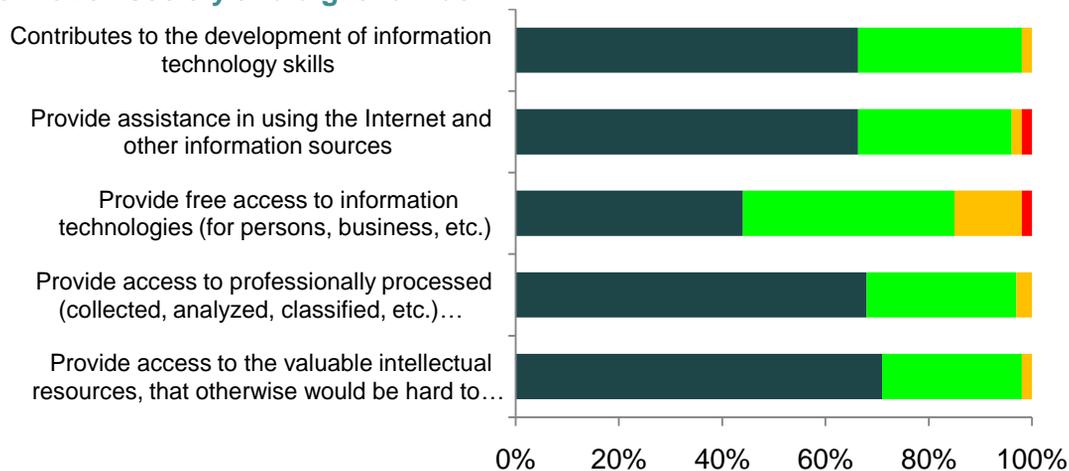## Citizen Empowerment, Democracy and E-Government

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

- Provide access to e-government services
- Serve as a channel for dissemination of information of the government
- Serve as civic spaces for discussions, opinion sharing and exchange

0% 20% 40% 60% 80% 100%

Libraries are seen as being potentially effective in serving as a channel for dissemination of information of the government .

Agriculture outcomes

- Provide access to agriculture relevant daily information (for example weather or pricing information)
- Provide farmers with information about services available to them from government or other agencies
- Provide farmers with information about caring for and marketing their livestock
- Provide farmers with understandable information about developing, scheduling, planting and maintaining their crops

0% 20% 40% 60% 80% 100%

Librarians seem to think that libraries could be impactful in most areas touching on agriculture though less impactful in providing access to agriculture relevant daily information perhaps because of inadequacy of current infrastructure.

Information society and digital divide

- Contributes to the development of information technology skills
- Provide assistance in using the Internet and other information sources
- Provide free access to information technologies (for persons, business, etc.)
- Provide access to professionally processed (collected, analyzed, classified, etc.)…
- Provide access to the valuable intellectual resources, that otherwise would be hard to…

0% 20% 40% 60% 80% 100%

Librarians strongly support libraries' role in the information society but a minority have doubts about providing free access to information technologies.

Next questions are about the areas in which libraries can impact their users and communities. Could you please say whether you agree with below listed statements. What is your opinion on each of these areas.

tns rms

Perceptions of public libraries in Africa

eifl

Librarians' perceptions of media interaction with libraries

75%

Claim that newspapers and magazines are paying attention to the libraries in Kenya.

Librarians also see word of mouth between colleagues and friends as a strong avenues for advocating for libraries.

Mobile phone technology is yet to be fully utilized yet the growth of mobile phone penetration in Africa is an opportunity that could be tapped into.

Media that pay attention to libraries

Media type	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western	Urban	Rural
Base	**63**	**16**	**8**	**9**	**10**	**17**	**3**		
	%	%	%	%	%	%	%	%	%
Newspapers, magazines	75	88	75	100	50	76	-	71	81
Internet	56	69	63	22	70	41	100	67	33
Colleagues, friends, etc.	51	63	63	11	50	65	-	52	48
National TV	41	50	-	89	40	35	-	40	43
National radio	30	25	13	89	30	18	-	24	43
Local radio	24	38	25	44	-	18	-	21	29
Mobile phone	16	13	25	-	10	29	-	10	29
Local TV	10	31	-	-	-	6	-	12	5
None	2	-	-	-	-	6	-	-	5

Type of buzz about libraries in the media

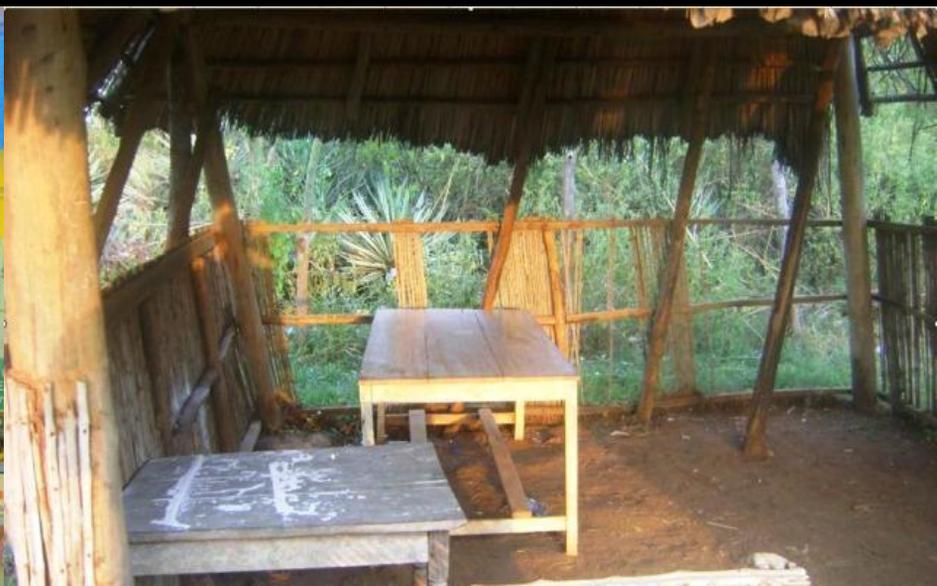| Media type	Very positive	Positive	Negative	Very negative
	%		%	%
Internet	40	37	-	-
Colleagues, friends, etc.	38	59	3	-
National TV	46	54	-	-
Local TV	33	67	-	-
National radio	37	63	-	-
Local radio	20	80	-	-
Newspapers, magazines	43	55	2	-
Mobile phone	50	50	-	-

Print media seem to be paying the most attention to libraries, however as noted earlier, non users trust and frequently use TV, internet and radio, and therefore, librarians and other decision makers ought to direct attention to the media most in touch with non users in order to promote usage.

The general buzz about libraries in the media is overwhelmingly positive.

What kind of media is mainly paying attention to libraries
Whether information provided about libraries by each media source is

SECTION 3: LOCAL LEVEL OFFICIALS

SECTION OVERVIEW

Demographic characteristics   52

Perceptions   54

Things that come to mind
Importance rating
Awareness
Usage
Evaluation of aspects
Level of information about libraries
Connection with libraries in past and in future

Services   59

Satisfaction levels
Services rendered
Benefits derived by users
How libraries can promote themselves
Relevant communication channels
Alternatives to libraries
Modernity rating

Management   63

Met local library manager
Library funding (current, future and options)
Attribute statements

Libraries and community /Impact   68

Met local library manager
Community issues and role of libraries in solving them
Information society and digital divide
Education
Economic development
Health
Communication
Culture
Social inclusion and community development
Citizen empowerment, democracy and E-Government

Demographic profile (officials of local authorities that operate libraries)

	Total
Base (n =)	30
Gender %	%
Male	73
Female	27
Age %	%
21 yrs - 30 yrs	3
31 yrs - 40 yrs	30
41 yrs - 50 yrs	43
51 yrs - 60 yrs	20
61 yrs - 70 yrs	3
Education %	%
Secondary education	7
Higher	93
Duration in position %	%
01-02 Yrs	13
03-05 Yrs	37
06+	30
Decision making %	%
Ultimately responsible	33
Partly responsible	57
Not responsible	10

Caution: Base sizes are quite small the data is best interpreted at the total country level

Demographic profile (officials of local authorities that don't operate libraries)

	Total
Base (n =)	21
Gender %	
Male	100
Female	-
Age %	%
21 yrs - 30 yrs	-
31 yrs - 40 yrs	10
41 yrs - 50 yrs	48
51 yrs - 60 yrs	43
61 yrs - 70 yrs	-
Education %	%
Secondary education	5
Higher	95
Duration in position %	%
01-02 Yrs	-
03-05 Yrs	33
06+	38
Decision making %	%
Ultimately responsible	48
Partly responsible	52
Not responsible	-

Caution: Base sizes are quite small the data is best interpreted at the total country level

Perceptions of libraries

Libraries are considered essential by both officials of local authorities that operate libraries and officials of local authorities that don't operate libraries. It is however quite clear that libraries are still serving very traditional roles of lending books and providing a study environment for academic purposes.

Both officials of local authorities that operate libraries and officials of local authorities that don't operate libraries in Kenya associate a library with information/knowledge storage and acquisition.

Books are also mentioned by a big proportion of both groups of officials.

Associations **(Officials of local authorities that operate libraries)**	Total
Base	30
	%
Information/knowledge storage and acquisition	68
Books	67
Space: Quiet place/peaceful place for study, relaxation, etc)	64
Computers	-
Newspapers/ Current affairs/ Magazines	3
Students - school going	3

Associations (Officials of local authorities that don't operate libraries	Total
Base	21
	%
Information/knowledge storage and acquisition	82
Books	57
Space: Quiet place/peaceful place for study, relaxation, etc)	68
Computers	0
Newspapers/ Current affairs/ Magazines	0

Words or images that appear in mind first when you hear the word library

How important are libraries to the local level officials?

Importance rating (Officials of local authorities that operate libraries)

■ Essential   ■ Very important   ■ Fairly important   ■ Not very important   ▫ Not important at all

Frequency of using library

	Officials of local authorities that operate libraries	officials of local authorities that don't operate libraries
	%	%
Over the last three months	47	14
Over the last six months	13	0
Over the last year	13	10
A year ago, but no more than two years ago	0	24
Over the last 2 years	10	38
I have not been in the local library	17	5
Don't know	0	10

Evidently libraries are considered very important by officials of local authorities that operate libraries both at individual level and community level. They visit the library more frequently than officials of local authorities that do not operate libraries.

It seems that due to lack of libraries in the vicinity, officials of local authorities that do not operate libraries have no motivation to visit; this may pose a challenge when advocating for introduction of libraries in their areas.

Generally speaking, how important or unimportant do you think public libraries are as a service to the community?
How important or unimportant are public libraries to you personally?
When did you last visit your local library?

