Electronic information services in Kenyan academic libraries: A case study of Catholic University of Eastern Africa Library (M.A Thesis)

By

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Abstract:

The project grapples with the challenges facing electronic information services with the rising demand for new and current information systems by the library clientele. The type of electronic information services and how they are being utilized in the university libraries has been underscored. It gives reasons behind the departure from total reliance on print - based information to the use of electronic and digital techniques in information storage and access. The project reviews literature on various aspects of electronic information services in academic libraries and also looks at similar studies carried out mostly in developed countries where the use of electronic information services has been around for quite a longer time. It uses the conceptual framework upon which this study is based. The applicability of the five laws of library science in relation to academic libraries has also been looked at briefly. Other areas looked at include: range and use of electronic information services, ICT, information skills literacy, obstacles hindering electronic information services use and the benefits accruing from these services. The work further examines the research designs that help to gather systematically information necessary for library computerization. It also identifies the characteristics, current practices and the preliminary information necessary for successful library computerization. The target populations are the library users and the library staff. Sampling and other important instruments have been used to collect the data. The project also discusses and presents the results of data analysis in a systematic way. Data collected was coded and computerized. Some of the issues covered include the type and range of electronic information services, factors affecting library computerization, training and attitudes of library users, problems, benefits and impact of electronic information services. It concludes by giving the summary and findings of the research which includes the CUEA Library operating system and the software available. The conclusions given include the recent advances in ICT that has strengthened further the link between knowledge and broad based development of information. It finishes with the recommendations on the way forward with a call to academic libraries management to have a plan of action to cater for the short, medium and long term computerization requirements.

Key words: Electronic, Resources, Academic libraries