

**EXAMINING COMMUNITY LIBRARY SERVICES PROVISION AT KAWEMPE
YOUTH CENTRE LIBRARY KAMPALA DISTRICT**

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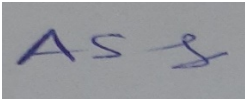
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DECLARATION

I, Daisy Ashabahebwa, hereby declare that this research work is my original work and has not been submitted by any other Diploma/Degree award to any Institution/College/University before.

Signed



Date: 17/09/2025

APPROVAL

I confirm that this dissertation has been prepared and presented with my approval as research supervisor.

Mr. Ssekitto Francis

A handwritten signature in black ink, appearing to be 'Ssekitto Francis', written on a light-colored background.

Date: 17/09/2025

DEDICATION

This research work is dedicated to God Almighty for his blessings, my husband Alex Twesigye, my sons and daughter (Rodney, Ryan, Rannel and Riana) for their love and support throughout my studies.

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TABLE OF CONTENTS

DECLARATION.....	i
APPROVAL.....	ii
DEDICATION.....	iii
ACKNOWLEDGEMENTS.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	vi
LIST OF FIGURES.....	vi
ACRONYMS.....	vii
ABSTRACT.....	viii
CHAPTER ONE: INTRODUCTION.....	1
1.0 Introduction.....	1
1.1 Background.....	1
1.1.1 History of community libraries in Uganda.....	4
1.1.2 Kawempe Youth Centre Community Library.....	4
1.2 Statement of the problem.....	5
1.3 Purpose.....	5
1.4 Objectives of the study.....	5
1.5 Research Questions.....	6
1.6 Significance of the Study.....	7
1.7 Scope of the study.....	8
1.7.1 Geographical scope.....	8
1.7.2 Content scope.....	8
1.8 Conceptual framework.....	8
1.9 Definition of operational terms.....	9
CHAPTER TWO: LITERATURE REVIEW.....	11
2.0 Introduction.....	11
2.1 Existing community library services provision.....	11
2.2 Management of community library services.....	12
2.2.1 Funding of community libraries.....	12
2.2.2 Community library stock and acquisition.....	13
2.2.3 Community libraries staffing.....	13

2.3 Challenges of providing community library services	14
2.3.1 Inadequate or total lack of funding	14
2.3.2 Lack of staffing in community libraries.....	15
2.3.3 Dissatisfaction with the community library stock.....	15
2.3.4 Community ignorance about community libraries.....	16
2.3.5 Poor internet connectivity in community libraries.....	16
2.3.6 Community Libraries competing with rich information centres and electronic media.....	17
2.4 Strategies for improving community library services.....	17
2.4.1 Community library awareness among the rural communities.....	17
2.4.2 Community library partnerships for funding.....	18
2.4.3 Community library sustainability.....	18
2.4.4 Capacity and character building for community library Staff.....	19
2.4.5 Local government councils to spearhead funding of community libraries	20
2.4.6 Relevant community library stock.....	20
2.4.7 Equipping community libraries with ICT facilities	21
2.4.8 Convenient community library opening and closing hours.....	21
2.5 Research gap.....	21
CHAPTER THREE: METHODOLOGY	22
3.0 Introduction.....	22
3.1 Research approach.....	22
3.2 Research design.....	22
3.3 Area of Study.....	23
3.4 Population	23
3.5 Sampling.....	23
3.5.1 Sampling procedure.....	23
3.5.2 Sample Size.....	23
3.6 Data collection methods.....	24
3.6.1 In-depth interviews.....	24
3.6.2 Observation.....	25
3.6.3 Document Analysis.....	25
3.7 Data collection instruments.....	25
3.8 Data quality control.....	26
3.8.1 Validity.....	26

3.8.2 Reliability.....	27
3.9 Research procedure.....	27
3.10 Data analysis.....	27
3.11 Ethical considerations.....	28
3.12 Limitations.....	28
CHAPTER FOUR: PRESENTATION AND DISCUSSION OF FINDINGS.....	29
4.0 Introduction.....	29
4.1 Responses.....	29
4.2 Characteristics of participants.....	30
4.2.1 Gender distribution of participants.....	30
4.2.2 Education level of participants.....	31
4.3 Existing community library services provided at the KYC Library.....	33
4.3.1 Library opening hours.....	33
4.3.2 Reference and circulation services at KYC library.....	34
4.3.3 KYC library current awareness services.....	36
4.3.4 KYC library ICT services.....	37
4.3.5 KYC library children library services.....	40
4.3.6 KYC mobile library services.....	41
4.3.7 Community outreach services.....	44
4.4 Management of library services provided at KYC.....	46
4.4.1 Staffing.....	46
4.4.2 Planning and budgeting.....	47
4.4.3 Funding.....	48
4.4.4 Library stock.....	49
4.4.5 Classification of books.....	50
4.4.6 Library policies.....	51
4.5 Challenges faced in the provision of library services.....	52
4.5.1 Inadequate funds.....	52
4.5.2 Understaffing.....	53
4.5.3 Book collection challenges.....	54
4.5.4 Challenges with ICT services.....	55
4.5.5 Inadequate Space.....	56
4.5.6 Sustainability of library projects.....	57
4.5.7 Security.....	57

4.6 Strategies for improving community library service provision at KYC.....	58
4.6.1 Recruit volunteers.....	58
4.6.2 Improving internet services.....	58
4.6.3 Stock up-to-date books.....	59
4.6.4 Create awareness.....	59
4.6.5 Create a whatsapp forum.....	60
4.7 Discussion of the study findings.....	60
4.7.1 Existing community library services at the KYC library.....	60
4.7.2 How the provision of community library services is managed at the KYC library	61
4.7.3 Challenges faced in the provision of library services at KYC.....	62
4.7.4 Strategies to improve community library service provision at KYC....	63
CHAPTER FIVE: SUMMARY OF THE FINDINGS, CONCLUSION AND	
RECOMMENDATIONS.....	64
5.1 Introduction.....	64
5.2 Summary of the findings.....	64
5.2.1 Existing community library services provided at KYC Library.....	64
5.2.2 How community library service provision at KYC library is managed	64
5.2.3 Challenges faced in the provision of community library services at KYC Library	65
5.2.4 Suggestions for improving community library service provision at Kawempe	
Youth Center.....	65
5.3 Conclusions.....	65
5.4 Recommendations.....	66
5.5 Areas for further research.....	68
REFERENCES.....	69
APPENDIX 1: INTERVIEW GUIDE FOR REGULAR LIBRARY USERS.....	79
APPENDIX 2: INTERVIEW GUIDE FOR LIBRARIANS.....	81
APPENDIX 3: OBSERVATION GUIDE.....	82
APPENDIX 4: DOCUMENT ANALYSIS CHECKLIST.....	83
APPENDIX 5: INFORMED CONSENT LETTER OF INTRODUCTION TO	
PARTICIPANTS.....	84

LIST OF TABLES

Table 3.1: Study population, sample size and sampling technique.....	24
Table 4.1: Responses.....	29
Table 4.2: Gender distribution of participants.....	30
Table 4.3: Education level.....	31
Table 4.4: Staff at KYC library.....	46

LIST OF FIGURES

Figure 1.1: Conceptual Framework.....	8
Figure 4.1: KYC staff holding a keyboard and explaining to students about a computer components and their functions.....	38
Figure 4.2: A KYC staff conducting a computer training to users on internet searching.....	39
Figure 4.3: Children reading story books.....	41

ACRONYMS

ALA:	American Library Association
BAI:	Book Aid International
CAS:	Current Awareness Services
COD:	Community Outreach Department
EIFL:	Electronic Information for Libraries
ICT:	Information Communication Technology
ID:	Information Department
IT:	Information Technology
IMLS	Institute of Museum and Library Services
KYC:	Kawempe Youth Centre
KNLS:	Kenya National Library Services
LLP:	Lubuto Library Partner
NGOs:	Non-Governmental Organizations
P2PU:	Peer to Peer University
READ:	Rural Education and Development
RLRDP:	Rural Libraries and Resources Development Programme
SDGs:	Sustainable Development Goals
UBOS:	Uganda Bureau of Statistics
UgCLA:	Uganda Community Libraries Association
UNESCO:	United Nations Education Scientific Cultural Organization

ABSTRACT

Community libraries play an important role in bridging information gaps in communities. This study examined community library services provision at Kawempe Youth Centre Community library in Kampala District. The study's objectives were to: i) establish the existing community library services provided at Kawempe Youth Centre Community Library in Kampala District; ii) find out how community library services provided at Kawempe Youth Centre Community library in Kampala District are managed; iii) identify the challenges of providing community library services at Kawempe Youth Centre community library in Kampala District; and iv) make suggestions for improving community library services provision at Kawempe Youth Centre community library in Kampala District. This was a qualitative case study employing in-depth interviews, observations, and document analysis. The study population of 25 (comprising library staff, volunteers, and registered users) was purposively selected to ensure diverse perspectives, and all were adopted as the sample size. The findings revealed KYC library provides mobile library services, reference and circulation services, community outreach services and ICT services. It was also revealed that community library service provision at KYC library was managed through different avenues such as by planning and budgeting. Additionally, it was revealed that KYC library faces challenges of underfunding, understaffing, outdated reading materials, few library resources, poor internet connection, a few computers, power outages, limited reading spaces among others. Lastly, it was suggested that there was a need to improve internet services, create more awareness about community library services, restructure library opening hours, create a whatsapp forum, stock up-to-date books and acquire more library stock. The study concluded that community libraries were expected to transform their communities through the services they provide and KYC library is not an exception. Therefore, effective management of the library was crucial. Recommendations such as increasing funding, recruiting more staff, forming strategic alliances and partnerships were proposed.

CHAPTER ONE: INTRODUCTION TO THE STUDY

1.0 Introduction

Community libraries serve as important places for information access and education by offering free or affordable access to books, digital resources, and learning opportunities within the community. Thus they contribute to literacy improvement, lifelong learning, and community development. However, the provision of effective and sustainable services in community libraries faces numerous challenges, including limited funding, technological gaps, and evolving user needs.

This study examines the provision of library services in community libraries, with a focus on understanding their role in supporting community development. The study seeks to find out the existing services, identify challenges and explore strategies for improving community library services.

This chapter introduces the study. It begins by providing a background of community libraries, emphasizing their significance in communities. It then introduces the research problem, purpose of the study, the objectives and research questions are clearly outlined, providing a roadmap for the investigation. Additionally, the study also discusses the significance of the study findings as well as the scope. Conceptual framework and finally, the key terms used in the study are defined and operationalized

1.1 Background

Mia (2020) defined a community library as a distinct type of public library or an alternative to a public library that is established and governed by local people with or without public funding normally in disadvantaged areas to supply miscellaneous studying facilities and community information services for the growth of the community and raising their quality of life. The study continued to note that a community library is an extension of existing practices of public libraries that rely on community participation, empowers community through information service, basis for rural development, information supplier, makes the rural community aware of what is happening in the country, their rights and responsibilities. Thus a community library contributes towards good governance, social progress and economic development by eradicating information poverty. Mole and Dim (2012) noted that rural public libraries were often called rural libraries, grassroots libraries, community libraries or branch public libraries which were located in rural communities with organized collection of

information resources established to meet the varying needs of its users.

Gregorian (2019) and Roziya (2018) noted that a community library was the most genuine capable and democratic institution for addressing and connecting various group of people not only in a physical space but also through provision of free books, journals, magazines and computers wherein people can learn and share experiences of the past, present and future generations. Rural people referred to are: farmers, small service providers, local entrepreneurs, government workers engaged in culture, education and economic development (Stranger-Johannesen, 2015). According to Nwokocha and Chimah (2016), community libraries were centrally located in the village, often one room libraries, at times operating in areas without electricity, running water and serve rural communities who have no other access to reading materials.

In Africa, community libraries are found in Nigeria, Ghana, South Africa, Tanzania, Kenya, Botswana, Mali, Zimbabwe and Uganda. They may be set up by a school, church or community group. The community needs are given utmost importance and the collection of library services represent those needs. Stranger-Johannesen (2014) noted that there was increased support for community libraries from non-governmental organizations (NGOs) and individuals, with organizations such as African Library Project, Book Aid International, Books for Africa, Canadian Organization for Development through Education, Friends of African Village Libraries, OSU Children's Library Fund, Room to Read, Uganda Community Libraries Association, and Under the Reading Tree, in setting up and/or supporting community libraries, school libraries, and other libraries across Africa.

Community libraries play a critical role in improving lifelong learning for the poor people in rural communities. Mnkeni-Saurombe and Zimu (2013) stated that community libraries encourage reading and literature to all age groups in the society, enabling learning and literacy from the cradle to grave. Community libraries were therefore supporting platforms for the youth to pursue independent studies and lifelong learning. Community libraries have a significant role to play in offering technology-enhanced services and thus improving information communication technology (ICT) literacies of the users. Internet services made it possible for the users to access global information from online databases (Stilwell, 2016). Further rural community libraries play a key role in accumulating, processing, preserving and circulating the community

information which is essential for everyday life of people in the respective community, disseminating information to a wider range of user community (Mia, 2020).