Over
90%
of officials of local authorities that operate libraries consider libraries very important to the community and also to them as individuals.

73%
of officials of local authorities that operate libraries have used the library within the last year. 3 months, meaning only about half of them are frequently interacting with libraries and hence in touch with their needs.

76%
of officials of local authorities that do not operate libraries have not visited the library in the last year, which shows the disconnect with what libraries are offering.

tns rms

eifl
knowledge without boundaries

Awareness of the local library situation

Extent of knowledge about local library situation (Officials of local authorities that operate libraries)

	Kenya	Nairobi	Kisumu	Mombasa	Nakuru	Nyeri	Western
Base = (officials of local authorities that operate libraries)	30	10	5	5	4	5	1
Level of knowledge	%	%	%	%	%	%	%
I am very well informed	27	10	40	40	50	20	-
I am generally informed	70	90	60	60	50	60	100
Not at all informed about library services	3	-	-	-	-	20	-

Extent of knowledge about local library situation (officials of local authorities that don't operate libraries)

	Kenya	Kisumu	Nakuru	Western	Eastern
Base = (officials of local authorities that don't operate libraries)	21	5	4	7	5
Level of knowledge	%	%	%	%	%
I am very well informed	5	-	-	-	20
I am generally informed	67	20	100	86	60
Not at all informed about library services	29	80	-	14	20

Generally, more officials in authorities that operate libraries in Kenya are informed about what happens with libraries compared to those in authorities that don't.

Majority however don't have a lot of details and seem to only have general information.

Overall, to which extent are you informed of the public libraries situation, services and events?

Awareness of the local library situation

Friends are the main source of information about libraries ' situation among officials of local authorities that don't operate libraries, while officials of local authorities that operate libraries learn about the situation in their day to day work.
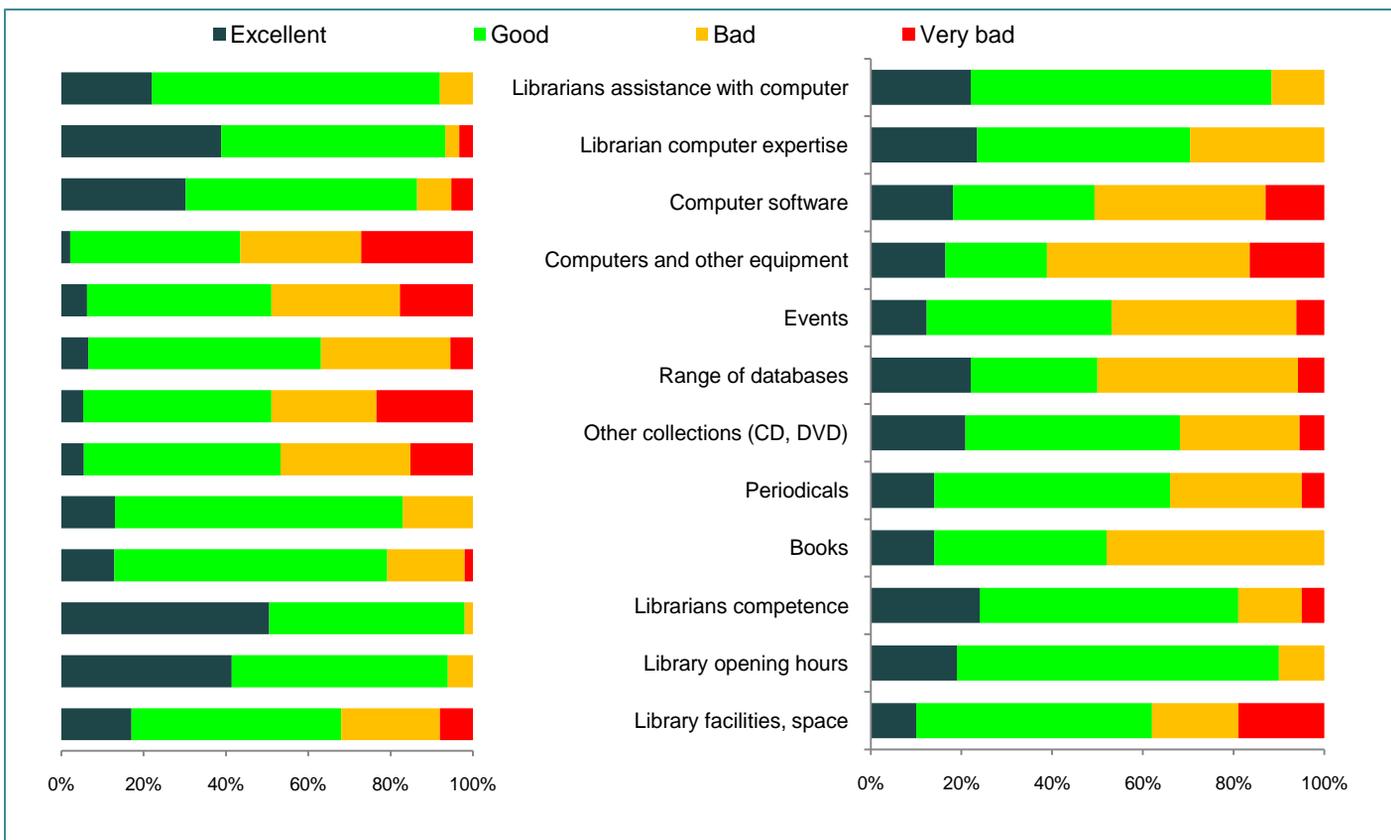
47%

of officials of local authorities that operate libraries found out about the current library situation by coincidence and 37% through friends. The internet and conventional media have not been properly exploited in spreading awareness.

Sources of awareness about local library situation (Officials of local authorities that operate libraries)

Source of awareness	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
	30	10	5	5	4	5	1
	%	%	%	%	%	%	%
Through my official work for the local council	50	80	60	-	100	-	-
It's in my neighborhood and I pass by it	47	-	60	80	100	40	100
Through friends	37	40	40	40	25	40	-
Through my children	17	40	-	20	-	-	-
Through adult family members	10	-	-	20	-	40	-
Dont know	10	10	-	-	-	40	-
Through the school of my child	7	-	20	-	-	20	-
Through newspapers/ magazines	3	-	-	-	-	20	-
Through Church and/or Church newsletters	3	10	-	-	-	-	-
Through radio	3	-	-	-	-	20	-

Sources of awareness about local library situation (officials of local authorities that don't operate libraries)

Source of awareness	Total	Kisumu	Nakuru	Western	Eastern
	30	1	4	6	4
	%	%	%	%	%
Through friends	53	100	75	33	50
Through the school of my child	27	-	25	17	50
Through my children	20	-	25	17	25
Through Church and/or Church newsletters	20	-	-	-	75
Through visiting friends in the library	20	-	25	17	25
It's in my neighborhood and I pass by it	13	-	-	33	-
Through newspapers/ magazines	13	-	25	-	25
Through adult family members	7	-	25	-	-
Through the internet	7	-	-	-	25
Through TV	7	-	-	-	25
District information officer	7	-	-	-	25

How you found out about the library situation

tnsrms

eifl
knowledge without boundaries

Comparative rating on some library aspects (officials of local authorities that operate libraries vs. officials of local authorities that don't operate libraries)

officials of local authorities that do operate libraries

officials of local authorities that don't operate libraries

Legend: Excellent, Good, Bad, Very bad

Categories: Librarians assistance with computer, Librarian computer expertise, Computer software, Computers and other equipment, Events, Range of databases, Other collections (CD, DVD), Periodicals, Books, Librarians competence, Library opening hours, Library facilities, space

Library opening hours and the library overall atmosphere are some of the issues faring quite well among current library deliverables. The officials of local authorities that don't operate libraries seem to have slightly higher rating tending towards the excellent scale.

Aspects that deal with computing or electronic services receive the poorest rating overall.

How do you rate the following aspects of your library? Please make an assessment on a 4-pont scale, where 1-very bad, 4-excellent.

Perceptions of public libraries in Africa

Services rendered by libraries

Satisfaction levels with library services among official of authorities that operate libraries

13% Very satisfied

50% Fairly Satisfied

7% Neither satisfied or dissatisfied

27% Fairly dissatisfied

3% Very dissatisfied

Reasons for satisfaction among the officials of local authorities that operate libraries

	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri
Base those satisfied	19	4	5	1	4	5
	%	%	%	%	%	%
It's quiet	53	25	60	100	75	40
My library is close by/convenient	42	-	20	-	100	60
The staff are helpful	37	-	-	100	75	60
I like the environment	32	50	20	-	25	40
The range of books is good	32	-	20	-	25	80
Long opening hours	26	25	-	100	25	40
Easy to enter the building (i.e. good disabled access)	21	-	-	-	25	60
Easy getting to the library (e.g. good parking, good public transport)	21	25	20	-	25	20
Good place to take children/good activities for children	21	25	20	-	-	40
Plenty of seats available	16	25	-	-	-	40
Has the books I like	16	50	20	-	-	-
The staff are friendly	16	-	-	-	25	40
It's a good focal point for the community (e.g. for meetings and events)	11	-	-	100	-	20
It's a good place to relax	11	-	-	-	-	40
I feel welcome there	11	25	20	-	-	-
You can get refreshments there	5	-	-	-	-	20
Plenty of computers	5	-	-	-	-	20

Overall satisfaction with the current library services is fairly significant with about two thirds (63%) of the officials saying they are either fairly satisfied or very satisfied.

The main reasons for satisfaction are the physical library environment i.e. ambience and convenience. Staff are also an important driver of satisfaction.

Level of satisfaction with the current library service
Reasons for satisfaction

Satisfaction with services rendered by libraries

Reasons for dissatisfaction among the officials of local authorities that operate libraries

Attribute	Total	Nairobi	Mombasa	Western
Base = Those who are dissatisfied	11	6	4	1
	%	%	%	%
Not enough seats available	64	67	75	-
The range of books isn't good enough	64	50	100	-
Not enough computers	55	50	75	-
I don't like the environment	36	33	50	-
They don't have the books I like	36	50	25	-
Not enough activities for children	27	33	25	-
Not enough activities or courses going on	27	33	25	-
The staff aren't helpful	18	33	-	-
Difficulty getting to the library (e.g. parking restrictions, poor public transport)	9	17	-	-
Problems entering the building (i.e. poor disabled access)	9	17	-	-
The area isn't safe	9	17	-	-
Nowhere to get refreshments	9	17	-	-
You can't borrow books for long enough to read them	9	17	-	-
The fines for late returns are too high	9	17	-	-
Too noisy	9	17	-	-

Proportion of local officials who feel that libraries need to pay attention to these areas

Attribute	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base	30	10	5	5	4	5	1
	%	%	%	%	%	%	%
Provision of Computer services	23	30	-	-	25	60	-
Equip the library with relevant books, CDs and DVDs	20	30	-	40	-	20	-
Introduce a cybercafé for the users/internet services	20	20	-	40	25	20	-
Provide advanced technologies	17	20	-	40	25	-	-
Increase the variety of new edition books and materials	17	10	20	-	50	-	100
Expand space to meet the increased number of readers	17	30	20	20	-	-	-
Have updated materials for all matters pertaining to education in all relevant fields	13	10	-	40	25	-	-
Should be more customer friendly	10	10	-	-	-	20	100
Provide books for college students and relevant to the current curriculum	10	30	-	-	-	-	-
They should provide and extend reading hours	10	-	20	20	-	20	-
Should add more tents especially during holidays and weekdays	10	-	40	-	-	20	-
Publicity of library activities	10	10	-	40	-	-	-

Limited space and relevance of materials in libraries are the main reason for dissatisfaction in addition to lack of computers.
Focus for improvement should be on provision of computers and the internet.