Leonard and Ngula (2013) stated that community libraries were very important for providing information and fulfilling the information demands of the people in respective communities. Community libraries were considered as the critical interface between the communities and nation's information services, and were therefore mandated to serve as community study centers for promoting education, building awareness among community members to use information and supporting for lifelong education; centers for upgrading the participatory status of living culture; and centers for circulating information in all aspects of life with particular emphasis of information essential for participating in democratic decision making and further successful implementation of national development plan and centers for leisure learning. Thus, a rural community library is a lifelong learning, information and recreational reading centre.

Although studies showed that community libraries played a crucial role in meeting the information needs of communities, these libraries still faced challenges. In addition to technological and societal trends, libraries faced other pressures (Zuriski et al., 2013). The study also noted that on the practical level, these include stagnant or shrinking budgets accompanied by rising and changing demands, dealing with old business models, staff ability to keep up with the pace of change, community expectations, and competition from other places such as Amazon, demographic shifts such as the aging population and ethnic change further challenge libraries. According to Islam and Ahmed (2012), many local dwellers in Bangladesh were unable to take advantage of local library services because of high levels of illiteracy rates. Stilwell (2016) noted that besides finance and staffing challenges, community libraries, particularly in the disadvantaged rural communities in a democratic South Africa did not get enough support from the local governments (municipalities). The existence of out-of-date policies and flawed legislation governing community libraries were an indication that they are not yet taken seriously. Nwokocha and Chimah, (2016) asserted that the absence of information in the language or form that the local population was conversant with was a challenge to community libraries. Many of the developing countries have multi- ethnic groups with their own languages yet libraries provide information

materials in English mostly. As a result librarians and libraries find difficulty in serving and meeting their needs. Such challenges affect their effectiveness in providing library services to their respective communities. It was against this background that this study was conducted.

1.1.1 History of community libraries in Uganda

In Uganda, library services for the public are to be found mainly in urban areas. Only 48 districts out of 140 have a public library, 100 sub-counties/divisions out of 2,184 are served by a community library (National Library of Uganda Draft Policy for Libraries, 2020). The 48 public libraries receive a grant from government to supplement the funds that the local government provides from their local revenues. In some parts of the country where there are no government managed libraries, communities and individuals have on their own initiative established libraries especially in the rural areas. Currently, there are 137 community libraries registered with Uganda Community Libraries Association (UgCLA) although only 50 are active; NLU is affiliated to only 26 community libraries leaving out 109 (Kawalya, 2021). UgCLA organizes conferences, workshops for librarians, solicit and administer grants from donors, places volunteers in libraries. According to United Nations Education Scientific Cultural Organization (UNESCO), UgCLA faces challenges of inadequate funding and resources to cover for all library activities, infrastructure and expansion to accommodate the additional resources or materials.

1.1.2 Kawempe Youth Centre Community Library

Kawempe Youth Centre (KYC) is a local community organization located in Kizza Zone in Kawempe Division, Kampala – Uganda which started as a small library project in 1999 with the main aim of providing access to books and information to youth and promoting reading culture amongst children and youth. The library project was later registered in 2002 as an NGO and in 2003 as a company limited by guarantee. Since its inception, KYC's station library has been visited by over 90,000 youth and has worked with over 30 schools through its mobile library services. In 2006, KYC broadened its scope to become a Youth Centre providing Information as well as Educational, ICT trainings Youth skills Development and recreational activities. This was selected as the area of study due to the high experience KYC has providing a community library as one of its services.

1.2 Statement of the problem

Community libraries render services in various forms for the benefit of the users, playing a crucial role in improving the concept of lifelong learning for the poor people. However, although Mnkeni-Saurombe and Zimu (2013, p.42) stated that “community libraries encourage reading, offer technology-enhanced services and internet services, thus aiding community library users to access global information”, they are affected by numerous challenges that affect their effectiveness. Mia (2020) observed that these include resource constraints, understaffing and limited information resources. Kawempe Youth Center is also positioned to meet the information needs of its immediate community and those surrounding it, however, there is limited information on the effectiveness of its work. It was therefore necessary to carry out this study to examine community library services provision at Kawempe Youth Centre community library in Kampala district.

1.3 Purpose

The purpose of the study was to examine community library services provision at Kawempe Youth Centre community library in Kampala District in order to determine their effectiveness and relevance to the information needs of the community.

1.4 Objectives of the study

The study’s objectives were:

- i. To establish the existing community library services provided at Kawempe Youth Centre Community Library in Kampala District.
- ii. To find how the community library services are managed and communicated to users and non-users at Kawempe Youth Centre Community library in Kampala District are managed.
- iii. To identify the challenges faced in providing community library services at Kawempe Youth Centre community library in Kampala District.
- iv. To propose practical strategies for improving community library services provision at Kawempe Youth Centre community library in Kampala District.

1.5 Research Questions

The research questions were:

- i. What are the existing community library services provided at Kawempe Youth

Centre Community Library?

- ii. How are the community library services provided at Kawempe Community library managed and communicated to users and non-users?
- iii. What are the challenges faced in the provision of community library services at Kawempe Youth Centre Community Library?
- iv. What are the practical strategies for improving community library services provision at Kawempe Youth Centre Community Library?

1.6 Significance of the Study

The study findings may contribute to the existing knowledge on community library services provision and their management which may also be used as a basis for developing appropriate services and improving service delivery by librarians attached to KYC community library.

The study may be of great value to policy makers, researchers, stakeholders and organizations that manage community libraries. The study also has potential to influence community library policy makers to develop policies that may provide guidelines on service provision to people within the community.

Furthermore, the study may contribute to literature in the field of community library services provision, which may work as a basis upon which other researchers may build on in their research. The study is also hoped to provoke more research around community libraries and service provision.

1.7 Scope of the study

The scope of the study is a section in a research proposal/thesis where the researcher engages in the discussion of the research areas, research questions, objectives, population and study area (Akanle, Ademuson and Shittu, 2020). They continue to note that Researchers need to determine the scope of the study early enough in research cycle so that the study remain focused and within the set time and boundaraies.

1.7.1 Geographical scope

The study was carried out at Kawempe Youth Centre community Library located in Kizza Zone, Kawempe Division in Kampala District. This library was purposely established to contribute to building literate communities by providing library services,

computer training, facilitating youth discussion groups and offering educational workshops.

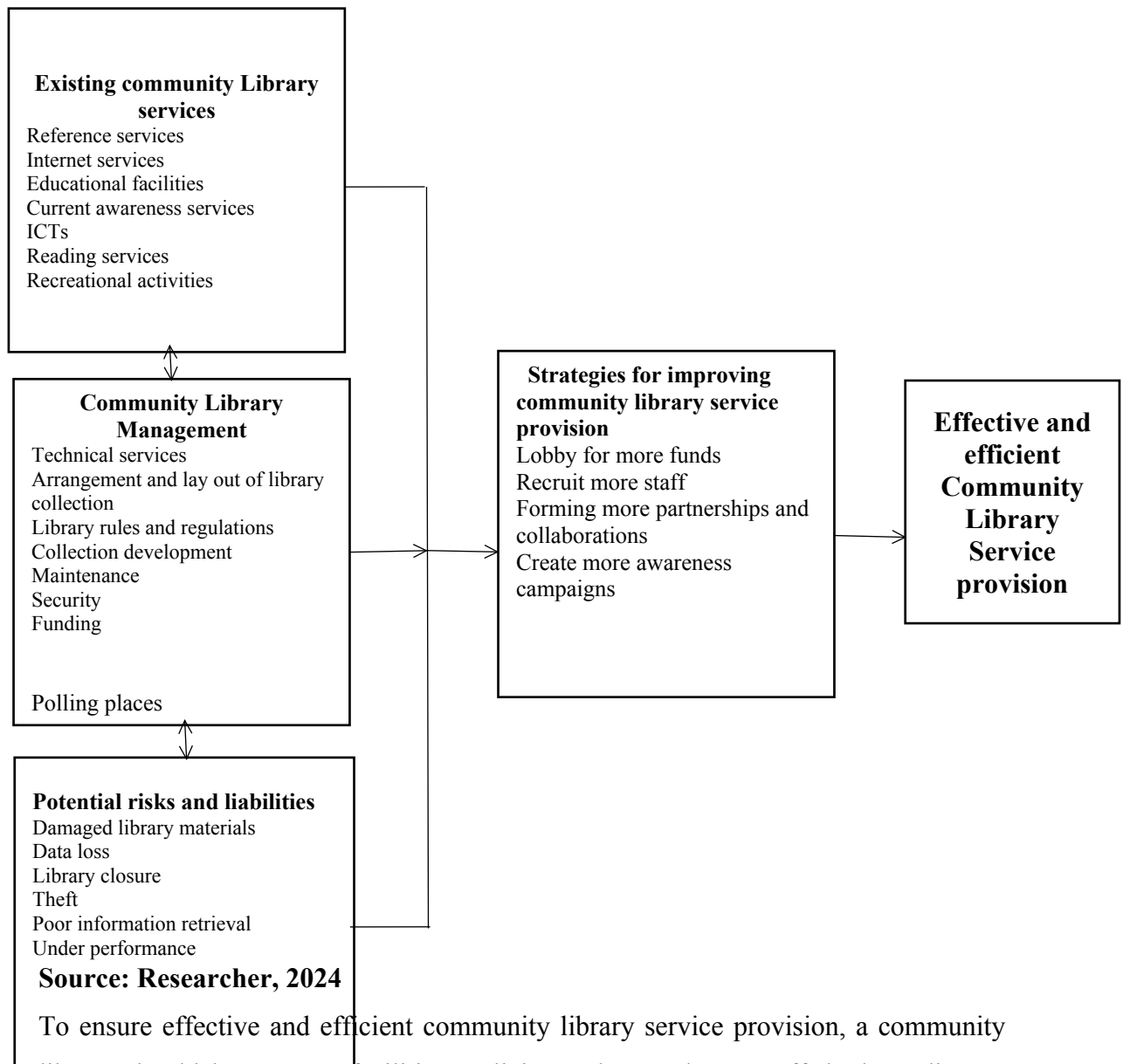
1.7.2 Content scope

The study focused on examining community library services provision at Kawempe Youth Centre in Kampala district. It established the existing community library services provided at Kawempe Youth Centre Community Library in Kampala District; found out how community library services provided at Kawempe Youth Centre Community library in Kampala District were managed; identified the challenges of providing community library services at Kawempe Youth Centre community library in Kampala District; and made suggestions for improving community library services provision at Kawempe Youth Centre community library in Kampala District.

1.8 Conceptual framework

A conceptual framework is a diagrammatic presentation of the theory underpinning the proposed research (Hyuha, 2020). The diagram below shows the key concepts and their relationships

Figure 1.1: Conceptual Framework



To ensure effective and efficient community library service provision, a community library should have space facilities, policies and procedures, staff, budget, disaster preparedness plan, storage facilities and security. When the above are not in place, the following potential risks may happen. They include: Damage to library materials; loss of data; library closure; theft; poor retrieval of library materials; and underperformance.

1.9 Definition of operational terms

Community library: According to Mia (2020) a community library is a distinct type of public library or an alternative to public library that is established and governed by local people with or without public funding normally in disadvantaged areas to supply

miscellaneous studying facilities and community information services for the growth of the community and raising their quality of life. In this study, a community library meant a village library, small and rural library or rural public library or grass root library.

Community library service: This is an act of performing all library activities of relating to the collection, organization of library materials and making the materials and information of a library accessible to the public (Roziya, 2018). This study adopted this as the definition for community library service.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter presents literature reviewed which is undertaken based on the assumption that knowledge accumulates and that we learn from and build on what others have done (Neuman, 2011). The reviewed literature is based on key concepts derived from the study objectives.

2.1 Existing community library services provision

According to Mia (2020), a community library means a distinct type of public library or an alternative to public library that is usually established and governed by local people with or without public funding most times in disadvantaged areas to supply miscellaneous studying facilities and community information services for the growth of the community and raising their quality of life. Chase (2021) revealed that small and rural libraries are the majority of libraries in the United States. He noted that in reality, small and rural libraries are and have been polling places, information places, places for civic discussion, passport facilities, and social service centers. The Institute of Museum and Library Services (IMLS) research brief on the state of small and rural libraries in the United States concluded that the wide distribution of small and rural libraries across the country speaks volumes about the value local communities place on library services (IMLS, 2013).

Community libraries serve a strategic role in extending public services to residents that may be hard to reach by other means, link traditional library services with a variety of other social, educational and economic development programs. Service utilization continues to increase at these libraries in spite of fiscal challenges and rapid technological changes. About 300 community libraries are known to exist in England. Some of these are truly independent of their local authorities, with book stock and support systems entirely self-sourced. The majority of these libraries are categorized as either community-managed or community-supported, with access to varying degrees of council support (Report to DEFRA and Arts Council England, 2014)

According to Abu (2014), in Malaysia, community libraries support the development of rural communities and are dedicated to providing such facilities to the people. As of December 2009, a total of 1,089 rural libraries were built throughout Malaysia. These

rural libraries were considered to be agents of social restructuring because they provide learning centres and skill support to local communities in areas like basic skills, family learning and skill support to local communities.

Agyemang (2017) noted that in Ghana, community libraries are set up to serve the communities plus the surrounding areas in which they operate. He continued to explain that community libraries are established by NGOs, district assemblies, chiefs affluent or well to do individuals and individuals with higher educational credentials hailing from these areas as memorial. The study further revealed that usually these community libraries bear the name of the community in which it is situated. In Ghana, community libraries also serve as school libraries due to the absence of other resources in these communities (Elbert et al., 2012). Elbert et al. (2012) reported that Ghana had 195 community libraries funded by NGOs. The authors further revealed that community libraries did not receive government funds although Ghana Library Board provided advice and technical support.

In an effort to expand library service provision to all citizens in Kenya, the Kenya National Library Services (KNLS) partnered with communities to develop libraries in these areas called community libraries. The development of community libraries is governed by the Community Libraries Development Policy, 1990. This is an initiative of KNLS board developed in 1990 (KNLS, 2023). As described above, therefore, community libraries are essential in fostering community development, meeting the information needs of communities and a focal point in extending public services to communities.

2.2 Management of community library services

2.2.1 Funding of community libraries

Sultana (2014) noted that revenue for servicing rural public libraries comes from two sources: state aid that contribute the lion's share and other sources of funding that help to run the library activities. A study carried out by Musanje and Hagwelele (2018) indicated that community libraries in Zambia were managed by Lubuto Library Partner (LLP) with major source of funding coming from partners the organization works with Mkeni-Saurombe and Zimu (2013) noted that South Africa's community library network was fairly well-established compared to other African countries. These

community library services report to the National Department of Arts and Culture which is held responsible for national symbols, funding, arts and culture initiatives, arts and culture organizations and institutions, cultural villages, performing arts institutions, visual arts, museums and library and information services. The same department works with the municipal counterparts to manage community libraries in South Africa. A study by Elbert et al. (2012) revealed that funding for community libraries in Ghana is by NGOs. In Kenya funding is a joint effort of the community and the government through the Kenya National Library Service budget. However, in Tanzania community libraries were funded by villages and local communities.

2.2.2 Community library stock and acquisition

Lehnhard (2012) noted that the African Library project, an American NGO, connects individual communities in Lesotho to a community donor in America. The American donor collected and shipped books to the African project site. The books were then organized and distributed to the different community libraries. Moyo and Chibaya (2017) revealed that Rural Libraries and Resources Development Programme (RLRDP), a community based organization, was founded to assist in establishing and developing library projects. The major role of RLRDP was to ensure that all community libraries operate professionally in meeting the needs of their membership and provide materials and technical support in the form of print and non -print materials.

2.2.3 Community libraries staffing

A study by Wang et al. (2019) on 164 community libraries in Hubei provinces, India, revealed that community libraries were attended by retirees on a part-time basis. Abu, Haron and Sabri (2018) noted that in Nepal, India, the Rural Education and Development (READ) program involved itself directly with the establishment of community libraries in rural and isolated areas. In Malaysia, community libraries were administered by the Local Council or community members. The Local Council paid the staff with its own finances and community libraries administered by public library or the National library of Malaysia were run by a librarian or library assistant. In Zimbabwe, RLRDP, a community-based organization was in charge of training library staff and management committees (Moyo & Chibaya, 2017). Kawalya (2021) noted that community library founders are responsible for staffing their libraries.

Dent and Goodman (2014) noted that several agencies across Africa were set up to

facilitate and coordinate community libraries. These included the RLRDP in Zimbabwe, the Rural Community Information Centres in Malawi run by the Country's National Library Service, Rural Community Information Resource Centre in Sierra Leone, and more recently UgCLA in Uganda. The main focus of these agencies is to create and support locally run community libraries with the intention of meeting the resource needs of people in the community.

2.3 Challenges of providing community library services

2.3.1 Inadequate or total lack of funding

Fourie and Meyer (2016, p.423) stated that lack of funding hinders community libraries from procuring suitable resources that meet community needs. Hughes and Boss (2021) cited barriers to providing effective community library services to the business community as inadequate budget to purchase resources requested by the business community and funds to promote community library services and resources. Sultana (2014) noted that in West Bengal, rural libraries suffered from inadequate or total lack of funding. Mansour (2019) observed that rural libraries in Egypt could neither meet user needs nor strengthen their collections due to limited budget.

Agyemang (2017) noted that many community libraries in Ghana were being funded by affluent people, but at the death or failure to provide funds by these people, the libraries begin to collapse. Fischer (2015) found out that the managerial challenges faced by rural libraries was due to lack of funding that led to lower salaries, fewer opening hours, inability to hire qualified staff and to keep up with technological changes. Nengomasha and Shuumbili (2020) noted that community libraries in Namibia play an important role in promoting national development was undeniable, but the community librarians experienced challenges in providing important services, many of which originated from poor funding.

2.3.2 Lack of staffing in community libraries

Shrestha (2013) revealed that the librarians have important roles to play in the community but it was difficult to identify the kind of skill sets needed by the community librarian and thus making it hard to get the right librarian with the right skills to serve the needs of the community. Momodu (2012) observed that community libraries in Nigeria, lacked qualified personnel and the absence of social amenities like electricity, good water supply, hospital and community health centers and schools time and again

discouraged people from taking up jobs opportunities in rural areas. Absence of well trained staff hindered community libraries from offering library services effectively (Fourie & Meyer, 2016). Due to these depressing problems, most community libraries could not meet the information needs of their communities.

2.3.3 Dissatisfaction with the community library stock

Sumi (2012) conducted a survey of Himalayan three (3) districts in India and found out that a big number of users were not pleased with the services rendered by these libraries. Library users were not satisfied with the information sources that was available in traditional hard copy versions. Lehnhard (2012) noted the reading culture in Lesotho was poor; the Basotho do not believe in books and so books remain untouched. In addition community libraries lacked relevant collection. Nwokocha and Chimah (2016) noted the lack of information in the language that the rural population is conversant with was also a major drawback of information access in the community libraries.

Many of the developing countries in Africa had multi-ethnic and speak different languages, yet the libraries and information centres stocked information mainly in colonial languages such as English, French, Spanish, Portuguese and German. This posed a big problem to the librarians and libraries in ensuring that the information needs of the people in rural areas are met. Momodu (2012) remarked that among the challenges faced by rural libraries in Nigeria were the inadequacy of information materials in local languages. Most of the books were published in English language when, in actual fact, most of rural populace could not even read and write in their local dialect. Very little was done in the area of publishing in local languages. Omeluzor et al. (2017) observed that in Nigeria, language barrier, illiteracy and inadequate up-to-date information materials were the major challenges faced by rural libraries and this led to low library use.

2.3.4 Community ignorance about community libraries

Yusup et al. (2019) found out that the presence of community libraries was not widely known. In addition, the poor people, especially those living in the rural areas, did not know anything about community libraries. Agyemang (2017) found out that in Ghana, the lack of library publicity and its stock led to low usage. In addition, Mullen (2015) identified the lack of awareness, and lack of community involvement as major challenges faced by community libraries. Keeping the libraries relevant in the lives of

the community they served was a big challenge. Sakinah (2014) stressed that public attention to community libraries was low due to their ignorance about the library in the community.

2.3.5 Poor internet connectivity in community libraries

Real, Bertot and Jaeger (2014) found out that many rural libraries experienced slower internet connection speeds and a digital divide. Moreover some libraries possessed obsolete computers that needed to be replaced. Mugwisi (2015) added that the youth in the rural community could not access information online due to the poor internet connectivity.

2.3.6 Community Libraries competing with rich information centres and electronic media

Sakinah (2014) found out that village libraries were faced with competition from other information centers such as scientific documentation centers, data processing centers and archives. Such centers had rich information in the relevant fields. Furthermore, one of the rapidly growing electronic media was television; because of advances in technology, television shows broadcasted 24 hours a day and therefore people were more interested in watching television than going to the library to read books.

2.4 Strategies for improving community library services

2.4.1 Community library awareness among the rural communities

Krishnamurthy et al. (2012) suggested that the rural libraries in Karnataka State, India need to play a big role as community information centres and actively participate in creating awareness among the rural community through provision of proper information sources for use by several government programs. Momodu (2012) noted that although the efforts of some libraries in information dissemination in rural areas of Africa have been documented, community library services in the rural areas of Nigeria have not been given adequate attention. The author noted that, it was very vital for the librarians in charge of rural libraries operations to educate the rural populace on the need and the importance of the libraries and the kind of information they can get from the library.

Fischer (2015) suggested that marketing the community library and its services to the community to increase the number of visitors and volunteers; improving the website

and using social media. Rusell and Huang (2012) suggested that one of the ways in which rural librarians can effectively bridge the communities with the services they provide is to ensure that the library's value is communicated to the communities by maintaining the library visibility in the local community, to carry out information literacy promotion campaigns among the rural people so that they can use information available to solve their many livelihood problems, create newsletters about current events, sponsoring local contests, inviting well known individuals at library functions and providing home library delivery services. Hoq (2014) noted that the local communities needed to be aware of the importance and relevance of the community library in their lives.

2.4.2 Community library partnerships for funding

Real et al. (2014) suggested that scholars in Library and Information Science should dialogue with librarians in underfunded libraries to work to gather, process and interpret data on libraries' needs and effect on their communities and lobbying for greater funding. Young (2012) contends that communities should indicate their needs and, thereafter, work with their librarians and interested stakeholders to select appropriate programmes or interventions. Community libraries services also need to work in conjunction with other government departments, organizations or the private sector to achieve a greater influence in society. To achieve long term sustainability, Agyemang (2017) and Hoq (2014) noted that community libraries needed to forge partnerships with other information centres at local, regional and national levels and government agencies, non-governmental organizations, educational institutions, civil society groups and cultural organizations.

2.4.3 Community library sustainability

Shrestha (2013) emphasized that the community library initiative in Nepal should be self-sustainable and manage and maintain the initiative on its own. Sustainability is maintained by three major components: physical sustainability is ensured when the library has its own infrastructure; social sustainability is ensured when the library has maintained social trust, linkages and partnerships with local organizations; and financial sustainability is ensured by sustaining enterprises and partnerships. Gausul (2014) recommended local communities running the library, giving more attention to local information needs in order to achieve sustainability.

Islam and Ahmed (2012) noted that community libraries play a special role in socio-cultural activities but if they are to survive, they should organize individual competitions like drawing, writing, presentation, recitation; group performance: performing dramas, celebrating international mother language day, Independence day, organizing humanitarian services (blood donations, medical screening). The introduction of the said services will open the chance for the communities for social gatherings, spending leisure time, and enjoying recreation activities that are limited in rural areas. Agyemang (2017) recommended that to achieve local participation, community libraries need to be innovative, engage in specialized services and have respect for local language, cultures and practices.

2.4.4 Capacity and character building for community library Staff

Fitriyah and Esti (2020) noted that capacity building and character building for library staff is absolutely necessary. Library managers act as library mobilizers and therefore needed new competency that is suitable with the needs of the village library. The competence and capacity possessed by the library manager must also be able to adjust to the situation and conditions of changing times. Lehnhard (2012) suggested that it is very important to engage library leaders in a variety of professional development activities in a variety of formats including workshops, videos, discussion groups and trips to successful libraries so that they are able to develop innovative community library services. Fischer (2015) suggested that the solution to rural library management challenges is recruiting and hiring the right staff for the position and recruiting more volunteers. He also suggested implementing an internship program for students so that the library is relieved of the burden of lacking staff. Ebiwolate, (2012) continued that training and retraining of staff in ICT and related areas as a continuous exercise in rural libraries.

2.4.5 Local government councils to spearhead funding of community libraries

To enable library services to reach the grassroots level, local government councils should be given the mandate to set up and provide funds to run community libraries in their communities (Momodu, 2012).

2.4.6 Relevant community library stock

Nwokocha and Chimah (2016) noted that to overcome the challenges of

rural/community libraries; librarians in community libraries should use village squares and native languages to disseminate information, purchase only books and other materials useful to the community, interpret some of the books into local language for those who are unable to read or understand the English language and cooperate with the media and government information units to package and repackage information for non-literature categories of library users. Lehnhard (2012) suggested that community libraries in Lesotho need to develop resource materials in collaboration with local professional to ensure adherence to unique local challenges.

Locally written books in both Sesotho and English should be part of all community libraries. Since majority of the people living in the rural areas of the developing countries are illiterate or semi-literate, it is important for the library workers to play a role of educators and instructors. Agyemang (2017) recommended that the problem of too much foreign content, would be solved by focusing on capturing and documenting the indigenous knowledge and experiences of the local people in Ghana. Hoq (2014) asserted that rural libraries should compile local directories and create local files in addition to other sources of information. At the same time, community libraries can focus on capturing and documenting the knowledge and experiences of the local people. More so it is advisable to have a combination of print and digital collections in the library so as to cater for all community needs.