Reasons for dissatisfaction
Services that the local library should pay more attention to

tns rms

eifl
knowledge without boundaries

Benefits derived from visiting library

Benefit	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
Base = (officials of local authorities that operate libraries)	30	10	5	5	4	5	1
	%	%	%	%	%	%	%
Develop new skills or learn something new	80	80	80	80	100	80	-
Get helpful information for school/ learning	63	40	40	100	100	80	-
Library is a safe and quiet place for study and reading	37	40	-	60	50	40	-
Obtain new ideas, new interests	23	30	40	-	-	40	-
People feel comfortable in the library	17	20	20	-	-	40	-
Library helps to save time	10	20	-	-	-	20	-
Library helps to be better in their job	10	10	20	-	-	20	-
Get helpful information for health and well being	7	-	-	-	-	40	-
Get helpful information for business and commerce	3	-	-	20	-	-	-
Get helpful information about their community	3	-	-	-	-	-	100
Helps to make contacts with other people	3	-	20	-	-	-	-

80% of the officials of local authorities that operate libraries feel that the top benefit of visiting libraries is developing new skills and helping people learn something new. Additionally, two thirds of the officials also mention 'getting helpful information for school/learning' as a benefit, indicating that libraries are very much school oriented. Not many see libraries as having health or job-related benefits.
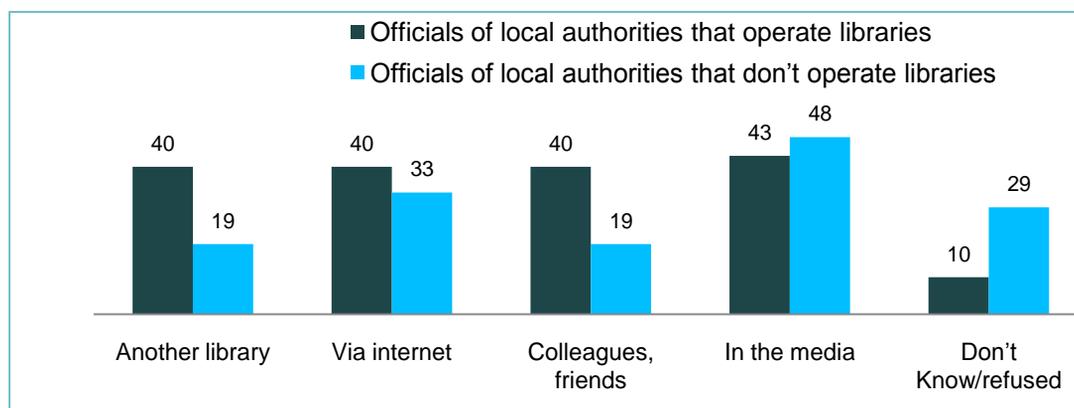
How people benefit from visiting the library – Spontaneous

The purpose of libraries

Local level officials' view of the purposes served by libraries

Purpose (officials of local authorities that operate libraries)	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
	30	10	5	5	4	5	1
	%	%	%	%	%	%	%
Educational purposes (for homework or to take a class)	90	70	100	100	100	100	100
Local news or information	27	30	-	-	50	60	-
National news or information	27	30	-	-	100	20	-
To help my child do homework	27	10	-	60	50	40	-
Information on agriculture	17	20	-	-	-	60	-
Information on health issue	13	20	-	-	-	40	-
It is safe place for my child to spend time	13	-	20	20	-	40	-
Entertainment	10	20	20	-	-	-	-
International news or information	7	10	-	-	-	20	-
To conduct a job search or write a CV	7	10	20	-	-	-	-
To look for information on starting or running a business	7	10	-	-	-	20	-

Alternative sources of advantage [%]

The majority (90%) of officials of local authorities that operate libraries say that libraries are extensions of learning institutions and serve mainly educational purposes. Other purposes served by libraries are only mentioned by less than one third of the officials interviewed.
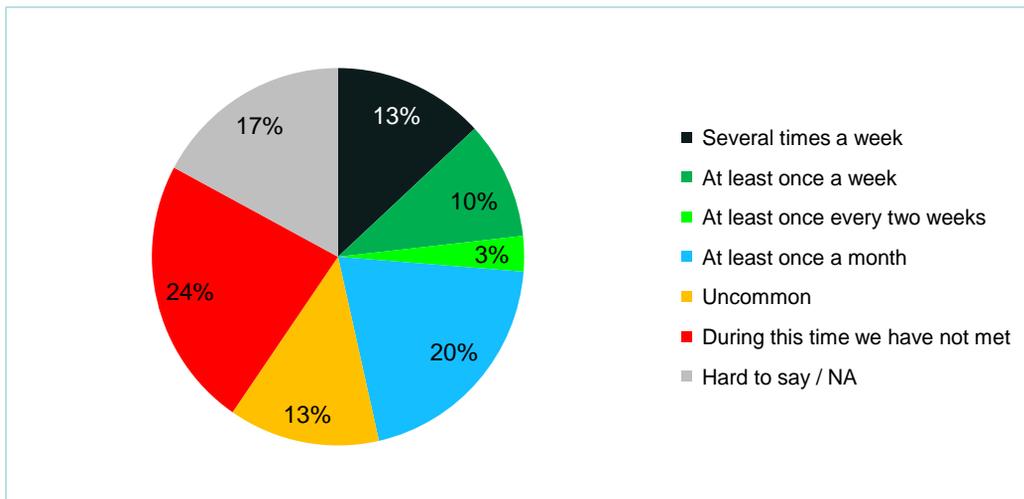
In the event that current libraries were not there, they see many other sources offering the same advantage as the local library i.e. another library, the internet, colleagues and friends and the media all get mentioned by 40% of the officials, as the alternative source of the same advantages.

To which purposes libraries do serve the most
If the local library does not exist, where people could get the same Advantages

Management & operations of libraries
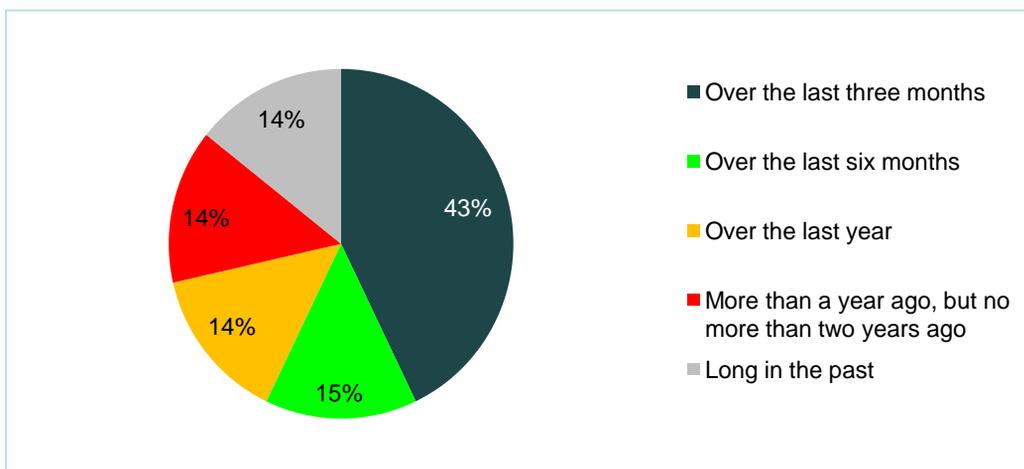
When last met with library managers

officials of local authorities that operate libraries

- ■ Several times a week
- ■ At least once a week
- ■ At least once every two weeks
- ■ At least once a month
- ■ Uncommon
- ■ During this time we have not met
- ■ Hard to say / NA

13%
10%
3%
20%
13%
24%
17%

officials of local authorities that don't operate libraries

- ■ Over the last three months
- ■ Over the last six months
- ■ Over the last year
- ■ More than a year ago, but no more than two years ago
- ■ Long in the past

43%
15%
14%
14%
14%

13%

Of officials of local authorities that operate libraries in Kenya claim that its not a common thing to meet with a librarian or library manager.

72%

Of officials of local authorities that don't operate libraries say they have met with a public library manager or librarian within the last year.

Not all officials of local authorities that operate libraries are meeting with the library managers frequently. Less than a half of the officials of local authorities that operate libraries meet with the library managers at least once every month, which means a big number may not have sufficient interaction to appreciate the challenges facing libraries and librarians.

The frequency for officials of local authorities that don't operate libraries is much lower and the first challenge therefore would be to get them interested.
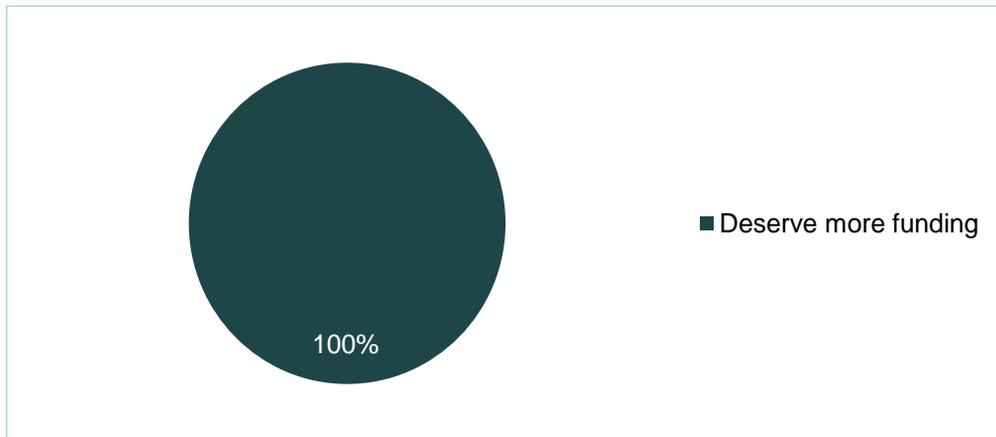
During the last 6 months, how often have you met with local library manager or librarian?
When did you meet with public library manager or librarian?