2.4.7 Equipping community libraries with ICT facilities

Community libraries provide access to ICTs and internet connectivity which encourage communities to participate fully in the information society (Young, 2012). Nnenna and Nkechi (2011) reasoned that rural libraries should play a key role in instilling positive health values, attitudes and behaviors that would encourage healthy lifestyle among the rural people. They suggested equipping rural libraries with modern ICT facilities for storing and providing vital health information, collecting health information from local people, recording this information in central databases and strengthening rural library initiatives so that more people can benefit from their services.

2.4.8 Convenient community library opening and closing hours

The opening and closing time of the community libraries also should be convenient for the villagers. Hoq (2014) observed that a big number of people in rural areas remain

busy in the fields almost throughout the entire day; therefore, many villagers can only visit the library after they have finished their day's work.

2.5 Research gap

Based on the above reviewed literature, various authors have carried out studies on community libraries service provision. This review highlights that although international studies provide valuable insights into community library services, there remains a contextual gap in Uganda. This gap justifies the present study and ensures that findings directly inform the management and improvement of Kawempe Youth Centre library services.

CHAPTER THREE: METHODOLOGY

3.0 Introduction

This chapter presents the methods that were used to carry out the study; the research approach, research design, area of study, population, sampling and sample size, data collection methods and instruments, research procedure, data quality control, data analysis and presentation and ethical considerations and limitations of the study.

3.1 Research approach

A research approach is a set of strategies and actions selected for a given research endeavor (Creswell, 2021). The study employed the qualitative research approach. Qualitative research is concerned with subjective assessment of attitudes, opinions (Kothari, 2019). The approach was appropriate because it provided valuable interaction with participants and allowed better understanding of community library services provision at KYC.

3.2 Research design

A research design is the road map that the researcher follows during the research journey to find answers to your research questions as validly, objectively, accurately and economically as possible (Kumar, 2019). Kothari (2019) stated that a research design is an important element of research because it facilitates the smooth functioning of the various research operations, hence, making research efficient by yielding maximum information with minimum effort and time. The study adapted a case study design. A case study is an empirical inquiry that investigates a contemporary phenomenon within its real life context; when the boundaries between phenomenon and context are not evident and in which multiple sources of evidence are used (Yin, 2018). A case study was appropriate for this study because the researcher sought to obtain concrete, contextual, in-depth knowledge about the range of community services offered, user perceptions, challenges faces by both librarians and users at KYC.

3.3 Area of study

Creswell (2021) defined the area of study as the specific area where one is going to carry out their research. The study took place at Kawempe Youth Centre Community Library which is located in Kawempe Division, North of Kampala District the capital city of Uganda.

3.4 Study Population

Population refers to the entire group such as families living in an area, clients of an agency, residents of a community, members of a group about whom you want to find out about through researcher endeavour (Kumar, 2019). The study population was composed of 7 staff from KYC community library and registered library users (KYC, 2023). According to a librarian at KYC, the library registers at least 100 users in a month. This was selected as the study population because the staff know the services offered challenges in library service provision but also can explain policies and operational issues. On the other hand the users were selected because they have firsthand experience on accessibility and whether the services meet their information needs.

3.5 Sampling

According to Kumar, (2019), sampling is the process of selecting a few (sample) from a bigger (sampling population) as the basis for estimating the prevalence of an unknown piece of information, situation or outcome regarding the bigger group.

3.5.1 Sampling procedure

Purposive sampling was used as the sampling procedure. Kumar (2019) asserts that with purposive sampling it is the researcher's judgment as to who can provide the best information to achieve the objectives of the study. The researcher selected only the people, who in his/her opinion had rich information about the range of community services offered, user perceptions, challenges faced with community library services provision at KYC Library and were willing to share it.

3.5.2 Sample Size

A sample is a smaller and (ideally) a representative part of a bigger whole or population. It is a subset of the population (Bryman, 2021). The sample size is the number of elements or subjects that is used as a representative population of the whole. The researcher purposively selected the Community library Director because he/she is responsible for all managerial activities including budgeting, staffing, 2 Community Librarians because they are in charge of providing library services to users, 2 volunteers because they cover up the gaps in case the library is understaffed, and 20 registered regular library users because they have the required information with respect to the

objectives of the study and therefore they were in position to give out their perspective and experiences about community library service provision at KYC. The table below describes the study population, sample size and sampling technique.

Table 3.1: Study population, sample size and sampling technique

Description	Population	Sample size	Sampling Technique
Director	1	1	Purposive sampling
Librarian	2	2	Purposive sampling
Volunteer	4	2	Purposive sampling
Regular users	100 per month	20 (5 per week)	Purposive sampling
Total	107	25	

Source: KYC (2023)

3.6 Data collection methods

This section describes the methods that were used to collect data. Data was collected through in-depth interviews, observation and document analysis.

3.6.1 In-depth interviews

Creswell and Creswell (2018) defined an interview as a dialogue between the interviewer and participant with the intention of eliciting specific information from the participants. Face to face interviews were conducted with the community library director, librarian, volunteers and registered regular users about a range of services offered, accessibility, perceptions, and challenges faced during services provision. This enabled the interviewer to probe participants about their perceptions, experiences with community library service provision at KYC. Interviews provided complete freedom to the interviewees in terms of content and structure.

Interviews yield direct quotations from people about their experiences, opinions, feelings and knowledge (Patton, 2015). An audio recorder was used to collect data only with the consent of participants. A full recording of the interviews between the researcher and the participants was transcribed for analysis. Using an audio recorder will give the researcher enough time to focus on the interview. Pen and paper were also used on for writing extra notes.

3.6.2 Observation

Observation is the principal technique for gathering data on non-verbal behavior (Flick,

2018). It is a purposeful, systematic and selective way of watching and listening to an interaction or phenomenon as it takes place (Kumar, 2019). Observation was used to gain insight into the actual use and delivery of community services. The researcher observed and wrote notes on staffing, building, number of library users, location, user interactions with staff, library facilities, library collections, library set up, ICT facilities and security. The findings were interpreted in relation to the study objectives.

3.6.3 Document Analysis

Document analysis is where data are to be extracted from various documents of the organization (Hyuha, 2020). These documents included: the KYC strategic plans, annual reports, performance reports, minutes of meetings, magazines, library budget, library rules and regulations and any other relevant documents of the KYC community library. These enabled the researcher to collect more detailed information which was not directly observable.

3.7 Data collection instruments

Data collection instruments are a means of collecting data for the study. They included an interview guide, observation checklist and document analysis checklist.

3.8.1 Interview checklist

An interview guide (see appendix 1&2) is a written list of questions which will be used to guide the interviewer Creswell (2021). The interview guide consisted of unstructured questions on the existing community library services provided, the management of community libraries, challenges faced in providing community library services and recommendations to improving community library service provision in KYC.

3.8.2 Observation checklist

The observation guide (see appendix 3) included a checklist of items and activities in the KYC library such as the number of library users, building, staff, library collections, library set up, ICT, security

3.8.3 Document analysis checklist

The document analysis checklist (see appendix 4) guided the extraction of data from various documents (Hyuha, 2020). The documentary analysis checklist included the list of KYC documents to be analysed such as annual reports, minutes of meetings,

annual work plans, KYC library policy, library rules and regulations.

3.8 Data quality control

According to Lê and Schmid (2020), researchers ought to establish mechanisms to ensure that their research efforts can be trusted throughout the whole research process including data collection. Data quality control is a strategy that involves controlling how data is collected (Kumar, 2019). This was achieved through two main technical criteria, which are validity and reliability.

3.8.1 Validity

Validity means “appropriateness” of the tools, processes, and data (Yin, 2018). To ensure validity, the triangulation method was used. Triangulation refers to the application and combination of several research methods in the study of the similar phenomena. The researcher used four data collection methods to gather a variety of reliable and valid responses; in-depth interviews, observation and document analysis. Validity was also ensured through a well-documented audit trail of materials and processes, multidimensional analysis of cases and concepts, and participant verification

3.8.2 Reliability

Reliability refers to the consistency or repeatability of an instrument (Creswell & Creswell, 2018). In order to ensure reliability, data collection instruments were pretested. Pretesting entails a critical examination of understanding of each question by participants (Kumar, 2019). A series of 5 pretest interviews and survey questionnaires will be conducted so as to identify errors if any and formulate measures to address them before they are used to collect data. The researcher validated their accuracy in terms of form and context with constant comparison, either alone or with peers, i.e. triangulation.

3.9 Research procedure

The researcher got a clearance letter from the School of Research and Post Graduate Studies at Uganda Christian University with permission to carry out the study. This letter was presented to the Director KYC community library to allow the researcher access participants.

3.10 Data analysis

Data analysis is the process of systematically applying statistical and/or logical techniques to describe and illustrate, condense and evaluate data in order to create meaning (Babbie, 2021). Data analysis provided meaning to collected data and therefore allowing the researcher to answer research questions. The qualitative data was analyzed through a thematic analysis. Themes were derived from the study objectives that the researcher used during the analysis and present the data in text following the themes. Data from interviews was transcribed, and themes were developed from the data that was presented. Observation and document analysis data was also analysed under relevant themes so as to support the findings.

3.11 Ethical considerations

The researcher adhered to the following ethical practices: The researcher asked participants to fill in the consent form. The researcher explained to participants about the study objectives and that it is only for academic purposes. No participant was forced or coerced into participating. The participants were also informed that they have the right to withdraw from the study just in case they find that they cannot participate after giving their consent (see appendix 5). The researcher protected the participants by withholding their names or any identifying information. The researcher also ensured that every confidential information was kept confidential. The researcher provided accurate information about the research and avoided bias in anyway. In addition the researcher did not fabricate, falsify or misrepresent data collected from the KYC community library and its users.

3.12 Limitations

Some participants delayed to avail the researcher with all the information required for the study. However, the researcher conducted regular follow-ups to ensure a high participation rate.

There was difficulty in meeting some participants due to high workloads and conflicting time schedules. However, in order to minimise the effect, the researcher put off non-priority engagements to focus on the study and also contacted the participants early in order to accommodate their changes in schedules.

CHAPTER FOUR: PRESENTATION AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter presents and discusses the findings of the study in line with the objectives; to establish the types of community library services provided at KYC; to find out how community library services provided at KYC are managed; to identify the challenges of providing community library services at KYC and to make suggestions for improving community library services provision at KYC.

4.1 Responses

The study targeted 25 participants and they all responded to the study. Below is a summary of the responses.

Table 4.1: Responses

Category	Designation	Sample size	Actual participants
Library staff	Director	1	1
	Librarians	2	2
	Volunteers	2	2
Regular registered library users	Researchers	4	4
	Students	10	10
	Teachers	4	4
	Pupils	2	2
Total		25	25

Source: Field data (2023)

A high response rate implies that the study population was adequately represented. Pielsticker and Hiebl (2019) noted that having a sufficient response rate of 60% and above is important because it shows that the study population was adequately represented.

4.2 Characteristics of participants

The study sought to understand the characteristics of participants. For this study, selected demographic information which was deemed pertinent included gender distribution, education levels and length of service. By obtaining the demographic information of the study participants, the researcher was able to know who the study

participants were (Rashawn, 2020).

4.2.1 Gender distribution of participants

The participants were requested to provide information on their gender. This information is summarized in the table below.

Table 4.2: Gender distribution of participants

Category	Designation	Male	Female
Library staff	Director		1
	Librarians	1	1
	Volunteers		2
Regular registered library users	Researchers	3	1
	Students	6	4
	Teachers	1	3
	Pupils	2	
Total		13	12

Source: Field data (2023)

Table 2 shows that 13 participants were males while 12 were females. This means that the males were more than females. When the librarian was asked about the general difference in gender of the youth accessing the library, the he explained:

“Young men frequent the library seeking for opportunities to generate more income to support their families, where as some females are tied down with home chores including looking after children.”

It was also noted that some girls are restricted from utilizing the library because their parents suspect that they are not genuinely coming to read but to meet boys. Meanwhile, some girls assist their parents in running small scale business like selling bananas, groundnuts and household responsibilities. Teklemariam (2020) observed that most females in Eritrea take up other responsibilities as home makers and rarely find time to visit the library

4.2.2 Education level of participants

The researcher sought information about the education level of the study participants. The findings are summarized below.

Table 4.3: Education level**Table 3: Education level**

Category	Designation	NO.	Education level	NO.
Library staff	Director	1	Bachelor of Library and information Science (BLIS)	1
	Librarians	1	Bachelor of Library and information Science (BLIS)	1
		1	Diploma of Library and information Science (DLIS)	1
Volunteers		1	Bachelors of Social Work and Social Development (BSWSD)	1
		1	Bachelors of Information Technology (BIT)	1
Regular registered library users	Researchers	1	Post Graduate diploma in management (PDIM)	1
		1	Vocational Studies (Electrical engineering)	1
		1	Diploma in Software applications (DSA)	1
	Teachers	2	Bachelors in Education (B Grade III	2
		2		2
	Students	1	Bachelor of Business Administration (BBA)	1
		1		1
		2	Diploma in Industrial art and design (Dip IAD)	2
		3		3
		3	Certificate in cosmetology (Cert COS)	3
		A'level (S5 and 6)		

			O'level (S 2 and 3)	
	Pupils	2	Primary (p5, p6)	2
Total		25		25

Source: Field data (2023)

The table above presents findings on education levels of participants including library staff, regular registered users, students and pupils.

Library staff: There was one Director with BLIS, one librarian holds BLIS degree and another with DLIS constituting 12% of the total. The library also employs volunteers one with BSWSD and another with BIT each contributing 4% of the total.

Regular registered library users: One researcher had PDIM another completed vocational studies in electrical engineering and one with DSA. Each of these categories constituted 4% of the total. Two teachers had Bachelors Degree in Education Making 8% and two other teachers had Grade III making 8%.

Students: There was a mix of educational levels among students that included BBA 4%, Dip IAD 4% Cert. in COS 8%, A'level (S5 and S6) 12% and O'level (S2 and S3) at 12%

Pupils: The pupils were from primary five and primary six making a total of 8%.

The above findings revealed that KYC provided services to users who had different education levels and this meant that each category of users had different library information needs that the KYC library was expected to meet. This is affirmed by the study of Agyekum, (2022) who observed that by nature, community libraries provide their services to different categories of library users.

Findings

4.3 Existing community library services provided at the KYC Library

Objective one of the study sought to find out the existing community library services provided at the KYC Library. The researcher noted that these included opening hours, Reference and Circulation services, Current Awareness Services, ICT services, Children services, Mobile library services and Outreach services. These are explained below:

4.3.1 Library opening hours

Atuase and Koufe (2017) defined operating hours as core schedules when the library is open or accessible to all users. This means users are able to have access to the library facilities and gain professional assistance for their information needs. The researcher sought information about KYC library opening hours. The researcher observed that the sign post at the gate of KYC library indicated that the opening hours were: Monday to Friday from 9:00AM to 6:00PM, Saturday from 9:00AM to 1:00 PM and closed on Sundays and public holidays.

When a librarian was asked whether the opening hours were convenient for the users. She answered:

“The operating hours are very convenient, even during week days, we provide an additional two hours after schools have closed at 4pm for those students, teachers and other users to be able to utilize the library resources after school hours and normal working hours after 5pm. Those who are not able to use the library during the week days have an option of Saturdays 9:00am to 1:00pm.”

One student from Central College School (S6) reported that he was comfortable with the operating hours but then another desired the library to extend up to like 8:00pm especially during week days. He noted that by 6:00pm, most children are at home and it is almost impossible to do revision at home. He needed a quiet reading place.

This means that understanding library operating hours is important for library users to plan their library visits and utilize resources effectively in the allocated time. Migdalski and Moreaul (2021) noted that increase in library hours are often sparked by students demand however, the library administration when considering change in operating hours need to look beyond students demand including budget, staffing, security and maintenance.

4.3.2 Reference and circulation services at KYC library

a) Reference services

Reference service is defined as a one-to-one service or individual assistance provided by the reference librarian to users (Cassell & Hiremath, 2023). The researcher sought to find out the types of reference services provided at KYC.

When asked what kind of reference service KYC provided, the Librarian revealed:

“I respond to inquiries from users on such as access to the library, services offered, the borrowing of books and membership to the library. I also help users to locate information materials from the library shelves, on the use of computers or their laptops and on WIFI.”

This means that librarians guided users to find the relevant information they needed from the library collection, assisted, recommended and instructed users in retrieving and accessing this information. Cassell and Hiremath (2023) noted that it is more important for librarians to understand the range of inquiries that can be expected, allowing them to provide a full and ready answer regardless of the form through which the query arises.

b) Circulation services

Circulation services refer to the general act of checking physical items in and out and the cycling of the library's physical collection from the shelves to users and back again (Bower & Schmidtbauer, 2019). It was observed that the KYC Library had a Circulation Desk located at the entrance of the library where the charging and discharging of books took place. It was further observed that the KYC library used a Manual Circulation System, when the library user requested for a book, the librarian either retrieved it from the shelves or guided the user to its location. When asked how books were circulated to users, the Librarian explained that students use library cards and the community use their national identity cards or any other valid identity card like Work ID, student ID

Document analysis revealed that on a Friday of 9th February 2024, 15 books had been borrowed out and recorded in the circulation book. This helps the librarian to record statistics of the library usage. Further, document analysis revealed that library books are not borrowed out (you cannot take books home). They are strictly used from within the library.

This meant that the librarian was able to help library users to check out the books they wished to borrow by presenting their library cards or other forms of identification but also assisted users to access library books they needed from the library. According to Jahangir *et al* (2021), library circulation services have a key role in improving the status of the library. A good circulation desk boosts the library image because it is at the fore front section of the library. The library's circulation area serves two major functions: inventory control and customers service. Inventory control takes place with the

checking in and out of items. At all times, the location and status of every item must be known: Is the item checked out, or is it on the shelf and available? There are many other activities take place, such as answering questions, registering patrons and collecting library fees.

4.3.3 KYC library current awareness services

Current awareness services are a service provided in the library to educate and inform users on the availability of current information resources in libraries (Uduak *et al*, 2021). Current awareness services are significant due to the diverse information resources in the libraries that users might not be aware of. The researcher sought to find out the current awareness services provided by the KYC library.

It was revealed that KYC Library provided current awareness services to help users to keep updated with the latest information services and resources that the KYC Library had. It was observed that newly acquired materials were shelved on a display shelf, and a lists of new acquisitions were pinned on the noticeboard of the library. It was also established that social media platforms that is X (former twitter) and facebook were consistently updated and active. The librarian shared that:

“Through social media platforms that is X (former twitter) and facebook, our partners are updated on the progress of the projects such as Digital skill @ your local library. The KYC community users stay well informed about the ongoing activities and the upcoming events in the library.”

All this meant that KYC library offered a range of current awareness services to help users stay informed and engaged with the latest information and developments in their fields of interest. Lughlugh *et al* (2024) noted that through various channels such as newsletters, email alerts and social media, library users have access to updated information. Davis (2013) noted that rural public libraries, in particular, have display boards and shelves to draw the attention of users to recent additions, and many libraries produce complete or selective lists for circulation to patrons.

4.3.4 KYC library ICT services

The term ICT evolved from information technology (IT) (Wawu, 2019). While IT is used to refer to the latest trend and devices that enhance information processing and

usage, ICT, on the other hand is used to represent the process or act of exchanging or sharing information using the existing technological facilities such as computer related devices, like Barcode machines, Networks, Internet connectivity, electronic mails scanner, printer, CD ROM, facsimile and storage devices. The researcher sought to know the kind of ICT services and facilities that were available at KYC. The researcher observed that the KYC Library had an ICT laboratory which had 13 computers and accessories like head phones, internet, a printer, a projector and television. The researcher also observed that KYC library staff provided ICT training to library users (see fig 4.1). The packages ranged from introduction to computer parts and their applications, Microsoft office applications, internet access and searching and Website development.



Figure 4.1: KYC staff holding a keyboard and explaining to students about a computer components and their functions

On the use of the computer laboratory and ICT user training, the Director KYC also shared:

“Children and youth are offered computer skills training. We equip the youth with the necessary computer skills and knowledge so that they become self-reliant in seeking out for information and utilizing the internet in ways that contribute positively to their personal development. The aim of computer training to the youth is to empower them with knowledge, tools, skills and mindset to thrive in the digital age.”

The researcher also observed a computer training session. When asked the volunteer why he choose to train users in internet searching, the volunteer shared:

“The internet contains a lot of information, but how do you navigate to find the correct information? What search operators can assist in refining your search?”

See fig 4.2 reported speech



Figure 4.2: A KYC staff conducting a computer training to users on internet searching

Another librarian reported that:

“During COVID-19 lockdown, the youth in the community would come and attend online classes from the KYC library.”

A student from Central College High School shared that:

“I have acquired the skills of searching for online information and as well as typing and editing word documents.”

I also interacted with a researcher at the KYC Library and asked why he visited the library, he shared:

“I visit KYC library to avail myself of WIFI services.”

Document analysis revealed that a total of 333 users were trained in digital skills between the month of January to August, 2022 (Annual Report, 2022). All this means that the KYC library greatly participated in promoting digital literacy and inclusion given the high number of beneficiaries.

Bell and Goulding (2022) noted that most community libraries provide internet access and internet enabling devices to community members. Whiteside *et al* (2022) and Inamdar (2021) noted that community libraries are centers of learning and information in the community. Therefore, they are expected to provide ICT trainings and programs geared at promoting digital literacy and inclusion. They also noted that provision of such services facilitates community development and contributes to the achievement of the Sustainable Development Goals (SDGs).

4.3.5 KYC library children library services

Nyambura and Muthee (2022) defined children's library services as those services, activities, programs and resources that the library offers in the process of disseminating information to children. The study sought to find know the kind of children's services provided at KYC library. The children's section is housed in a separate building from the adult library on your right as you enter KYC library gate. It was observed that inside the children's section, there was a television, toys, mats with letters of alphabet picture books and children's story books.

It was revealed by the director that:

“KYC library welcomes all children whether they go to school or not. KYC library engages children in productive activities through the provision of reading and playing materials.”

The librarian added that the:

“KYC library provided children's services that included story telling session, reading aloud, silent reading, playing with toys, watching movies. The aim of providing these services is to improve literacy skills in our community.”

The volunteer said that:

“We engage children in storytelling, reading aloud and silent reading activities Children read story books and play with toys.(see figure 4). These attract children to the library and encourage them to participate in other library activities.”



Figure 4.3: Children reading story books

She also revealed that the television was used to show educational programs, cartoons and children's movies.

The librarian said that:

“Through our partnership with World Reader, we received kindles which are preloaded with children story books that children read.”

The above findings means that KYC supports children to acquire the general knowledge for further learning through the provision of reading and playing materials. Children services like story telling programs for children encourage early literacy and reading aloud programs motivate children to read (Nyambura & Muthee, 2022). Alis (2021) noted that community libraries (like KYC Library) are a great example of bringing the community together toward the common goal of literacy for children.

4.3.6 KYC mobile library services

The researcher established that the KYC run a mobile library service so she sought to find out more about this service. Bikos and Papadimitrou (2018) defined a mobile library service as any library service that does not stay in one place. They also noted that two conditions must be fulfilled to classify a library as mobile; to provide library services and to be mobile, that is not to operate permanently in a specific area but move from place to place. The idea of mobile library came about after a research was conducted and the results found out that the schools in the surrounding area

disadvantaged and they did not have reading materials. This prompted the director to start the mobile library with a thought of extending educational resources directly to these schools

According to the Report of 2018, the idea of a mobile library emerged following a research study that highlighted the differences in terms of access to reading materials among schools in the surrounding area (Kawempe). The study revealed that these schools were disadvantaged and lacked the necessary resources (reading materials) to support effective learning and literacy development. In response to these findings, the director thought of the idea of a mobile library. The primary aim was to bridge the educational resource gap by bringing books and other learning materials directly to the schools in need. The Director believed that access to quality reading materials is vital to improving educational outcomes and fostering a culture of reading among pupils and students. The mobile library was thus established as a means to extend educational resources directly to these underserved schools, ensuring that all pupils and students, can benefit from these reading materials.

KYC mobile library service currently operates in 17 schools through providing books and facilitating reading sessions in class during the school term. Each school recommends two teachers as contact persons for the service in the respective schools. It was established that books were sorted by the librarian together with the volunteers based on the request by the school, packed in boxes and picked by the teacher from KYC library at the beginning of each school term and returned at the end of the term.

The researcher asked the teachers how they had benefited from the mobile library service and this is what they shared:

Two teachers from Crested High School shared that:

“The mobile library helps our students to find reference materials when they are doing assignments.”

“As a teacher I have come across interesting novels, I take pleasure in the joy of story reading.”

Another teacher from Star’s Quality Primary School shared that:

“The mobile library has helped our pupils to improve their reading skills by

bringing books directly to their classrooms.”

Furthermore, the teachers shared that the mobile library service supported class work as students were able to utilize it to obtain reference materials they could use to do their class assignments:

“Through the workshops organized by KYC Library, we have learnt how to organize and how to take good care of these books that we are given.”

The researcher also asked students to share how they had benefited from the mobile library service and this is what they had to say:

A student from Central College High School shared that:

“I utilize books from the mobile library to complete my class assignments. I have enjoyed reading novels during my leisure time.”

A pupil from Kawempe Decorus Primary School shared that:

“I have learnt how to read, I can now enjoy reading stories.”