Opinion on funding of public libraries

officials of local authorities that operate libraries

- Deserve more funding
- Have adequate funding

3%
97%

officials of local authorities that don't operate libraries

- Deserve more funding

100%

Almost all officials interviewed agree that libraries deserve more funding. When asked about where such funding would come from, most believe that funding for libraries will come from local or international donations. Very few mention government allocations as a possible option for municipal operation of libraries. Suggested ways of funding public libraries by the officials of local authorities that operate libraries in Kenya include; partnership with NGOs, donor funding, jumble sale, government funding and donations from friends.

Which statement most closely represents your opinion regarding the current funding for public libraries?
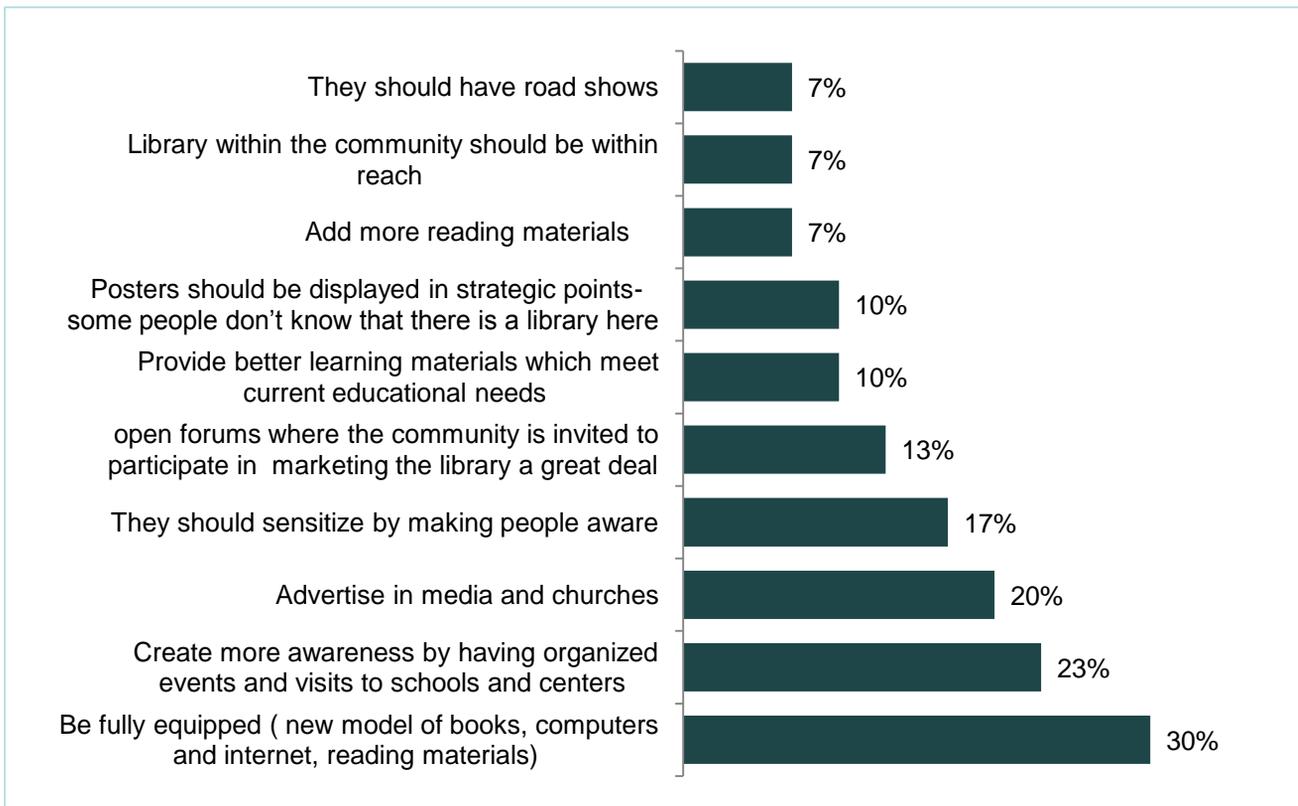*Do you have plans to increase the funding for your local library*
Have you ever considered funding a public library in your area?
What do you think are the possible options, which could raise additional funds for municipal operation of a library?

Local authorities officials' perception of how libraries can promote visibility.

Proportion of officials who say that libraries can use these methods to promote visibility

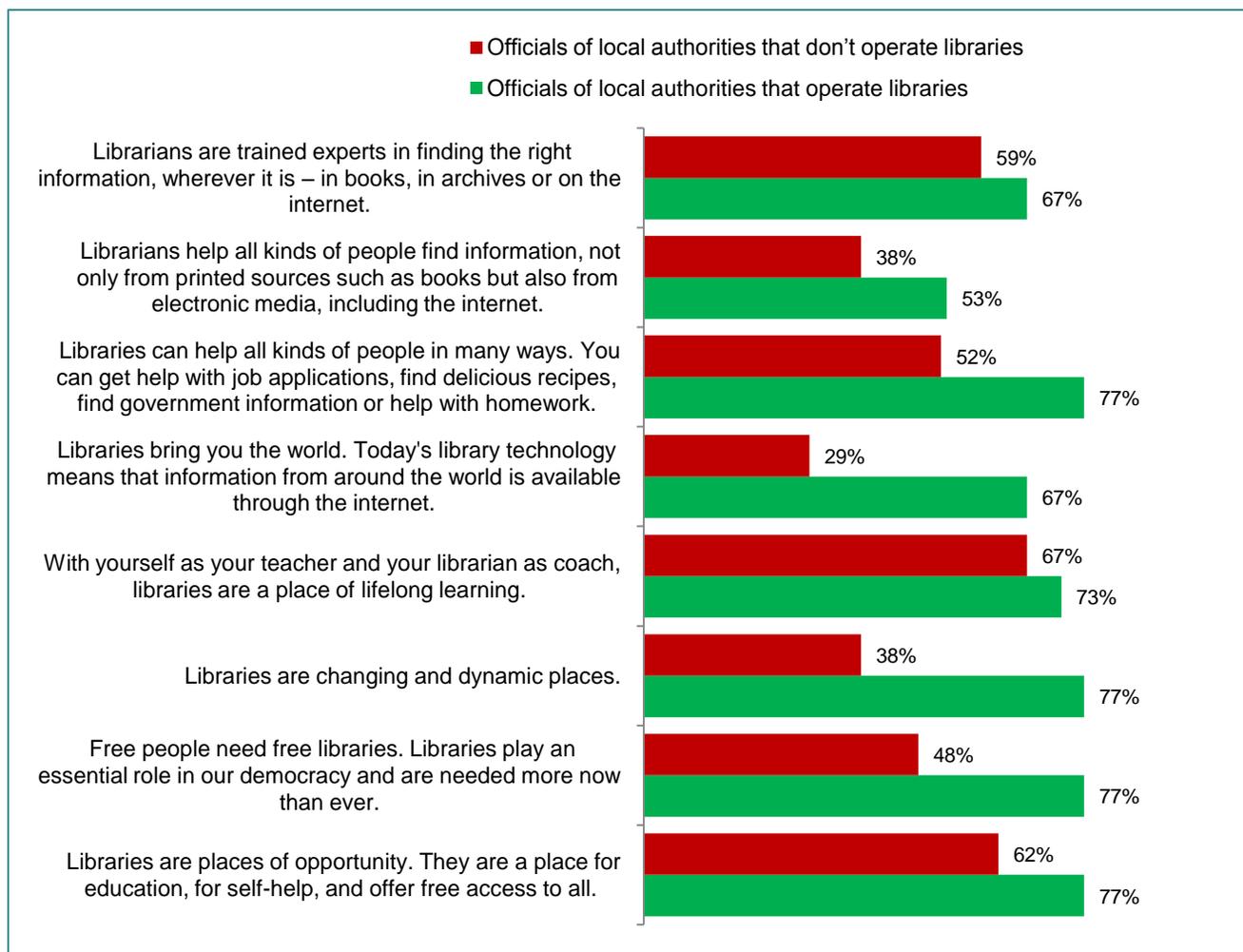| Method	%
They should have road shows	7%
Library within the community should be within reach	7%
Add more reading materials	7%
Posters should be displayed in strategic points- some people don't know that there is a library here	10%
Provide better learning materials which meet current educational needs	10%
open forums where the community is invited to participate in marketing the library a great deal	13%
They should sensitize by making people aware	17%
Advertise in media and churches	20%
Create more awareness by having organized events and visits to schools and centers	23%
Be fully equipped (new model of books, computers and internet, reading materials)	30%

In order to promote greater visibility and prestige in the local community, officials of local authorities that operate libraries feel that libraries need to be fully equipped with relevant materials, services and resources that help them meet needs of users/community. There is also need for sensitization actions to create awareness either through conventional media or through direct engagement with the community.

Steps or activities that the library should take in order to promote its greater visibility and prestige in the local community

Statements in support of libraries and librarians

Officials of local authorities that operate libraries and officials of local authorities that don't operate libraries who find the statements very convincing (based on a 5 point scale where 1 is not convincing at all and 5 is very convincing)

Legend:
- Officials of local authorities that don't operate libraries
- Officials of local authorities that operate libraries

Statement	Don't operate	Operate
Librarians are trained experts in finding the right information, wherever it is – in books, in archives or on the internet.	59%	67%
Librarians help all kinds of people find information, not only from printed sources such as books but also from electronic media, including the internet.	38%	53%
Libraries can help all kinds of people in many ways. You can get help with job applications, find delicious recipes, find government information or help with homework.	52%	77%
Libraries bring you the world. Today's library technology means that information from around the world is available through the internet.	29%	67%
With yourself as your teacher and your librarian as coach, libraries are a place of lifelong learning.	67%	73%
Libraries are changing and dynamic places.	38%	77%
Free people need free libraries. Libraries play an essential role in our democracy and are needed more now than ever.	48%	77%
Libraries are places of opportunity. They are a place for education, for self-help, and offer free access to all.	62%	77%

Officials of local authorities that operate libraries generally have very positive sentiments about libraries. There are clear differences between the two groups of officials with those that operate libraries agreeing more with the statements.

Relevant channels for information on libraries

Relevant channels (officials of local authorities that operate libraries)

	Total	Nairobi	Kisumu	Mombasa	Nakuru	Nyeri	Western
Base = (officials of local authorities that operate libraries)	30	10	5	5	4	5	1
Level of knowledge	%	%	%	%	%	%	%
Newspapers, magazines	80	90	80	80	75	80	-
Internet	53	100	20	40	-	40	100
Colleagues, friends, etc	40	50	40	20	25	60	-
National TV	40	20	20	60	75	60	-
National radio	30	10	40	40	25	60	-
Local radio	23	30	20	-	-	40	100
Local TV	20	40	-	-	25	20	-
Mobile phone	10	-	-	-	-	60	-

Relevant channels (officials of local authorities that don't operate libraries)

Total	Total	Kisumu	Nakuru	Western	Eastern
Base = (officials of local authorities that don't operate libraries)	21	5	4	7	5
Level of knowledge	%	%	%	%	%
Newspapers/ magazines	48	20	75	43	60
Radio	48	60	25	57	40
TV	38	20	75	43	20
Friends	24	-	25	43	20
Church and/or Church newsletters	24	40	-	-	60
Internet	19	-	25	14	40
School of my child	19	-	-	-	80

Print media is the most preferred channel for disseminating information about libraries in Kenya. A significant number (53%) of the officials of the local authorities that operate libraries feel that the internet could be an ideal channel for disseminating information about libraries to them.

Most relevant channels for information on library issues

Libraries & community/impact

Main issues facing community (officials of local authorities that operate libraries)

Main issues	Total	Nrbi	Ksmu	Mbsa	Nkru	Nyeri	Western
	30	10	5	5	4	5	1
	%	%	%	%	%	%	%
Poverty in the community	23	10	40	60	-	20	-
Unemployment	17	30	20	-	-	20	-
Insufficient funds for economic development	13	20	-	20	-	-	100
Other reference materials people need are not available in the library	13	20	-	-	25	20	-
Ignorance	13	20	-	20	-	20	-
School dropouts	10	-	-	60	-	-	-
People don't have a reading habit	10	-	-	-	50	20	-
Lack of get current information	10	10	20	-	-	20	-
Politicians and some parents, politicize education issues derailing community education matters	10	-	20	20	-	-	100
Illiteracy	10	10	20	20	-	-	-
Diseases	10	20	20	-	-	-	-

Main issues facing community (officials of local authorities that don't operate libraries)

Main issues	Total	Kisumu	Nakuru	Western	Eastern
	21	5	4	7	5
	%	%	%	%	%
Poverty in the community	33	60	-	57	-
Other reference materials people need are not available in the library	14	-	-	14	40
Lack of get current information	14	-	25	-	40
Ignorance	14	20	-	14	20
Inadequate funding	14	20	25	-	20
Illiteracy	14	20	25	-	20
Insecurity	14	-	-	43	-
Lack of clean water	14	20	-	29	-
Poor infrustructure	14	20	-	14	20
People not aware of importance of library	10	-	-	-	40

Poverty is the main issue facing communities in Kenya, and therefore the focus of these local authorities is dealing with poverty thus relegating libraries to lower prioritization. This is closely followed and linked to unemployment. These are policy issues that libraries need to consider addressing.
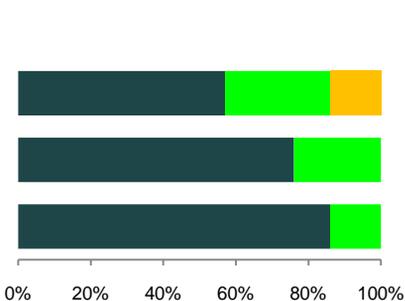
What are the main issues of your local community?
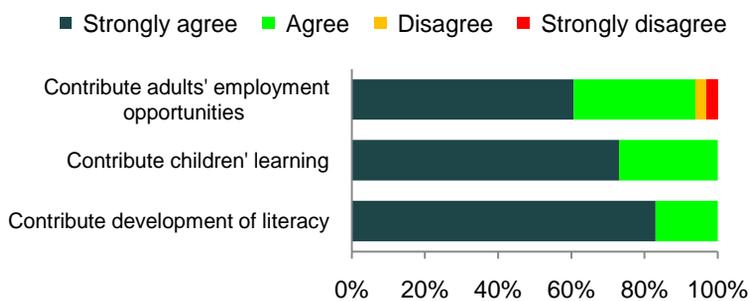*In your opinion, could public library contribute in solving these issues?*

Impact areas

Officials of local authorities that operate libraries

Officials of local authorities that don't operate libraries

Education

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

Contribute adults' employment opportunities

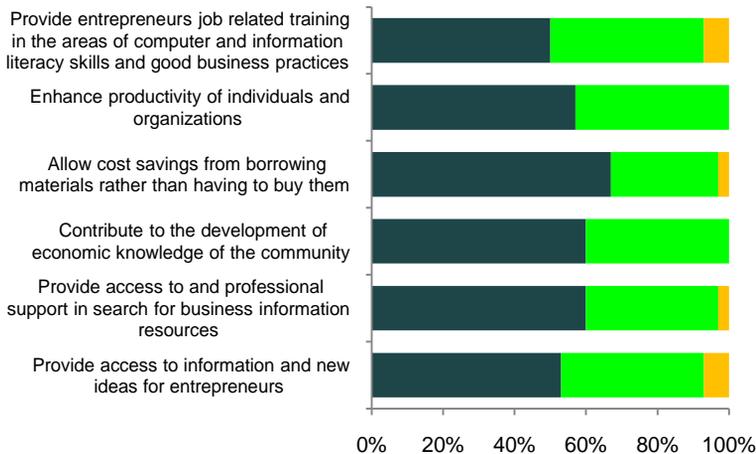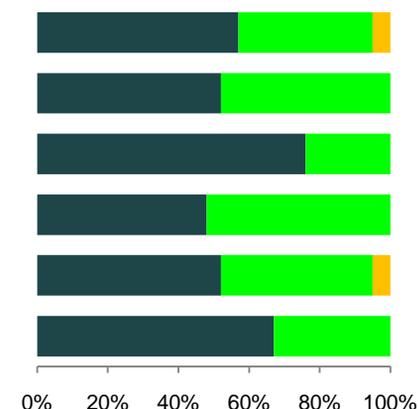Contribute children' learning

Contribute development of literacy

Libraries' contribution to education is universally recognised though their potential impact on employment is doubted by a minority of both groups of officials.
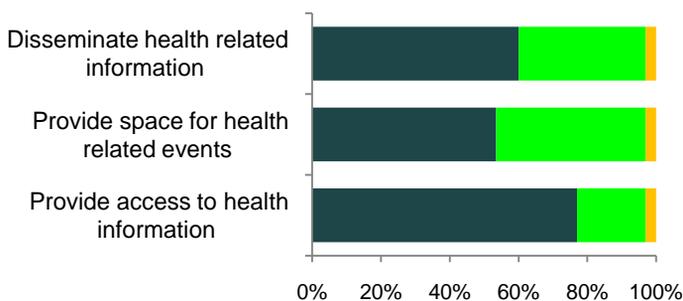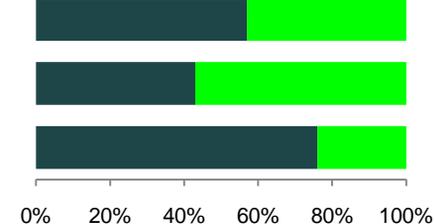
Economic development

Provide entrepreneurs job related training in the areas of computer and information literacy skills and good business practices

Enhance productivity of individuals and organizations

Allow cost savings from borrowing materials rather than having to buy them

Contribute to the development of economic knowledge of the community

Provide access to and professional support in search for business information resources

Provide access to information and new ideas for entrepreneurs

Libraries are recognised as potentially very impactful in providing access to information on economic development mostly at individual organization and community level.

Health

Disseminate health related information

Provide space for health related events

Provide access to health information

Libraries' potential for providing health information is almost universally acknowledged.

Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?:
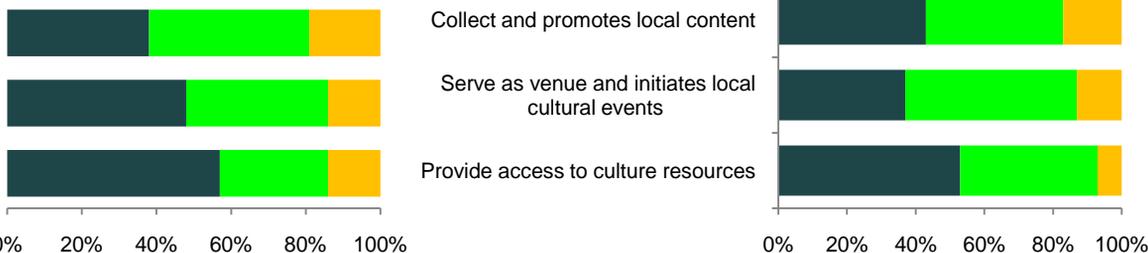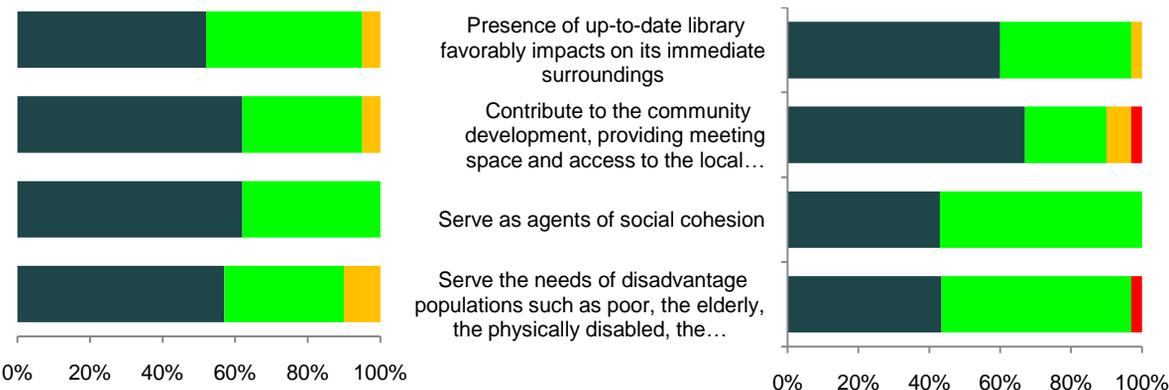
Perceptions of public libraries in Africa

Impact areas

Officials of local authorities that operate libraries

Officials of local authorities that don't operate libraries

Communication

Legend: ■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

- Provide environment for social interaction between…
- Help to build new social relationships online
- Provide electronic communication tools to…

That libraries enable linkages through communication is widely acknowledged but a small minority of both groups of officials disagree.