The researcher conducted a thorough document analysis to gain insight into the kind of textbooks KYC provided to Star’s Quality primary school; Kawempe Decorous primary school; Crested High School and Central college High school. It was revealed that the textbooks were received through the Uganda Community Libraries Association.

Suprpto and Qosyim (2022) noted that the existence of mobile library services is expected to reduce the gap in obtaining information and also increase interest in reading. However, Larson (2019) reported that most community libraries in developing economies had not adopted mobile-based services. He revealed that introducing textbooks and novels to schools through mobile libraries provides students with reference material, enhances information literacy and promotes a reading culture in the community.

4.3.7 Community outreach services

Outreach services are a primary means by which rural public libraries provide information access to their most underserved users. He observed that community outreach efforts can be key to getting more users into the library (Scott, 2020). The

researcher sought to establish whether KYC offered any outreach services. It was revealed that KYC provided a range of community outreach services through partnerships with other organizations such as EIFL, P2PU, Brass for Africa, SAWA and Kawempe Health Centre Department to provide programs not only aimed at improving literacy skills but also other social information needs.

The Director – KYC shared:

“We partner with several organizations to carry out outreach programs. Electronic Information for Libraries (EIFL) for ICT and digital skilling, Equity Bank for financial literacy programs, health centers for healthy programs, teenage mothers are counseled and given parental skilling, SAWA World, P2PU for business skills training for youth, Brass For Africa since 2018 for music and life skills programme.”

Electronic Information for Libraries (EIFL) is an international not-for-profit organization that works with libraries to enable access to knowledge in developing and transition economy countries in Africa, Asia Pacific Europe and Latin America. EIFL works with libraries world-wide to enable free and open access to digital information. KYC partnered with EIFL to train youth on how to use computer and the internet, through the Digital Skills at Your Local Library Project. 333 youth were trained on how to use a computer (KYC Library Report, 2022)

Peer to Peer University (P2PU) is a grassroots network of people who believe that knowledge should be freely shared and learning is best done with others. P2PU facilitates learning circles. Learning circles are free facilitated study groups for people who want to learn something together. Through this partnership, KYC Library was able to access free course content and resources which they used to train the youth for business skills. 95 youth and women learned how to make liquid soap (KYC Library Report, 2022)

Brass for Africa was founded in 2009 by Jim Trott, a British Musician and educator. This is a charity organization that delivers music skills education to disadvantaged children and young people in Sub Saharan Africa. Their mission is to empower thousands of marginalized children and young people to significantly and positively transform their lives. Through this partnership, KYC Library trained 20 teenagers to

play band to promote their musical talent (KYC Library Report, 2022)

This means the KYC library collaborates with different organizations to offer educational and social programs within the community. Chew (2019) noted that outreach is not limited to a library setting, instead outreach tends to be defined by the specific activities undertaken by librarians and others vested in the public's social and health well-being as they attempt to reach beyond the boundaries of their traditional onsite services and address the problems or needs of a community.

4.4 Management of library services provided at KYC

The second objective was about the management of library services provided by KYC.

4.4.1 Staffing

Staffing refers to the process of acquiring, deploying, and retaining a workforce within an organization to accomplish its goals efficiently. This encompasses activities such as recruiting, selecting, training, and managing employees (Rees & Smith, 2021).

The research sought for information about the staff at KYC Library. The Director revealed that KYC operates in departments that is; Information Communication Technology Department (ICTD), Community Outreach Department (COD) and Information Department (ID). KYC library falls under the information department. Under the information department, these are the staff:

Table 4.4: Staff at KYC library

Position	Number of staff
Director	1
Librarians	2
Volunteers	4
Total	7

Table 4.4 shows the number of staff at KYC Library and their roles are explained below; Director; the overall person in managing the library operations, resources and services. Librarians are responsible for providing reference services to library users, helping them locate and use library resources and select new materials for the library's collection. Assistant librarians are responsible for assisting librarians with the day to day operations of the library including shelving. Volunteers and interns assist in

maintaining an orderly library.

The Director also revealed that volunteers are employed depending on the availability of funds and also the activities to be carried out within that period. When I asked about the procedure for hiring staff, the director had this to say:

“Whenever there is an opportunity, we post it on various WhatsApp platforms, including the LIS Platform, Uganda Libraries Platform, and the Librarians One Unity Platform. Those who are interested submit their applications, and the KYC Board handles the selection and interviews the candidates.”

It was also observed that most staff working at KYC library were females. Mars (2018) noted that the flux of women in librarianship was due to social development in the nineteenth century and claimed that library work was considered to be less masculine fitting the women to pursue.

This means the management of library services cannot exist without staff. KYC Library employs librarian, volunteers and interns to help in the day to day activities of the library. This result corroborates with the findings of Colibaba, Skinner and Furgal (2019)’s study whose findings revealed that volunteers are of great importance, particularly in the delivery of library outreach services, extending and enhancing existing library services and further promoting community engagement between the library and the local community.

4.4.2 Planning and budgeting

Dessler (2020) defined planning as a fundamental management function involving the formulation of objectives and the selection of the means to achieve them. It involves deciding in advance what to do, how to do it, when to do it, and who should do it. Budgeting is the process of creating a detailed plan that outlines expected income and expenses over a specific period, typically on a monthly, quarterly, or annual basis (Gillum & Williams, 2021).

“Planning is conducted on a quarterly basis. The first meeting is a general meeting for all staff members from all departments, including program managers, librarians, and volunteers. This meeting involves planning and generating the budget for all activities to be conducted in the upcoming quarter.”

Then, the second meeting focuses on budget approval and is usually attended by a smaller group, typically the director and board members.”

This means KYC Library has a well-defined plan and budget and ensures that the library serves its community while making efficient use of its resources. A clearly defined budget ensures the available resources are utilized to achieve the library’s services objective. The budget determines the services that will be offered by the library and the resources allocated to each library program. Suberu (2020) noted that plans depend upon the existence of alternatives and then discussions have to be made regarding what to do, how to do it, when to do it and by whom it is to be done. He continued to note that budgeting without planning ceases to be a blueprint for action. Asante *et al* (2021) noted that planning and budgeting as a library function is advocated for since libraries continuously undergo change. Global and national trends affect library services requiring libraries to continuously adapt, adopt and improve on how services are delivered. This calls for the need to plan and budget to ensure that all library activities contribute effectively and efficiently to the goals, vision and mission of the library as a whole.

4.4.3 Funding

Funding refers to the financial support provided for a particular purpose, project, or organization. It involves acquiring resources, typically money, to enable the execution of planned activities or initiatives (Brealey, Stewart, & Franklin, 2019). The research sought to find out the source of funding for KYC Library activities. The Director shared:

“The KYC Library is self-funded through various sources, including membership fees, subscriptions, and internet charges. The financial structure of the library includes several specific charges: Members pay a monthly fee of 10,000/=, there is a daily fee of 1,000/= for access to the library. Schools that borrow books from KYC are required to pay 100,000/= per term. Additionally, the internet usage fee is 500/= for 45 minutes of access.”

According to document analysis, the internet fee charged by the KYC Library was established as part of the ICT business plan formulated in 2018. This plan outlined the strategy and financial structure for providing internet services to library users, ensuring

that the fee structure would support the maintenance and operational costs associated with offering reliable internet access

This means these fees and charges collectively support the operational costs and activities of the KYC Library. Community demands for information have changed, technology has advanced and for a library to respond to all these matters, it depends on the availability of funds. Irenea *et al* (2019) noted that the backbone of library services is hinged to a large extent on the level of funds at its disposal and the creative use of the funds. Studies in librarianship acknowledge the importance of funds to the overall efficiency of library service provision (Yaneva, 2021; Wani, 2019). This is because libraries depend on the available funds to operate smoothly.

4.4.4 Library stock

Library stock refers to the collection of materials available for use by patrons within a library. These materials typically include books, periodicals, newspapers, multimedia items such as DVDs or CDs, electronic resources such as e-books and databases, and other informational or recreational materials (Mansourian, Ford, & Hall, 2016). KYC library has got a collection of over 3710 books (KYC Library Report, 2022). When I asked how these books are acquired the librarian shared:

“KYC library is a member of the Uganda Community Libraries Association (UgCLA). Through this affiliation, we receive generous donations from Book Aid International (BAI) every year. Books on the Ugandan curriculum are purchased directly from publishers. We also receive individual book gifts from well-wishers.”

The researcher observed that different types of Information resources were available at KYC library and these included textbooks (Primary, secondary and tertiary), children’s books (readers and puzzles), reference books (dictionaries), novels (western and African), research book and E-readers for children. This means library stock is acquired either from donations or purchase. Library stock acquisition decisions influence the quality of services delivered by the librarians (Asante *et al*, 2022). Therefore by making the right library stock acquisition decision, libraries ensure that the available library stock meets the user information needs.

4.4.5 Classification of books

Classification is the logical and systematic arrangement of library documents usually by subject content by their likeness and classification scheme. In other words, it is the process of grouping similar library materials according to the content of their topic. Classification is the logical and systematic arrangement of library documents usually by subject content by their likeness and classification scheme. In other words, it is the process of grouping similar library materials according to the content of their topic. Moustapha (2020) defined classification as the logical and systematic arrangement of library documents usually by subject content by their likeness and classification scheme or it is the process of grouping similar library materials according to the content of their topic. The researcher also sought to know how the books are processed until the user access them. The librarian shared that:

“When new books arrive at the library, it's my responsibility to carefully inspect, verify and the titles that have been brought in. Then they are recorded in a register, stamped with KYC Library stamp. I embark on classification of these books based on their subjects. Each subject category is assigned a distinct color tag, allowing for quick identification and organization on the shelves.”

He added on that:

“Together with volunteers, we arrange the books on the shelves according to their designated subject areas, ensuring that every title finds its rightful place within the library's collection. This is done to ensure that our library remains organized and easy access of library materials by the library users.”

It was also observed that the shelves are well-labelled with different subjects. This means KYC Library organizes their library resources which enables library users to locate the materials the need easily. This saves time and effort of the library user and the librarian. Nwanne (2021) noted that having organized library resources is needful for effective research since the library is one major source of information resources and promotes a more efficient use of the available resources thus contributing to the advancement of knowledge in different fields. Poor cataloguing or the lack of it can frustrate both library staff and users, resulting in poor service delivery (Larson, 2019). Thus, to ensure that quality services are delivered, libraries are expected to make the

access and retrieval of library books easy by cataloguing them in a systematic manner.

4.4.6 Library policies

Library policies are guidelines and rules established by libraries to manage their operations and ensure a safe, efficient and welcoming environment for all library users (American Library Association (ALA), 2020). The researcher sought to find out if the KYC library had any policies that guiding its operations. The director shared that:

“The library has got documented policies that included a library collection development policy that guides the selection and acquisition of information materials, Human resource manual that provides guidelines for staff, volunteers and interns on work conduct, roles and responsibilities and entitled salaries or allowances. Furthermore, the financial policy offers guidance and directions for usage of the available funds and financial standings of the organization.”

She also added that these policies are developed collectively by library administration with input from all library staff and later approved by the library Board.

Document analysis revealed that each staff is entitled to 30days paid leave, volunteers are entitled to allowances but this depends on the availability of funds, any user who damages a book is supposed to replace it by buying a new copy at market price, or repaying the librarian for the original purchase price. This means that the library has a structured approach to managing library services, resources and interaction with library users as well as maintaining a well-functioning Library. According to American Library Association (ALA), (2020) libraries have a responsibility to meet the information needs of the community but to achieve this, there is need develop library policies and procedures. Written procedures provide a legal framework for the operations of the library and safeguards against claims that the library or its staff act in violation of the law.

4.5 Challenges faced in the provision of library services

The third objective was to find out the challenges faced by KYC in their efforts to provide community library services. It is important to note that these challenges were mentioned by study participants. Findings revealed the following challenges: These challenges are discussed in detail below.

4.5.1 Inadequate funds

The library staff unanimously agreed that KYC has a challenge of inadequate funds. Money is needed to pay staff salaries, clear bills, obtain ICT equipment, purchase books for the library but this money is not enough. KYC relies mostly on library collections including library user subscriptions, mobile library fees, computer training, internet charges, donations and through successful writing of funding proposals to run the library. The director shared:

“There are times when some revenues sources fluctuate or fall short or delay. That means we have to revise the planned activities and drop some.”

According to the document analysis, New vision, 2010 report the director acknowledged that library does not have adequate funds to run effectively. Revenue was only generated from user fees and secretarial services.

This assertion showed that reliance on unpredictable sources of funding is an indication that there is lack of stable and consistence financial resources. The availability of funds has been perceived to be a tool that enhances the capacity of community libraries to provide efficient library services (Nworie & Ubochi, 2023). Sahabi and Otobo (2022) noted funds are required to acquire library stock, meet administrative costs and purchase ICT equipment, among other needs. Therefore, the absence of adequate funds can greatly hamper the smooth running of community libraries.