Culture

- Collect and promotes local content
- Serve as venue and initiates local cultural events
- Provide access to culture resources

A certain minority of officials are not convinced of libraries' potential role in supporting culture.

Social Inclusion and Community Development

- Presence of up-to-date library favorably impacts on its immediate surroundings
- Contribute to the community development, providing meeting space and access to the local…
- Serve as agents of social cohesion
- Serve the needs of disadvantage populations such as poor, the elderly, the physically disabled, the…

Social benefits of libraries are recognised by a large majority. Unanimous support for the idea that they support social cohesion. Some doubts about their potential to meet the needs of the disadvantaged.

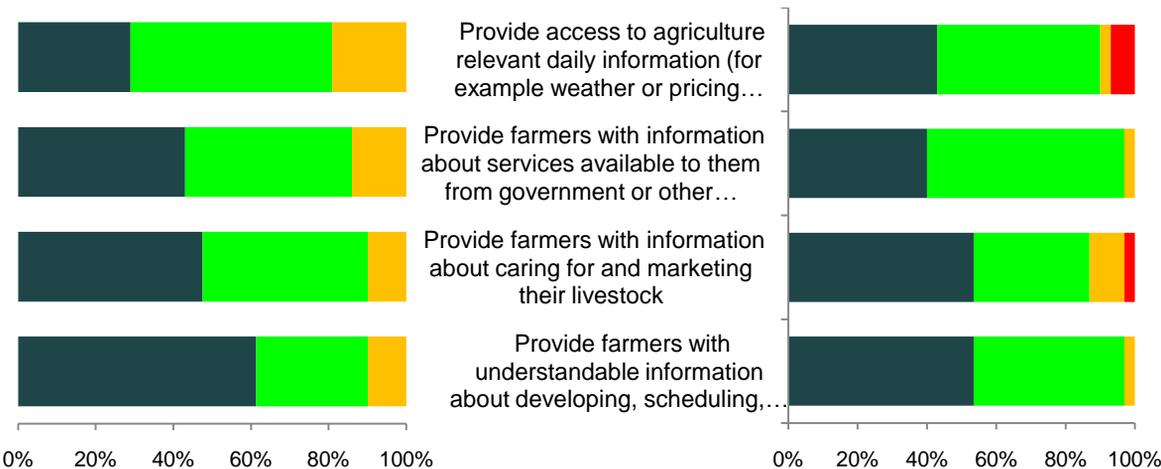*Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?*:

Impact areas

Officials of local authorities that operate libraries

Officials of local authorities that don't operate libraries

Citizen Empowerment, Democracy and E-Government

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

Provide access to e-government services

Serve as a channel for dissemination of information of the government

Serve as civic spaces for discussions, opinion sharing and exchange

Agriculture outcomes

Provide access to agriculture relevant daily information (for example weather or pricing…

Provide farmers with information about services available to them from government or other…

Provide farmers with information about caring for and marketing their livestock

Provide farmers with understandable information about developing, scheduling,…

Libraries' potential relating to government information is recognised by a significant majority. Doubts about E government role perhaps arise from limitations of resources seen earlier.

The great majority recognise a potential role for libraries in supporting agriculture.

Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?:

SECTION 4: NATIONAL LEVEL OFFICIALS

SECTION OVERVIEW

Demographic chracteristics (National level officials)

	Total
Base (n =)	**19**
Gender %	**%**
Male	68
Female	32
Age %	**%**
21 yrs - 30 yrs	5
31 yrs - 40 yrs	21
41 yrs - 50 yrs	58
51 yrs - 60 yrs	11
61 yrs - 70 yrs	5
Education %	**%**
Higher	100
Occupation	**%**
Librarian	21
Chief librarian	5
Deputy librarian	11
Communication officer	5
Head information service	5
Chief/senior cultural office	5
Others	46
Duration in position %	**%**
01-02 Yrs	42
03-05 Yrs	32
06-10 Yrs	21
10+ Yrs	5
Decision making %	**%**
Ultimately responsible	37
Partly responsible	63

Caution: Base sizes for national level officials are quite small at country level

Perceptions of libraries

	Total	Male	Female
Base: Total Sample	**18**	12	6
	%	%	%
Information/knowledge storage and acquisition	67	58	83
Books	39	50	17
Space: Quiet place/peaceful place for study, relaxation, etc)	33	33	33
Computers	11	17	
Newspapers/ Current affairs/ Magazines	11	17	
Librarians	6	8	
Educative videos	6		17

Two thirds of the national level officials in Kenya associate libraries with information and knowledge. Only about one third mention either books (39%) or the physical space (33%), meaning that reference work is the main association with libraries among these officials. Only11% of the officials spontaneously associate libraries with computers.

What word or image appears to your mind first when you hear a word "library"?

Interaction with libraries

Knowledge about local library situation among the national level officials is limited, with less than a fifth of the officials interviewed claiming to have good knowledge about the situation. Almost all of them however said they have visited a library in the past 12 months. Although for some it is for personal reasons, the majority visited libraries in the course of their duties which either directly or indirectly require them to interact with libraries.

Whereas most appreciate the role that libraries are playing in society, they also know that libraries are not very well funded by the government and are resource constrained.

They also claim to know the services which need improvement, top of these being computerization and providing materials that are up to date and relevant to users needs.

More than one third of them are satisfied with the current level of connection with libraries and do not desire to change the current level of connection. Majority of them would like greater involvement with libraries in order to help them improve mainly at policy making level or direct involvement in the running of the libraries.

Overall, to which extent are you informed of the local library situation, services and events?

Services offered by libraries

78%

Overall mention book lending for adults as the primary service of libraries.

39%

associate library services with lending books to children .

Services rendered by libraries (Spontaneous)

	Total	Male	Female
Base: Total Sample	**18**	12	6
	%	%	%
Take out books for grown-ups	78	75	83
Use references materials, like the encyclopedia	61	58	67
Take out books for children	39	42	33
Take out CDs or videos	39	42	33
Use public internet access	17	17	17
Use quest rooms/ spaces for study	17	25	-
Ask a librarian for help,advice or consultation read newspaper or magazine	11	17	-
Use child section	11	17	-
Hear a speaker, see a movie	6	8	-
Attend an event	6	8	-
Take a class or workshop	6	-	17
Leadership	6	8	-

Taking out of books and reference work are the main services mentioned by the national level officials. 17% mention internet access. Interactive engagement with local communities through events or workshops and public speaking forums are mentioned by an even smaller number of officials.

Which services have you heard about in the public libraries?

Purposes served by libraries (Spontaneous)

	Total	Male	Female
Base: Total Sample	**18**	12	6
	%	%	%
It is safe place for my child to spend time	89	83	100
To help my child do homework	72	58	100
To look for information on starting or running a business	67	67	67
To communicate with distance friends or relatives	67	67	67
Information on health issue	61	67	50
Information on agriculture	61	58	67
National news or information	56	58	50
Financial or investment news or information	56	50	67
International news or information	56	58	50
To conduct a job search or write a cv	56	50	67
Entertainment	50	50	50
Information and use of electronic government services	50	42	67
Local news or information	44	50	33
Educational purposes (for homework or to take a class)	11	8	17

Libraries are seen as a good and safe place for children to spend time, or places where children can do home work but more than 60% also mention libraries' role in other fields such as health and agriculture.

Benefits derived from visiting library (Spontaneous)

	Total	Male	Female
Base: Total Sample	**18**	12	6
	%	%	%
Develop new skills or learn something new	89	83	100
Obtain new ideas, new interests	67	83	33
Get helpful information for school/ learning	50	42	67
Get helpful information for business and commerce	39	33	50
Get helpful information for health and well being	28	33	17
Library is a safe and quiet place for study and reading	28	33	17
Get helpful information about their community	22	33	-
People feel comfortable in the library	17	17	17
Library helps to save time	11	8	17
Helps to make contacts with other people	6	8	-

There is an appreciation of libraries improving general knowledge levels of communities be it for academic or other reasons.

Main benefit mentioned by 89% of policy level officials is learning new things and development of new skills. Others include getting new ideas and aiding in schools learning. Business and health are recognised by a substantial minority.

Although the main purpose perceived is academic, the end result in terms of benefits extends beyond school work, with issues like business and health being mentioned.

To which purposes, in your opinion, do libraries serve the most
In your opinion, do people benefit from visiting the library in the following areas

Proportion of officials who believe the phrases are well associated with public libraries

	Total	Male	Female
Base: Total sample	**18**	12	6
	%	%	%
Inclusive	84	83	83
Has highly-skilled librarians	84	83	83
Offers different activities and entertainment	78	75	83
Friendly	77	75	83
Comfortable	67	67	67
Dynamic	61	67	50
Innovative	55	58	50
Modern	50	50	50
Up-to-date on technology	50	41	67

Though inclusive and having skilled managers, libraries need modernization and adoption of new technology.

Public libraries compared to other tax funded serviced

	Total	Male	Female
Base: Total Sample	**18**	12	6
	%	%	%
None is more beneficial than the other	44	58	17
I would rank benefits of other tax supporters services before benefits of public/library	17	17	17
I would rank benefits of public library first since everybody gets information from there	17	8	33
The benefits of a public library are not measurable	11	8	17
Public libraries benefits services are underfunded compared to other tax support services benefits	11	17	-
Public libraries have information that can service school, health, information while the tax support service cannot compare them directly	6	-	17

In Kenya, benefits of library services are considered to be the same as the benefits of any other tax funded services.

A small proportion of the officials say they don't know how to evaluate the benefits of libraries.

how well you personally believe each of the following words or phrases describe public libraries

how would you rank the benefits of public library compared to the benefits of other tax-supported services such as schools, health services :

Management of libraries

There is a general acknowledgement of poor/insufficient funding of public libraries

Funding

	Total
Base: Total Sample	18
	%
Public libraries are not getting enough funds from government	100
Public libraries needs additional funds from other sources	10

Preferred communication channels

	Total
Base: Total Sample	18
	%
Internet	83
Discussion with people	33
Newspapers	28
TV	28
Radios	22
Mobile	17
Books	11
Churches/Mosques/ Schools	6
Public barazas	6
Posters	6
Pamphlets	6
Magazines	6
Bronchures	6
Flyers	6

There is a strong feeling that the government is not doing as much as it should be doing to support the growth of public libraries. Few officials suggest looking to external sources of funding.

The internet prominently stands out as the preferred channel of communication for these officials.

Attribute association comments

Help in finding information

Librarians help all kinds of people find information, not only from printed sources such as books but also from electronic media, including the internet.	Total
Base: Total Sample	**18**
	%
They are proffessionals/competent	28
They are good at helping people to find information from all sources	22
Most librarians are well trained and have the capability to assist mainly on printed sources	17
They do not discriminate, they help all people	11
People can access information from the internet they don't need a librarian to help	11
Most librarians do not have internet/computers	6
The impact of librarians is not felt strongly	6
Librarians are very reluctant to help	6

There is an appreciation of the role and skill level of librarians although it is felt that they lack some facilities.

Opportunity

Libraries are places of opportunity. They are a place for education, for self-help, and offer free access to all.	Total
Base: Total Sample	**18**
	%
Everyone who wants to learn is free to use libraries and as a result open new opprtunities for themselves	28
Libraries offer education which is essential to human life	17
Allow easy access to expensive books	17
They create awareness which empower people and utilise their opportunities	11
You can get current or past information e.g past newspapers	11
The conducive atmosphere is good for education	11
They have materials and resources in many fields of human interest	6
You don't need to be a member in some libraries to access their services	6

Besides free access, the knowledge acquired is considered essential for day to day life issues.

Life long learning

With yourself as your teacher and your librarian as coach, libraries are a place of lifelong learning.	Total
Base: Total Sample	**18**
	%
Your learn something new everytime you visit the library	22
Age is not a limitation to use libraries you can learn for life	17
The knowledge in libraries is enormous	11
The materials and skilled librarians go hand in hand to make us enlightened	11
You get information that you cant get anywhere else	6
The advantage is that you don't really need anyone to help you learn	6
Accessibility and availability at anytime makes people learn continuously	6
The librarians help people save time and make it easy to learn	6

Libraries improve literacy and provide an opportunity to acquire knowledge. In addition, the officials acknowledge benefits of the libraries to all without limitations.

Let me read you some statements in support of libraries and librarians'. Please comment on them :

Attribute association comments

Brings you to the world

Libraries bring you the world. Today's library technology means that information from around the world is available through the internet.	Total
Base: Total Sample	**18**
	%
Those that have internet access are making it easy for people who would otherwise not access	33
Yes because we have people getting e-journals, e-books	22
Todays libraries have been digitalized to bring the world closer.	11
Some librarians are well equiped with the latest technology	6
Not relevant currently as most libraries are not computerized in many ways	6
The only challenge with this is piracy and abuse of copyrights	6
Some materials are not found in the internet. Internet is used for communication rather than research	6

Bringing users to the world is all about internet access and computing, however this is yet to be achieved.

Change and dynamism

Libraries are changing and dynamic places. In a typical library, children can be listening to a storyteller, first-time computer users can be learning to navigate the internet, users can get a wide range of books and students get information to help their studies.	Total
Base: Total Sample	**18**
	%
Due to modern and new technology we can learn a lot from libraries	39
Librarians help to keep the children entertained and use computer.	22
This is likely to be found in private libraries, not public libraries	11
Libraries are now trying to change but are not there yet	6
Libraries are not very dynamic in our country	22
It will take time for public libraries to be like this	11
Libraries keep children busy but it is not the right place for them to learn to use the internet, they will access wrong materials.	6
Public libraries have no internet connection.	6

There is some level of disagreement regarding change and dynamism. 22% don't think libraries are dynamic, and perhaps this is seen as more aspirational and ideal rather than a current situation.

Librarians training and expertise

Librarians are trained experts in finding the right information, wherever it is – in books, in archives or on the internet.	Total
Base: Total Sample	**18**
	%
Most are well trained on how to organise information	39
Librarians are proffesionals and always know how to get the right information.	28
Librarians are always readily available to assist the users find the information they want.	11
They can acces information twice as fast as you can.	6
They handle all requirements of the users/readers without discriminating or time wasting.	6
Some librarians aren't competent i.e. cant use a computer	6
Not all are committed to their work	6

The need to have well trained librarians is emphasized especially because people seeking knowledge and information want to get it from those who have it.

Let me read you some statements in support of libraries and librarians'. Please comment on them :

Attribute association comments

Helping all kinds of people

Libraries can help all kinds of people in many ways. You can get help with job applications, find delicious recipes, find government information or help with homework. The library does all these things.	Total
Base: Total Sample	**18**
	%
Periodicals like newspapers have job adverts.	44
Libraries have a lot of information from different sources which are current and of use to anyone interested	11
They empowers communities and individuals by giving them variety of information	11
For now its not true maybe in future as they improve technology.	11
They help people get government information	6
You can get all these thing however there is need to bring them closer to the people	6
Only a few offer all the above mentioned advantages	11
They do not do all these things but they should.	6

Free for free

Free people need free libraries. Libraries play an essential role in our democracy and are needed more now than ever.	Total
Base: Total Sample	**18**
	%
They are not necessarily free because service are paid for	17
Yes through giving information on current affairs, development and research.	17
They enlighten the people on politicsand democracy and are needed now more than ever	11
They enlighten the society on how to solve their social problems.	11
Libraries are resource centre thus needed by all not only for free people alone.	6
People do not value free things.	11

Safe and welcoming community space

The library is a safe and welcoming community space where everyone feels welcome. People see their friends and neighbours there.	Total
Base: Total Sample	**18**
	%
Not only meeting new people but to read and access information.	28
It's a safe place for kids to be.	28
Libraries belong to the community and people sometimes meet there	17
Public libraries are for all to access	17
Libraries do not discriminate anyone, all people are welcome	6
Its conducive place for everyone	6
Is a quiet place for studies not meetings	17
Libraries are congested and is not a place you can have a meeting	6

In Kenya, newspapers for job adverts are considered a key help, which also shows libraries have a role to play in dealing with the issue of unemployment which is a major concern in Kenya.

Officials could not muster much enthusiasm for these ideas.

Besides meeting people, access to information is always overriding. Additionally the officials feel that children get to read in a safe environment.

Let me read you some statements in support of libraries and librarians'. Please comment on them :

Libraries impact

Main issues facing country

	Total
Base: Total Sample	**18**
	%
Unemployment	33
Poor infrastructure	17
Manpower	11
Inadequate information resources	11
Reading as a neccessity not a culture	11
Poor reading materials	11
Negative ethinicity	11
Insufficient resources especially financial resources	11
Cost of education is high	11
Weak government policies	6
Lack of appreciation of culture diversity	6
Lack of modern facilities	6

Unemployment is the major concern for Kenya.

Main priorities of institution

	Total
Base: Total Sample	**18**
	%
Digitization of our information resources	11
Education studies, research and training	11
Diseminate information	11
Funding libraries in order to run its services	11
To provide materials which are standard updated depending with the competitive market for better satisfaction	6
Priority in research and expansion of programmes to the people	6
We provide library services german literature ands arts promotion events	6
Cultural programmes depart ment promote kenya culture	6
Promotion of French language and diversity of culture	6
Create awareness about youth issues and challenges how to cope with them and overcome	6

Institutions seem to have focus on making access to information and knowledge easier.

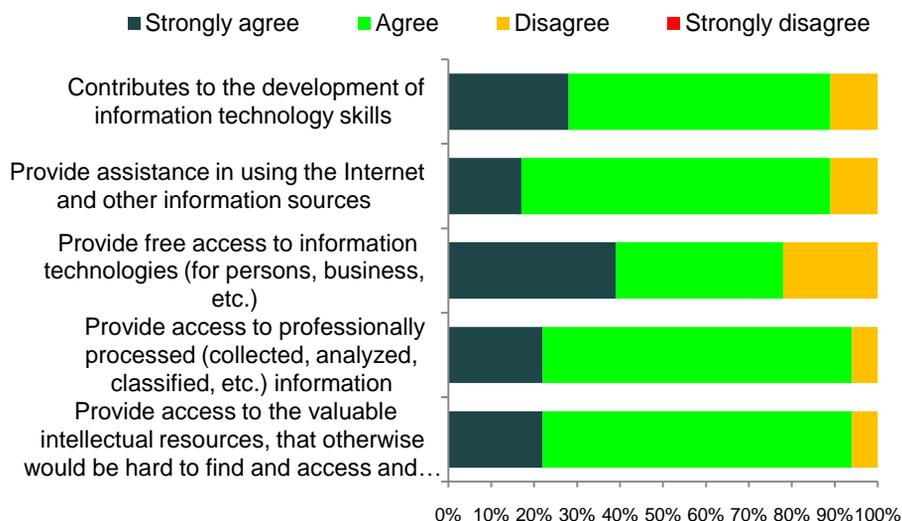Unemployment coupled with poor infrastructure are the major issues facing the country. The institutions seem to have clear priorities on filling the information gaps although this might be difficult due to the inadequacies such as overall financial constraint.

What do you see as the main challenges of the country?
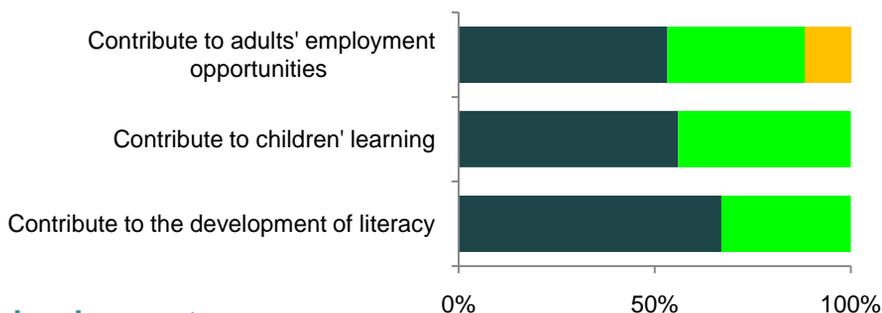*What do you see as the main priorities of your institution?*

tns rms

eifl
knowledge without boundaries

Impact areas

Information society and digital divide

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

Contributes to the development of information technology skills

Provide assistance in using the Internet and other information sources

Provide free access to information technologies (for persons, business, etc.)

Provide access to professionally processed (collected, analyzed, classified, etc.) information

Provide access to the valuable intellectual resources, that otherwise would be hard to find and access and…
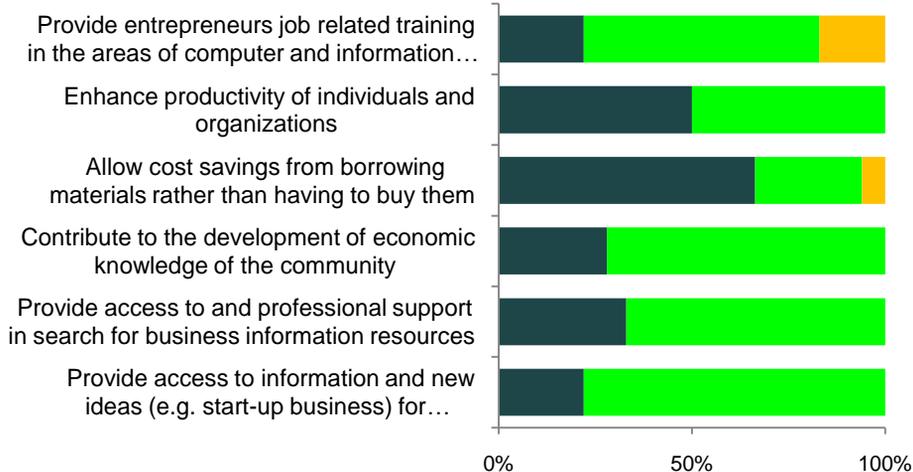
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

A large majority support the idea of the library's role relating to the information society and the digital divide. But more disagreement relating to free access to information technologies .