4.5.2 Understaffing

The other challenged which was identified was that KYC library is understaffing. Library staff play an important role in the management of library and delivering quality services to the community library users. The librarian disclosed that:

“There are times when no volunteers are available to assist with library tasks, which means that the two of us have to manage all the work on our own.”

Through observation, the library has got two (2) librarians. The director shared:

“This library would be providing and extending more programs, projects and services to our users in the community but we are limited by the number of staff.”

The above assertion confirmed the fact that understaffing was a big hindrance to library service provision at the KYC library. Not only did it limit the library from implementing

different library activities but also increased the work load on the available staff. Sahabi and Ootobo (2022) noted that the absence of adequate staff affects the operational efficiency of libraries hindering them from providing the relevant services.

4.5.3 Book collection challenges

This was also identified as one of the challenges KYC library was facing. Based on the researcher's observation, it was evident that KYC has outdated reading materials yet the curriculum keeps on changing. They were not only outdated, but they were few and as a result most books have torn covers. The director revealed:

“KYC receives a considerable number of book donations annually from Book Aid International, a charity organization that aims to improve access to books and information. However, despite the generous volume of these donations, there is a notable disconnect between the content of the donated books and the specific requirements of the Ugandan curriculum. This means these books often do not align with the educational needs and standards set by the Ugandan education system. Consequently, the books may not be directly useful for students who need materials that support their curriculum and help them prepare for exams and classroom activities.”

Since the Ugandan curriculum undergoes frequent changes, it means the library must continuously restock and update the collections to ensure that we have the most current and relevant materials for our students. But the cost of acquiring new textbooks and reference materials is very high. This means we must allocate funds to purchase the books and keep the library collection up to date.

The librarian also revealed that:

“There are cases of book theft. Some students disappear with some books yet the library has a few copies.”

In an interview with a student of Crested High School, it was shared that:

“The library has a limited number of Geography books and old that is were published in 2004, so if you arrive and find that they are already borrowed, you'll need to wait until they are returned, or you may choose to read materials on another subject in the meantime.”

According to the report on the update of mobile library service, 2018:

“Most of the books for mobile library services got damaged because, almost all the schools didn’t have shelves to display the books and or proper storage facilities for example cupboards for the books.”

This implied that the KYC library had to purchase new books to ensure that the available books were relevant. The study of Bushman *et al* (2020) acknowledges that libraries throughout Uganda are failing to provide the necessary information materials because books are prohibitively expensive in the country and they are not equipped to meet imported book expenses. This leaves most libraries prone to accumulating outdated books and at the same time having few books.

4.5.4 Challenges with ICT services

In an age where internet access is so crucial for accessing essential public services, information, education and financial services, it is vital that libraries particularly in developing countries take action and implement plans to provide internet access to their users. In an interview held with the librarian, she noted that:

“The number of computers is significantly lower than the number of users. For instance, Central College Secondary School sends over 50 students to conduct research, but unfortunately, the computers are insufficient. As a result, we are forced to organize them into shifts and have them share computers.”

A student of S.3 Central College revealed that:

“It’s true the computers are very few and since they are sharing a computer, some of the students do not get a chance to practice by themselves.”

Another student said that power is also unstable. Sometimes it is on and off or off completely. This means we cannot use the computers, or access internet to work on our assignments.

Despite providing wireless internet to library users due to its partnership with Airtel Uganda, the librarian revealed that the internet at KYC is sometimes extremely slow to the extent that it becomes impossible to send or open an email and attend a zoom meeting. Therefore, this meant that, the few computers, the poor internet connection was not only affecting library users but also library staff hence acting as a significant barrier to effective library service provision at KYC. The internet is globally lauded for facilitating information access (Sahabi & Otobo, 2022). However, most libraries in

Africa such as KYC are struggling to provide internet services due to a low internet bandwidth at a continental level (Bushman *et al*, 2020). According to Bushman *et al* (2020), internet speeds in Uganda average at 2.4 megabytes per second compared to 7 megabytes per second globally. This confirms how low internet speeds are in Uganda thus the presence of poor or slow internet connections

4.5.5 Inadequate Space

In an interview with the librarians in charge of KYC library, they revealed that:

“The library space was small compared to the number of users they receive. The library has got a sitting capacity of 60 people but the librarian said they receive more than what the library can accommodate.”

However, the library provides extra space (shade) outside but one researcher whom I interacted with shared that:

“I am not comfortable reading from the shade outside because there is alot of distractions for example noise from boda bodas and people walking on the road and besides there are no power outlets here.”

This meant provision of conducive reading space leads to significant positive impact on learning. According to the researcher’s observations, the reading space looked very congested. Li, Wu and Su (2018) conducted a study on the impact of library space on learning satisfaction in Guangzhou, China and concluded that providing a conducive physical space allows students to carry out interactive learning exercises that facilitate “learning by doing”. These findings are similar to what Bopape *et al* (2021) found in rural libraries that they were too small which meant most of the users who visited the library for a quiet reading space were not catered for.

4.5.6 Sustainability of library projects

In an interview with the librarian it was revealed the KYC library has several partnerships with so many organization (EIFL, Word Reader, Book Aid International, P2PU) for library projects, but the challenge is, KYC can hardly sustain these projects after the donor has pulled out or the project contract has expired. This is as a result of inadequate funding.

Thus, the project that was being conducted is totally discontinued or affected. This challenge was also a sign of how highly the KYC library depended on external funders. Hence, its internal capacity as an institution was low. The absence of sustainability

plans leaves community libraries prone to challenges both in the short and long run. This is because they are not prepared to meet changes and lack the capacity to cope with trends and developments (Kari, 2020). This affects them in their provision of community library services.

4.5.7 Security

It was observed that there was no security guard nor an alarm system in the library at KYC during the day. It was observed that users would open the gate for themselves and no one was there to check if they had carried any item that belonged to the library without authorization. Majopelo (2017) noted that security systems are crucial to strengthen security measures and to prevent vandalism and theft of expensive items such as computers and their accompanying technologies.

4.6 Strategies for improving community library service provision at KYC

The last objective of the study aimed at obtaining suggestions for improving community library service provision. To achieve this, the study participants were asked to propose suggestions that could be implemented to improve community library service provision at KYC. The findings are presented below.

4.6.1 Recruit volunteers

In an interview with the librarians, they proposed the need to recruit and train volunteers to assist with library routine tasks such as shelving, user registration, basic reference inquiries or program support to supplement the existing staff and outreach programs. Understaffing in community libraries leads to the use of volunteers to help library users access information (Alis, 2021).

4.6.2 Improving internet services

Most of the study participants proposed the need to improve the internet services by improving its speed and providing it freely. A researcher shared that:

“At the moment we pay Ugx 500 to access internet services for 45 minutes and yet the internet is very slow and the power is unstable. Something has to be done to improve internet services.”

Given the importance of internet services in filling information needs, this a suggestion that needs to be adopted to improve community library service provision at KYC. The

internet is transforming the way libraries function and fill user information needs (Bell & Goulding, 2020). More than ever before, libraries need to provide internet services to advance digital inclusion.

4.6.3 Stock up-to-date books

The need to stock up-to-date books was also recommended. This was supplemented on by the need to acquire more library stock, mostly that concerning academics since many library users were secondary school students. Students and teachers from shared that:

“The library should consider buying and restocking more relevant information materials that match the new curriculum.”

Having identified funding challenges at KYC experienced in trying to procure the needed information materials for all the library users. It is prudent to review the budget so as to satisfy the priority areas. Library staff need to work in collaboration in sourcing for alternative support, establishing partnerships with publishing houses, book donors and other library financial related needs.

This was seen as a way of increasing the library stock with relevant materials that could meet user information needs. Given that the role of community libraries is to provide information services to library users and the host community, the quality of information resources held by KYC library has a big influence on the quality of library services provided. This calls for ensuring that relevant library resources are held and provided to library users (Ayeni *et al*, 2021; Kari, 2020).

4.6.4 Create awareness

The study participants proposed the need to create more awareness about library services and their impact on the community. This would increase the utilization of library services at KYC. According to a researcher:

“More sensitization is needed to educate mostly community members about the services provided by the KYC library because most of them do not know what it does.”

The above assertion showed that by sensitizing community members, the community members would embrace the services provided by the KYC library thus utilise it more. This is also proposed in the study of Agyekum (2022) who posits that community libraries are meant to be used by host communities, however, most of them lack

information about how they can access their services thus shunning away from them. Efforts need to be intensified to ensure that library services are known (Nworie & Ubochi, 2023). This will enable KYC libraries to flourish.

4.6.5 Create a whatsapp forum

The creation of a whatsapp forum was recommended for identifying and discussing user information needs. A teacher from Star's Quality Primary School shared:

“The library should consider creating whatsapp group for library users so that we are able to give feedback about the library services and inquire about library services and also engage in other meaningful discussions even outside library services.”

Using the whatsapp forum can be used as a tool to quickly disseminate information, continuously engage with library users and promote healthy interactions between library staff and users. Therefore, it can be used as a communication tool between library staff and users. Chukwueke and Idris (2023) noted that networking tools such as whatsapp forums are efficient for collaborations as they promote information delivery.

4.7 Discussion of the study findings

4.7.1 Existing community library services at the KYC library

As a community library, the KYC library acts as a storehouse of knowledge that can be used to promote information literacy within the community. The study findings showed that the KYC library was providing mobile library services, ICT services, community outreach services and reference and circulation services. All the services were contributing to the promotion of information literacy thus facilitating KYC to meet one of its core mandates of reducing the information literacy gap within the community. Earlier studies have observed that community library services facilitate literacy development and research and learning activities (Kari, 2020; Rafique *et al*, 2019; Larson, 2019; Wani, 2019). To achieve this, libraries are adopting different techniques and programs thus increasing their relevance. In the case of the KYC library, the library has adopted ICT, provides ICT-related pieces of training, sensitizes the community on key issues, provides information education materials and empowers community members.

The KYC library is thus taking on an integrated approach to contribute to information and digital literacy while fulfilling its mandate. It is transforming beneficiary communities through its library services. According to Kari (2020), community libraries are uniquely positioned to fill community needs. They can also support individuals of all ages and backgrounds to develop the necessary skills to navigate and thrive in any environment. This implies that the role played by the KYC library is important and a vital component of the community's future. This is affirmed by another study which emphasizes that the presence of community libraries is not a privilege but an essential requirement for information access and access of inclusive facilities for lifelong learning (Bopape *et al*, 2021).

4.7.2 How the provision of community library services is managed at the KYC library

As a service provider, the KYC library is expected to provide efficient services to library users. This calls for having a strong institutional capacity. It is said that service provision centers should strive to continuously provide good services to meet user satisfaction (Asante *et al*, 2021). In this study, the staffing structure, planning and budgeting decisions, funding structure, library stock acquisition decisions and cataloguing decisions were examined. The study showed that these activities had an influence on how services were provided at KYC. Staff were at the helm of service delivery and participated in all the other functions, however, they were few in number. For the KYC library to perform effectively, enhancing its institutional capacity to deliver quality library services will be needed (Jorge-García-Reyes, 2022). This is especially important now as libraries are transforming into hybrid libraries requiring complex library and information services (Glusker *et al*, 2022; Yaneva, 2021).

4.7.3 Challenges faced in the provision of library services at KYC

Community libraries are recognised as learning centers whose major aim is to provide information services to communities. Thus, all their activities is aimed at delivering library services to users and the host community (Nworie & Ubochi, 2023). This implies that their strength lies in the quality of information resources and services provided (Sahabi & Otobo, 2022). Despite this, they are not devoid of challenges of which these challenges can limit their potential in providing effective library services. For the case of KYC, the challenges that were identified included inadequate funding,

understaffing, poor internet connectivity, lack of sustainability plans, and lack of staff training, among others.

Studies such as that of Nworie and Ubochi (2023) recognise that libraries of today are more expensive to run than ever before. This is because of the changes in information needs and the impact of technologies. Most libraries are transforming into hybrid or digital libraries requiring a total transformation to effectively perform well. This is more costly compared to before where they only had to subscribe to print material. The library expenditure has thus become more costly presenting a challenge for libraries to increase their budgets. The changes in information needs have also put a demand on library professionals to retrain and acquire new knowledge in order to remain relevant (Bushman *et al*, 2020). Therefore, most of the challenges being faced by the KYC library are part of a wider view which need to be resolved to ensure that it is able to adapt and meet the information needs of users.

4.7.4 Strategies to improve community library service provision at KYC

All over the world, libraries are continuing to evolve requiring continuous transformation to meet the changing user information needs (Nworie & Ubochi, 2023). Given the amass advantages they provide to users and host communities, strengthening library service provision in community libraries such as the KYC library is important. For proper management of the KYC library and to guarantee effective service delivery, strategies need to be implemented to improve the provision of library services. If the strategies are properly harnessed, the efficiency of the KYC library will be improved resulted in quality library service provision (Nworie & Ubochi, 2023).

This will also increase user satisfaction and ease the access of library services and resources (Baruga & Osamai, 2019). Ayeni *et al* (2021) posit that the only way community libraries can become sustainable is by having a well-structured approach to ensure continuity of services. In this study, the study participants suggested revisiting operating hours, creating more awareness about library services, acquiring relevant information resources, improving internet services and creating a whatsapp forum. On top of this, there is also a need to address the challenges that were earlier identified to ensure that library service provision at KYC flourishes.

CHAPTER FIVE: SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This study aimed at examining the community library services provided at KYC to propose strategies for improving them where deemed necessary. To achieve this, the study examined the existing community library services provided at KYC, found out how community library service provision was managed at KYC, investigated the challenges faced in the provision of community library services at KYC and made suggestions for improving community library service provision at KYC. In this section, a summary of the findings, conclusions, recommendations and areas for further research are provided.

5.2 Summary of the findings

5.2.1 Existing community library services provided at KYC Library

KYC library provides mobile library services, reference and circulation services, community outreach services and ICT services. KYC library also organizes community outreach programmes which are used to improve the literacy levels within the community. Community members also participate in different pieces of training, such as digital literacy training and can access free internet services. These are the existing community library services provided at KYC library as reported in the study.

5.2.2 How community library service provision at KYC library is managed

Community library service provision at KYC library is managed through different avenues. Firstly, there are staff in charge of providing the community library services. Secondly, planning and budgeting decisions are made to efficiently allocate the center's resources in ways that promote community library service provision. Third, KYC Library receives funds both internally and externally that it uses to enhance community library service provision. Library books are also sourced mostly from donations and classified and catalogued appropriately for easy access and retrieval. Through this, community library service provision at KYC library is managed.

5.2.3 Challenges faced in the provision of community library services at KYC Library

Kawempe Youth Center faces challenges of underfunding, understaffing, outdated

reading materials, few library resources, poor internet connection, a few computers, power outages, limited reading spaces among others. These challenges hinder KYC from effectively providing community library services.

5.2.4 Suggestions for improving community library service provision at Kawempe Youth Center

In the study, it was suggested that there was a need to improve internet services, create more awareness about community library services, restructure library opening hours, create a whatsapp forum, stock up-to-date books and acquire more library stock. These were the suggestions made for improving community library service provision at KYC Library.

5.3 Conclusions

Community libraries are expected to transform their communities through the services they provide and KYC library is not an exception. This study set out to assess community library service provision at KYC library in Kampala District. The study established that KYC library offers a wide range of services, confirming that the library has positioned itself as a multi-purpose community hub addressing both educational and social information needs. The findings also showed that management is largely facilitated through planning, budgeting, staffing and partnerships with external stakeholders, although weaknesses were identified in the communication of services to the wider community. The study also revealed a set of challenges that were affecting library service provision and proposed strategies for improvements.

The study concludes that while KYC Library plays a critical role in bridging the information gap and supporting community development, its impact is limited by structural, financial and communication barriers. Effective library service provision requires not only adequate resources but also deliberate efforts to engage the entire community. Community libraries like KYC remain essential vehicles for promoting literacy, lifelong learning, and social development. Addressing the challenges identified will not only improve service delivery at KYC but will also provide useful lessons for other community libraries across Uganda and similar contexts.

5.4 Recommendations

The recommendations below are proposed for improving community library service provision at Kawempe Youth Center:

- Increase funding sources. KYC Library should explore additional funding options such as partnerships with NGOs, universities, cultural institutions, collaborate with private companies and their Corporate Social Responsibility programs or community fundraising efforts to support the expansion of library services. This will also increase its funding pool and access to more resources it can use in community library service provision.
- Recruiting more staff. Kawempe Youth Center should recruit more staff or volunteers to facilitate it in providing community library services. This will strengthen its institutional capacity in providing and managing community library services, thus making it more effective.
- Forming strategic alliances and partnerships. Kawempe Youth Center should form more strategic alliances and partnerships to help it access library resources, internet services and any other key infrastructure or equipment required in the provision of community library services.
- Drafting a sustainability plan. Kawempe Youth Center should draft a sustainability plan that includes how it will continue providing community library services even without external support. This will ensure that it continues to run its programmes with or without external support.
- Staff training. Kawempe Youth Center should facilitate its staff in attending continuous development programmes. This will enable its staff update their skills and proficiencies and thus be more productive.

5.5 Areas for further research

The following areas for further research are recommended:

- The impact of donor support on community library service provision.
- How staff training participation affects community library service provision.
- The effect of strategic alliances and partnerships on community library service provision.

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APPENDIX 1: INTERVIEW GUIDE FOR REGULAR LIBRARY USERS

Dear participant,

I am Daisy Ashabahebwa, a Master's student of Library and Information Studies at Uganda Christian University, Mukono. I am currently undertaking a study on "Assessing the community library services provision at Kawempe Youth Centre Community library Kampala District". This library is one of those under study and your views are being sought to help the researcher make suitable recommendations that can be applicable to your library. Therefore, kindly respond to all the questions as honestly as you can. You are assured of strict confidentiality.

Please respond by ticking against your preferred response for questions with options.

Write your answers in the spaces provided for questions without options.

Thank you

SECTION A: DEMOGRAPHIC

Gender

Male

Female

Age

Under 20 years 21-30 years 31- 40 years

41 – 50 years Above 50 years

Education

What is your level of Education? Tick what is applicable

Primary Secondary Tertiary University

Other

specify.....

SECTION B: LIBRARY USAGE

How often do you visit the library?

Daily

Weekly

Monthly

Quarterly

Never

Which library services do you access at the KYC community library?

How satisfied are you with the services provided at the library?

Which challenges do you face in accessing the KYC library services?

What do you think management should do to improve Library services?

APPENDIX 2: INTERVIEW GUIDE FOR LIBRARIANS

Post

Years of service in the library

Qualification

Community library service provision

What is your experience with this Community library service provision?

Who are your library users?

What kind of services does the library provide?

What type of library materials do you have?

Are the materials used?

Which services are most used and which category of users are using them?

Which services are least used? Why?

Community Library service management

Is the library adequately staffed?

How do you acquire library materials?

How is the library funded? Does the library receive any donor support? If yes, please explain

Are there rules and regulations that guide the operation of the library?

Tell me about the security of the library

Do you have a Library policy and if so what does it entail?

Is the library accessible to all users?

Are there any CPD trainings attended by librarians?

Challenges in community library service provision

Which challenges do you experience concerning library service provision?

Strategies for improving community library service provision

What needs improvement in this library and how can it be improved

APPENDIX 3: OBSERVATION GUIDE

1. Physical environment set up
2. Space allocated to the library
3. Library service offered
4. Number of library users
5. ICT (computers, printers, photocopier)
6. Lighting in the library
7. Clear signage leading to the library
8. Books well shelved and shelves well labelled
9. Number of librarians attending to users
10. Security at the library

APPENDIX 4: DOCUMENT ANALYSIS CHECKLIST

1. Annual reports
2. Minutes of meetings
3. Annual workplan
4. Library policy
5. Library rules and regulations

APPENDIX 5: INFORMED CONSENT LETTER OF INTRODUCTION TO PARTICIPANTS

My name is Daisy Ashabahebwa. I am a Master’s student of Library and Information Studies at Uganda Christian University, Mukono. At present, I am carrying out an investigation regarding community Library services provision and would appreciate your participation in an interview. Please note, that your participation is completely voluntary. Should you wish to withdraw from this study at any time, you may do so without any consequences being inflicted on you. Your answers will only be used for this specific study. Please do not hesitate to contact me should you have any questions or further suggestions.

Daisy Ashabahebwa

E-mail: daisyahebwa@gmail.com

Mobile: 0775972020

Thank you for your time and anticipated participation.

I.....(full names of participant) hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participate in the above-mentioned research project. I understand that I am at liberty to withdraw from the project at any time, should I so desire.

SIGNATURE DATE.....



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SCHOOL OF RESEARCH & POSTGRADUATE STUDIES

DISSERTATION CORRECTION COMPLIANCE REPORT BY THE CANDIDATE (POST VIVA FORM)

Date: 17/09/2025

Name of Candidate: ASHABAHEBWA DAISY..... Reg. No: S19M63/205

Title of Dissertation EXAMINING COMMUNITY LIBRARY SERVICES PROVISION AT KAWEMPE YOUTH CENTRE LIBRARY KAMPALA DISTRICT

SN	COMMENTS BY EXTERNAL EXAMINER	ACTION TAKEN	INDICATOR
1	But why not change the title CHAPTER ONE: INTRODUCTION To CHAPTER ONE: INTRODUCTION TO THE STUDY	Title of chapter one revised	Page 1

2	<p>The problem statement should be redone</p> <p>Purpose of the study: <i>The purpose of the study was to assess community library services provision at Kawempe Youth Centre community library in Kampala District in order to ?.</i></p> <p>Back up Section 1.7 Scope of the Study with available relevant literature.</p>	Problem statement, purpose of the study reviewed and literature for 1.7 provided	Page 5 -7
3	<p>Generally, this Chapter needs to be strengthened. The candidate is too brief. Does not scientifically justify the choices made. For instance, Check on the Research Data Collection methods. No relation given to the themes investigated. Candidate should give serious attention to this Chapter</p>	Chapter 3 has been revised	Page 21
4	<p>Check the conceptual framework. What are the main themes in the objectives of the study?</p> <p>How are these themes reflected in the framework? Strategies should be the intervening themes in the framework. Please, redo the framework</p>	Framework revised	Page 8
5	<p>Check the order of: Sampling, Sample size and Sampling procedure. Which one comes after population? Check the university format.</p>	The order is as follows Study population, Sampling procedure and sample size	Page 22-23

SN	COMMENTS BY INTERNAL EXAMINER	ACTION TAKEN	INDICATOR
1	<p>Abstract should not be segmented</p> <p>Abstract did not highlight research methods that were utilised in the qualitative study</p>	<p>The abstract has been revised as required. Also the research methods used have been included</p>	<p>Page xi</p>
2	<p>The study does not adequately explain the research problem as appreciated by the researcher</p>	<p>The introduction section has been revised to adequately cover the problem that warranted investigation</p>	<p>Page 3-5</p>
3	<p>In its narration, the literature review does not include relation with the study at hand until the last segment of research gap. Consequently, the researcher did not fully exhibit his knowledge</p> <p>In Library and Information management</p>	<p>The literature review has been revised to align with the research objectives</p>	<p>Page 10-20</p>
4	<p>The researcher purposively selected only the people, who in his/her opinion had rich information on community library services provision at KYC Community Library and were willing to share it.</p> <p>Yet in the study, the researcher wanted to understand the effectiveness of library the services availed by KYC community library in the community</p> <p>It would have availed extra insight about library service provision in the community, if community members who did not know about the library, or who</p>	<p>The study included staff at KYC Community Library and registered users. This was selected as the study population because the staff provided the services while the users benefitted from it. They would thus offer first-hand information on the library's services. The study did not use any mean age</p>	<p>Page 22</p>

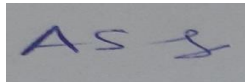
	<p>knew about the library but did not use it participated in the study as respondents</p> <p>It was a community study, but it looks like a school study. This is because it only captured, teachers and students as respondents</p> <p>Moreover, KYC implements out reach and mobile library services. Beneficiaries of these services should have been involved in the study as respondents</p>		
5	Some dates of accessing electronic documents are not indicated	The reference list has been revised	Page 63

SN	COMMENTS BY VIVA VOCE PANNEL	ACTION TAKEN	INDICATOR
1	The research methods are not explained in detail. For example, what type of data collection techniques were employed? This needs to be included for a comprehensive understanding of how the study was conducted.	The data collection methods used are explained in 3.6. These included: in-depth interviews, document analysis and observation	Page 23-24
2	The conclusion should not just summarize your findings but also relate directly to your research objectives. What was the main point of your study, and how do your conclusions support that point?	The conclusion section has been improved and linked to the objectives	Page 64

	<p>Additionally, a deeper analysis of the results, how they answer the research questions, and what implications they have for future work should be included. It seems like this section was either omitted or needs to be expanded upon.</p>		
3	<p>The title should clearly reflect the content and context of your research. You mention services provided but don't indicate what the research focuses on specifically—be it community services, KYC communication, or outreach strategies. A more focused title would help clarify the research.</p>	<p>The title has been revised as suggested</p>	<p>Title page</p>
4	<p>You mention KYC (Know Your Customer) communication, but it's not entirely clear how this is communicated to the community. Do you explore the effectiveness of KYC strategies? How do community members receive and understand these communications?</p> <p>Explain the mechanisms used for KYC communications—do they include face-to-face interactions, mobile apps, online notifications, or other methods?</p>	<p>KYC in the study was used to mean Kawempe Youth Center, the community library which was the focus of the study</p>	
5			

ASHABAHEBWA DAISY

Candidate's Name

A handwritten signature in blue ink on a grey background, appearing to read 'AS D'.

Signature

MR. SSEKITO FRANCIS

Supervisor's Name

A handwritten signature in black ink on a white background, appearing to read 'SSEKITO'.

Signature