Education

Contribute to adults' employment opportunities

Contribute to children' learning

Contribute to the development of literacy

0%   50%   100%

Strongly seen as potentially aiding children's learning and contributing to the improvement of literacy and to employment opportunities.

Economic development

Provide entrepreneurs job related training in the areas of computer and information…

Enhance productivity of individuals and organizations

Allow cost savings from borrowing materials rather than having to buy them

Contribute to the development of economic knowledge of the community

Provide access to and professional support in search for business information resources

Provide access to information and new ideas (e.g. start-up business) for…
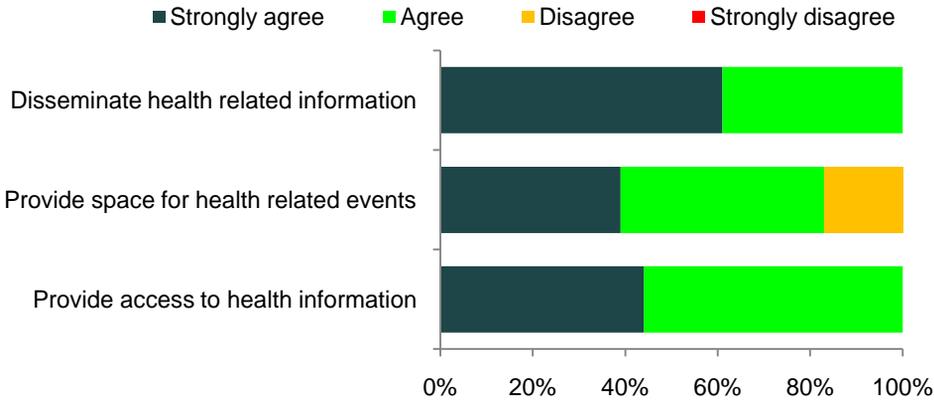
0%   50%   100%

Strong recognition of the library's potential to support economic development in various ways though there are some doubts regarding entrepreneurship.

Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?:
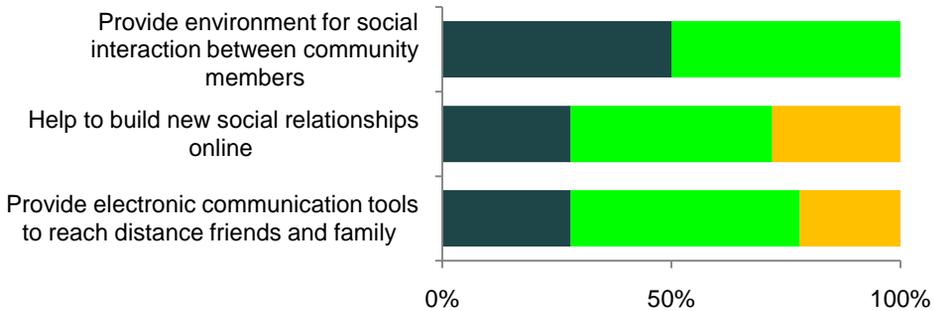
tns rms

eifl
knowledge without boundaries

Impact areas

Health

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

- Disseminate health related information
- Provide space for health related events
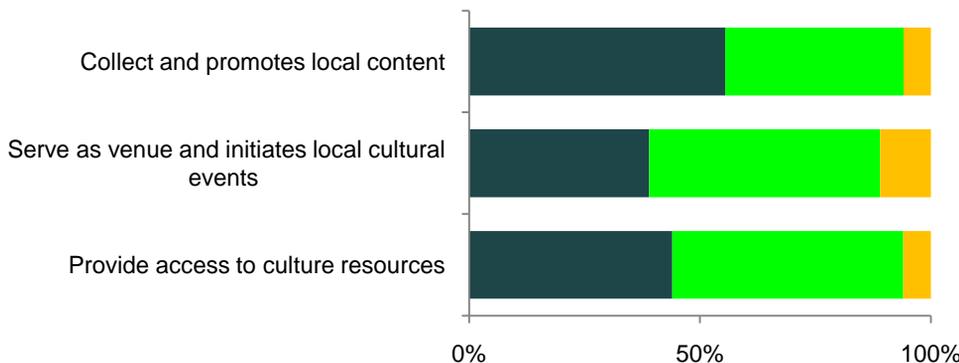- Provide access to health information

0% 20% 40% 60% 80% 100%

Strong support for a role for libraries in relation to health. Some doubts about using their facilities for health related events.

Communication

- Provide environment for social interaction between community members
- Help to build new social relationships online
- Provide electronic communication tools to reach distance friends and family

0% 50% 100%

Support for the idea of a role for libraries in facilitating communication. A minority have some doubts about electronic aspects of this task.

Culture

- Collect and promotes local content
- Serve as venue and initiates local cultural events
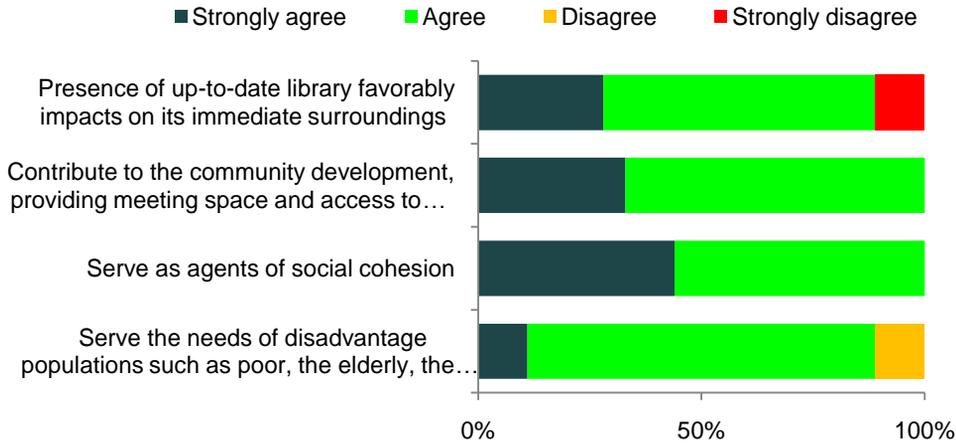- Provide access to culture resources

0% 50% 100%

Only a small minority have issues about libraries' cultural role.

Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?
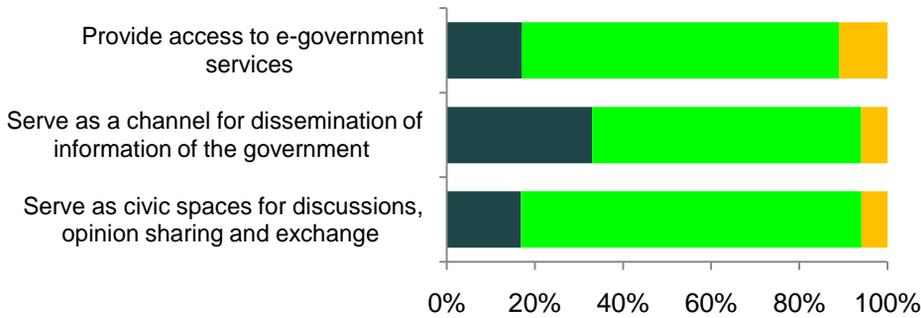
Impact areas

Social and community development

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

- Presence of up-to-date library favorably impacts on its immediate surroundings
- Contribute to the community development, providing meeting space and access to…
- Serve as agents of social cohesion
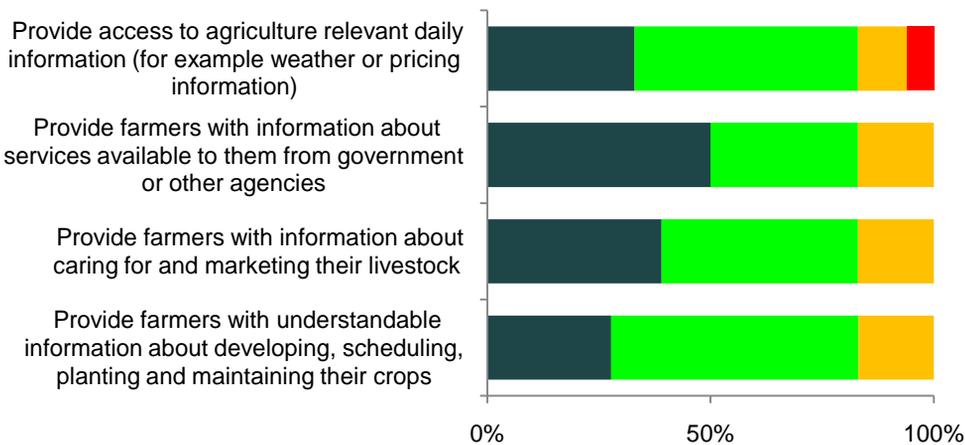- Serve the needs of disadvantage populations such as poor, the elderly, the…

0% 50% 100%

The officials agree that libraries would have a an impact on social and community development . A small minority had doubts about serving the needs of the disadvantaged as well as impacting on immediate surroundings. Unanimity about a role in social cohesion.

Citizen Empowerment, Democracy and E-Government

- Provide access to e-government services
- Serve as a channel for dissemination of information of the government
- Serve as civic spaces for discussions, opinion sharing and exchange

0% 20% 40% 60% 80% 100%

Whilst there is majority support for a role for libraries in disseminating government information, most officials say they agree rather than they agree strongly. Current resource constraints especially in the area of digital resources, could be driving this view.

Agriculture

- Provide access to agriculture relevant daily information (for example weather or pricing information)
- Provide farmers with information about services available to them from government or other agencies
- Provide farmers with information about caring for and marketing their livestock
- Provide farmers with understandable information about developing, scheduling, planting and maintaining their crops

0% 50% 100%

More than 80% support a role for libraries in supporting agriculture.

Could you please say whether you strongly agree, agree, disagree or strongly disagree with below listed statements? What is your opinion on each of these areas? Could you please comment your opinion?: