

**EFFICACY OF ELECTRONIC INFORMATION IN SPECIAL LIBRARIES:  
THE CASE OF MILIMANI COURT LIBRARY**

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**DECLARATION**

I declare that this project is my original work and has not been presented in any Institution of Higher Learning for examination/academic purposes.

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May God bless you all

## **DEDICATION**

In memory of my late mother Beatrice Dorothy Wambui.

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## **LIST OF ABBREVIATIONS**

<b>CD-ROM</b>	-	Compact Disk Read Only Memory
<b>E-Database</b>	-	electronic database
<b>E-Library</b>	-	Electronic library
<b>E- Resources</b>	-	Electronic Resources
<b>IL</b>	-	Information literacy
<b>ILS</b>	-	Information literacy skills
<b>ISBN</b>	-	International Standard Book Number
<b>OPAC</b>	-	Online Public Access Catalogue
<b>MLIS</b>	-	Master of Library and Information Science

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## **ABSTRACT**

This study seeks to assess the efficacy of electronic information in special libraries, the case of Milimani Court library. More specifically, the study seeks: to examine the current status of electronic information at the Milimani Court library; to identify the users' training needs on electronic information at the Milimani Court library; to establish information seeking behavior of the users at the Milimani Court library; and to examine the challenges experienced in accessing legal information in digital format, at the Milimani Court library. This study adopts a mixed method approach. The Milimani Court Library was selected purposively since it is the biggest Court library in the Judiciary. The study made use of semi-structured questionnaires and interview methods to collect data. The questionnaires were used to collect data from judges, advocates, magistrates, legal researchers and the judiciary staff. The library staffs heading various sections were interviewed. The study employed qualitative and quantitative methods of data analysis. The qualitative data analysis was done from the interview conducted from the library staff. The data analysis critically looked at the information gathered. The cumulative data from primary and secondary sources was synthesized and the resultant data categorized in accordance to the objectives of the study. Microsoft excel was used to perform descriptive statistics. The findings of the quantitative analysis were then presented by use of tables, charts and graphs. The study findings revealed that Milimani Court library provides electronic information resources and that some of the users are not aware of their availability. The study recommends that the library should subscribe more e-resources, information literacy skills should be enhanced to create awareness of the existence of the e-resources, enhancement of information and communication technology Network or bandwidth, and a generator should be acquired to curb power interruptions. If these challenges are addressed the library will go a long way to facilitate effective legal research hence faster delivery of justice.

## CHAPTER ONE

### 1.0 INTRODUCTION AND BACKGROUND TO THE STUDY

The two key forces that have a deep impact on society are uniformly recognized as being the Internet, leading to the digital revolution, and digitization of information into electronic formats, with its deep impact on legal information. The Internet and digital revolution have led both to an information overload, with information coming from many different directions, and the simultaneous increased speed of information, where almost instantaneous responses are expected from the easy flow of information. As such, the context of legal research today presents an inflation of information, augmented by an inflation of legal issues. In view of this, in order to facilitate precision in legal research, law institutions, as is the case with other commercial companies have engaged in the business of digitizing print collections of legal information into electronic format.

In this rapidly evolving technological environment, and in the face of constant change, technology does not replace human expertise, and law librarians are called upon to provide guidance in a proactive way. Modern law practice has shifted from browsing the card catalogue in the law library, pulling down books and flipping through court reports and textbooks to write down or photocopy pertinent information. Nowadays lawyers search online for the information they need, copying and pasting relevant cases and provisions with a mere click of the mouse. While there have been significant advancements and changes in research tools and methodologies, the ultimate goal of legal research remains the same: to efficiently find the relevant primary law in the right jurisdiction and to use secondary sources to discover analysis of legal issues that ultimately solve a client's problems. As such, a pertinent question that remains is, how effective is the electronic legal information in the law libraries?

Information is an important resource, which can be ranked just after air, water, food, and shelter. The concept of electronic legal information in legal research is paramount to people in legal practice such as judges, lawyers and other judicial staff. They need legal information for making decisions in all areas of law. According to Reddy (2010 :21 legal information can be acquired, processed, and disseminated through law libraries, where

library resources, users and information managers interact with each other to transmit 'legal informational knowledge'. Reddy advocates that it is imperative for a law library manager (librarian) to understand how the library resources are searched and used by researching users' needs to determine their levels of satisfaction with available sources and services.

According to Opeke (2000:146) a well-organized system of electronic legal information is a prerequisite for effective decision making, organizational function and higher goal attainment for law practitioners. In order to accomplish goals, law practitioners require legal information therefore; they need to make effective use of the digital library resources and services relevant to their practice. Igbeka (2011: 172) confirms that electronic information centres or digital libraries are the best agent to provide such information sources and services. There are distinct information sources available in the legal practice, which differs from those available in others. It includes both primary and secondary legal sources. The primary sources of law are divided in two categories, that is, legislation (statutes and regulations) and case law (court decisions and administrative tribunals). Primary legal resources are the products of the legislative, that is, the official bodies within the authority that make laws. Secondary legal sources are the resources cited in court for its informative values, and it provides relevant references to primary sources of law. Secondary legal resources include law textbooks, legal journals, legal encyclopedias, case law digests, and electronic database resources. The electronic resources in a law library can include: Westlaw, LexisNexis, Legalpedia, Compulaw and Ebscohost. Secondary legal resources can be an excellent starting point for legal research because it provides a broad overview of the law (Singh, 2011: 64).

The changing nature of Information Communication and Technology (ICT) applications in the law library setting has brought about different ICTs equipment such networks, digital library among others. The digital libraries' collections are either locally stored in digital format or can be remotely accessed through computer networks at various locations. The information contained in such a digital information source can be full-text or bibliographic by nature (Aina, 2004:329; Akpoghome and Idiegbeyan-Ose 2010:108-113). Abubakar (2005: 162) argued that digital libraries will make the task of legal

research more challenging and interesting. He emphasized that the judicial officers (judges), lawyers and or law students in academic work record success in their ability to locate digital sources in the library, especially when retrieved at the time needed.

Lagoze et al (2009: 2), asserts that the information search process of lawyers discovered that legal professionals explained that their work comprised both routine and complex task and that their information needs and search pattern will depend on the particular task they are performing. He explained that complex tasks involved preparing a case for trial, moving from fact gathering to defining the theory of a case, to resolving the matter through trial and that cases settled out of court were generally considered to be of a routine nature. In his study, he found that lawyers used sources outside legal literature for example, to address questions related to medical, environmental or social issues. He also discovered that there are two classes of legal professionals (the old and young generations). Though their information needs are the same but the method of getting the information differs. They noted that most of the old generation lawyers expressed a preference for printed texts over computer databases for more complex tasks as they find it difficult to cope with the new technology especially in finding the right 'keywords' to use in getting information from the computer. They preferred to use the indexes in doing their research. The younger generation also made use of texts in print but there was the expectation from this group that computer sources would make their work easier.

Glanville (2012: 16) emphasized that the Internet Law Library has a collection of database ranging from the U.S federal laws by source and Agency, U.S State and Territorial laws of other nations, treatise and international law, laws of jurisdictions arranged by subject, law school and law libraries, legal profession directories, law book review and publishers, legal forms, daily legal news and legal plans for the person who needs an attorney. The internet library originated as a digital library for the US House of Representatives. It was eventually opened to the public. The goal was to provide free public access to the basic documents of U.S law. It currently serves the public but with a special interest in aiding lawyers.

Amolo, (2012: 8) asserts that there are many examples of digital libraries that have been built with African content, both full-text and metadata or databases though not solely by African institutions or libraries. The eGranary Digital Library based at the University of Iowa and founded in 2001 is one example. Its objective is to provide e-resources offline via intranets to African institutions lacking fast Internet access. The eGranary is installed in more than 300 educational institutions in developing countries and in Africa over 15 countries, including Kenya, have subscribed to eGranary (University of Iowa). She further states that due to limited financial resources, emerging models of digital-based learning combine commercial and open access. Many of the established digital libraries that have been built by African institutions have been supported financially or with the necessary human capacity by donors in the developed countries.

Initiatives for library digitization in Kenya are widespread, with university libraries showing greatest progress. One major initiative was training organized by UNESCO in September, 2008, when the UNESCO Office in Nairobi facilitated a workshop on the Greenstone digital library software at the University of Nairobi. Twelve participants representing various academic libraries attended the workshop that targeted 20 participants who were mainly drawn from University libraries and the National Archives. The trained library staff were from Kenyatta University, University of Nairobi, Daystar University, Catholic University of Eastern Africa, African Nazareth University, United States International University, Jomo Kenyatta University of Agriculture and Technology, Nairobi Evangelical Graduate School of Theology, Kenya Information Preservation Society, International Centre of Insect Physiology and Ecology, Kenya National Library Service, Kenya National Archives and Documentation Service and Bible Translation Literacy (Dlamini, 2010: 3).

To establish the extent and status of digitization in Kenya's libraries, an online questionnaire was generated and sent out to 133 recipients from 50 libraries. The libraries comprised academic, research, special and public libraries. The response rate was 25%. The findings of the study revealed that 95.8% of the respondents had a digital collection. The majority (86.4%) said that their collections were acquired or purchased in digital

format; 63.6% of the respondents, who mostly represented academic libraries, said that their digital content was developed by the library or parent institution. Supporting literature confirm that these are theses and dissertations written by students, staff and researchers. In addition 81.3% of the respondents said that they had installed open source software for the purposes of managing their digital collections. DSpace and Greenstone were the main software packages used by those who said that they had digital libraries. The remaining respondents, with all digital, or born-digital, subscription or internally converted digital material, gave the name of their Integrated Library System software as the software used for searching and retrieving information from the digital collection. Amolo, (2011:15)

More companies from both the public and private sectors are moving towards electronic resources in order to keep up with trends and the competition. Despite these developments, there is still room for improvement especially where challenges arise through fear of change, negative attitudes or possible retrogressive norms and culture. Another development that is part of the country's e-government initiative in the digitization exercise is the State Law Office registry, which resulted in the transformation, in May 2010, of 25.5 million paper records to digital format. Records from 1936 to date were scanned and the data captured, to make possible online searching of company names and information (Kenya ICT Board, 2011).

Jagboro (2009:2) observes that hundreds of libraries and allied institutions in Kenya have been launching projects designed to digitize their collections in response to the global information exchange and for wide outreach. However, the process in the developing countries has been very challenging. The digitization project has been slow and expensive. The world over, electronic resources are becoming preferred because of their inherent benefit of wide outreach. As a step forward in making prints in hard copy format available online for the users, it becomes essentially necessary to digitally scan library materials especially the newspapers, theses and court cases so that many users can gain access to a wide variety of information online.

Judicial libraries play an important role in the dispensation of justice in Kenya. Library services provide the Members of the bench and the bar with “the tools of trade”. The Bench is therefore able to write well researched judgments while to the bar it provides the material for arguing out cases in court as they represent their clients. Its operations and management are coordinated by the Judiciary Libraries committee and is chaired by a Judge of the Court of Appeal. Libraries have been established at the Supreme Court, Court of Appeal, the Milimani Commercial courts and the Headquarters at the New Milimani Law Courts There are 13 High court satellite libraries country wide. The Kenyan Judicial system relies on precedent to make court rulings and judgments. All this information is available in the Libraries. Judiciary Libraries are responsible for the dissemination of legal information to officers of the Judiciary and practicing advocates who are registered members. Library services are available in all High Court stations manned by professional librarians. Magistrate Courts have mini-libraries in respective magistrates’ chambers that serve judicial officers. (Mutunga, 2012: 2).

Although still in its infancy, the Kenyan judiciary is currently using electronic resources in their legal research and other operations. The digitization of hardcopy records was the first step taken towards automating the Judiciary’s processes. An ICT consultant was commissioned to carry out a needs assessment with a view to determining the nature and volume of the court records to be digitized, developing a digitization strategy, and preparing an implementation plan. With the assistance of the ICT Board and the Judiciary, the consultant organized the court records for the last ten years and a total of 325,000 files were prepared for digitization. By October 2010, Digital Scape Company Ltd and DPH India (the firms awarded the contract to digitize the records) had scanned five million pages of the 30 million targeted pages of court records IRMT, (2011: 5).

The major concern of this study therefore, is to assess the efficacy of electronic legal information in special libraries more specifically the Milimani court library in accessing legal information that may help law libraries improve services to the legal practitioners for faster dispensation of justice.



### **1.1.2 Background study of Milimani Law court Library**

According to (The Constitution of Kenya 2010: 166) The Judiciary is one of the three co-equal arms of the government; the other two are the Executive and the Legislature. Their respective roles are: the legislature makes the law; the Execution administers the laws; the Judiciary interprets those laws when adjudicating on disputes arising from them. The mandate of the Judiciary is the administration of justice. Its chief mission is to resolve disputes in a just manner with a view to protecting the rights and liberties of all, thereby facilitating the attainment of the rule of law ideal. It does so through the Supreme Court, the Court of Appeal, the High Court, the Magistrates' Courts and the Kadhi's courts. In order to achieve its mandate, the Judiciary through the judicial officers and other stake holders heavily relies on information both current and retrospective to make rulings, Judgments and other administrative decisions (Kinyanjui, 2001: 5).

The Milimani Court library was established in the year 2010 after the Judiciary assumed the former income tax house at Upper hill; before this the library was based at High Court building along Taifa road. This is the biggest High court station with more than thirty Judges from all the divisions i.e. Land and Environment, Criminal, Civil, Industrial, Family, Constitutional and Judicial review. With approximately 10,000 volumes mostly law reports, law journals and law text books the library has served the research needs of the judges, magistrates, advocates, legal researchers, and other Judiciary staff since its establishment.

### **1.2 Statement of the problem**

The administration of justice, judicial process and dynamics of democracy, more than any other period in Kenya today, dictates that the judicial system meet with increasing volume of cases requiring quick adjudication and prompt error - free determination (Mutunga, 2012: 1). Legal practitioners and law lecturers have a day to day challenge of gearing up for the court, lectures, writing of academic papers, briefings and in-house meetings. Equally central to all judicial officers', success are their ability to locate the right books, documents and files exactly when they are needed. If judicial officers are not able to access the available digital resources in their libraries efficiently, then they

may face challenges in making inappropriate rulings by quoting obsolete laws.

Many researchers have reviewed research and development of the electronic information in digital law libraries and identified major areas of research interests and trends. Chowdhury and Chowdhury (2011: 205) for instance grouped electronic research papers into user studies; information retrieval; legal issues; social issues; evaluation of digital libraries; and electronic information management. They argued that while certain areas such as information retrieval and evaluation of digital libraries were well researched during the first decade, certain other areas, especially on law libraries were not studied widely. Little is known about how the electronic resources are used, in law libraries, who use them, and what the overall impact of these services is especially in delivery of justice. Therefore, an investigation is considered necessary to examine the efficacy of electronic information in special libraries more specifically the Milimani Court library hence the justification for the researcher to carry out this study.

### **1.3 Aim of the study**

The aim of the study was to assess the efficacy of electronic information in special libraries specifically the Milimani Court library, Nairobi.

#### **1.3.1 Objectives of the study**

The objectives of the study are to:

- (i) Examine the current status of electronic legal information at the Milimani Court library
- (ii) Identify the users' training needs on electronic legal information use at the Milimani
- (iii) Establish information seeking behavior of the users at the Milimani Court library
- (iv) Assess the challenges experienced in accessing electronic legal information, at the Milimani Court library

### **1.4 Research questions**

- (i) What is the current status of electronic legal information at the Milimani Court library?
- (ii) What are the users' training needs on electronic legal information use at the Milimani Court?

- (iii) What is the information seeking behavior in accessing the digital resources among users at the Milimani Court library?
- (iv) What are the challenges encountered in accessing legal information in digital format at the Milimani Court library?

### **1.5 Significance of the study**

The Judiciary will find the study findings resourceful. It will provide insights on how electronic information can be embraced and adopted in all Judiciary libraries to improve efficiency in legal research to reduce backlog of cases currently pending in the courts.

Electronic information, as discussed enhances convenience in management of the information, the core activity in libraries. Librarians will thus find the findings useful as it will make it possible for them to provide access to a larger audience as possible than could ever access the physical objects and allow users to search for collections rapidly and comprehensively from anywhere anytime.

Public and private institutions will also benefit from the study drawing lessons from the efficacy of electronic information with special reference to the Milimani Court Library. They will get an insight on the potential of electronic information in management, retrieval and the overall effects on the library's operations.

Scholars and future researchers, internationally, regionally and locally with a similar research problem will also find the findings resourceful as a source of empirical literature. The study identified the various gaps that exist and can be used as a guide for further research.

### **1.6 Scope of the study**

The study seeks to assess the efficacy of electronic legal information in special libraries with reference to the Milimani Court Library. The finding of this study was therefore only confined to the sampled institution and was not overly generalized to all special libraries in the Kenya.

### 1.6.1 Limitations of the study

Inaccessibility of vital information was a challenge. This is because respondents felt insecure of providing sensitive information about the institution. The researcher avoided studying all the special libraries countrywide due to limited time and financial constraints.

### 1.7 Definition of operational terms

**Court:** According to Campbell (2007) a court is an organ of the government, belonging to the judicial department, whose function is the application of the laws to controversies brought it and the public administration of justice is delegated.

**Digital libraries:** Digital libraries are organizations that provide the resources, including specialized staff to select, structure, offer intellectual access to, interpret, distribute preserve the integrity of; and ensure persistent over time of collections of digital works so that they are readily and economically available for use by a defined community or set of communities (Shiri, ( 2013)

**Justice:** according to Konow (2003), based upon the rights and duties of the individual person. A person should not be disadvantaged or punished except for fault (intentional, reckless or negligent wrong doing, strict liability applying in exceptional circumstances).

**Librarian:** Ray (2005) defines a librarian as one who has care of a library and its contents the work includes selection of stock, its arrangement and exploitation in the widest sense and the provision of a range of services in the best interest of all groups of users.

**Legal Researcher:** A legal researcher is an individual who undertakes in-depth research into any aspects of the law in support of a company or individual (Konow, 2003).

**Magistrate:** A public civil officer vested with some part of legislative, executive, or judicial power.

## **1.8 Chapter Summary**

Chapter one has provided the background for the research, with a brief background study of the Milimani Court library. The aim of carrying out the research was to assess the efficacy of electronic information in special libraries, the case of the Milimani Court library. The chapter states the problem and gives the justification for carrying out the research. The scope, limitations of the study and the definition of operational terms are also provided in this chapter. The next chapter will review related literature.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

The review of literature involves the systematic identification, location and analysis of documents containing information related to the research problem being investigated. The main purpose of literature review is to determine what has been done already related to the research problem being studied. Neuman (2003: 2) asserts that literature review is based on assumption that knowledge accumulates and that people learn and build on what others have done. He opines that literature review demonstrates a familiarity with a body of knowledge and establishes credibility and also shows the path of prior research and how the current research is linked to it.

#### **2.1 Electronic information**

Digital libraries (Malizia, 2010) are becoming popular in their use and one of the reasons for their popularity is that they have been effective in reducing spatial and temporal barriers, that is, the users are able to, with ease, search and browse the collection anytime from anywhere using the Internet.

Systematic research and development activities in digital libraries began just over 20 years ago, and during this period of time the field of digital libraries has progressed significantly (Lesk, 2008: 4). Over the past two decades a large number of digital libraries have appeared in different countries that cover different subjects, and disciplines from health to science, engineering to arts and culture, and others. Likewise, digital libraries have been designed, developed and used by a wide range of user communities that include school children, academics, scholars, scientists and the general public (Morris, 2007: 124). Different types of content have been created and stored in these digital library repositories, ranging from basic digital objects like photographs, music and film to more research oriented scholarly, scientific and research data. Alongside this, a significant amount of resources and efforts have been invested in research into digital libraries that have given rise to over several journals and conference papers and a large number of books, theses, research reports and other kinds of scholarly publications

(Candela, 2007: 84).

Shiri (2013: 198) defines digital libraries as organizations that provide the resources, including the specialized staff, to select, structure, offer intellectual access to, interpret, distribute, preserve the integrity of, and ensure the persistence over time of collections of digital works so that they are readily and economically available for use by a defined community or set of communities. This definition emphasizes that a digital library, like any library, is more than a mere aggregation of information resources: it is a service which is based on principles of selection, acquisition, access, management and preservation, related to a specific client community. All of these principles are relevant when we consider the meaning of a digital library and the practical issues involved in service delivery Chowdhury and Chowdhury, (2011: 48).

Lagoze et al (2009: 2) comment that while search and access are its basic functions, a digital library 'facilitates the creation of collaborative and contextual knowledge environments'. The same notion of the digital library as a place for activities and collaboration has been put forward by other researchers as well. For example, Pomerantz and Marchionini (2007) argue that libraries have always been places that are dependent on the functionality, community and personal experiences of users, and digital libraries support new kinds of functionality for much broader communities and thus bring emerging senses of place.

Candela (2007: 3) states that digital libraries represent the meeting point of many disciplines and fields, including data management, information retrieval, library science, document management, information systems, the web, image processing, artificial intelligence. Candela further stresses that this multi-disciplinary nature leads to a variety of definitions as to what a digital library is, as each one is influenced by the perspective of the primary discipline of their proposal. He defined digital library as a tool at the center of intellectual activity having no logical, conceptual, physical, temporal or personal borders or barriers to information. The digital library content may be stored locally or accessed remotely via computer networks. The first use of the term digital library was probably in 1988 by the national research initiatives, before then it was

known as electronic library or virtual library. To be considered a digital library, an online collection of information must be managed by and made accessible to a community of users. Many academic libraries are actively involved in building institutional repositories of the institution's books, papers, theses and other works which can be digitized and made available to the general public with few restrictions, in accordance with the goals of open access to information and communication technologies Borgman, (2010: 14).

Martin (2012: 45) asserts that the digital library can become a standard way of describing libraries that offer access to digital information using a variety of network including the internet and the world-wide-web (www). Black's Law Dictionary (2008) defined law inter alia as the aggregate of legislation, judicial precedents and accepted legal principles, the body of authoritative grounds of rules, standards and principles that the courts of a particular jurisdiction apply in deciding controversies brought before them, while a legal professional is a lawyer. They may be barristers, certified conveyances or solicitors. In whatever capacity they function, they need information to accomplish their tasks. A legal professional who is into litigation would need information to prepare his case and make his argument very persuasive before the court. This involves a lot of search through texts, indexes to law reports, case law and old files that dealt with similar cases in the past (Clendons, 2008: 144).

Law libraries provide a platform for "legal research", which from a parochial perspective, entails the use of a law library and the materials it contains. Zaphiris et al (2004: 24) describe legal research as the process of identifying and retrieving information necessary to support legal decision-making. In its broadest sense, legal research includes each step of course of action that begins with an analysis of the facts of a problem and concludes with the application and communication of the results of the investigation.

Dada (1998) stated that "the law libraries are a special hybrid of the art of librarianship be it academic law libraries, Court libraries, houses law libraries, the in-houses law library and the ministry of justice law libraries; the primary objective of the collection is directed as servicing the research and information needs of the parent organization".



### **2.1.1 Training needs of library users**

Electronic information is important in most law libraries, because of its advantages over paper print information. Most law libraries maintain a collection consisting of previous court determinations, publications, books, journal articles, audiovisual materials and other materials key in legal research. Electronic reserves offer a convenient way to supplement the traditional casebook and to provide law practitioners with the most current materials available. In the past, electronic reserve collections have been less prominent in law libraries than in other general public and academic libraries. However, as a result of increased computer literacy on the part of law practitioners, there is rising interest in the use of electronic resources in digital law libraries

The migration of information from paper to electronic media promises to change the whole nature of research Witten et al (2010: 5). Through the advent of office computers and the transformation of media, the popularity and usage of digital libraries has increased. Researchers can benefit from the search, retrieval, and reading and storage facilities available to them from the comfort and convenience of their own chair. As Ellis et al (2013: 8) offer, an important issue in this day of human-computer interaction is that not only the information needs of these researchers are met, but user requirements also.

To cater for researchers, it is in the interest of digital library designers to investigate and understand digital library user training needs. Ignorance in understanding how user needs influence digital libraries can lead to a potential risk of design inadequacies. A consequence is that digital libraries may not satisfy the requirements of users De Bruijn et al (2012:74). There are specifically two components Folster, (2010: 83) that are addressed which are distinct in nature and shed light on the training needs of library users: library-user interaction, and information use and storage (Hallmark, 2011: 200).

ICT, metadata architectures, data modeling, data base management, web engineering, new media management, data warehouses and repositories, access protocols, mining and filtering; digitization techniques and intellectual property management; storage, archiving, preserving methods and strategies; information design, web design, usability engineering, user studies, web services, and communication strategies. According to

Lagonze et al. (2009: 5) digital library users also need training in digital library management, collection management, collaborative/federated approaches, content management, and project management. Cross-cultural and multilingual issues; knowledge organization, advanced indexing and retrieval methods as well as visualization.

Another training need among digital library users is information Storage. During the research period and afterwards it would be of interest to know what happens to the material, information, and notes collected Booth et al, ( 2009: 42). In general, most scholars prefer to have their own hard copy (be it the original or a photocopy). Most, if not all, information is retained and filed for possible use the future. Researchers prefer their own collections; one reason given by scientists is that they then can apply their own classification systems when filing materials Seggern, (2011: 16). Such schemes are personalized and can be quite elaborate. Sievert and Sievert (2009: 6) describe the organization of research materials by the humanists surveyed. Most scholars have some sort of informal classification scheme for filing which may include index cards, notebooks or some combination of books, photocopied articles or a log of some sort.

Libraries should provide more digital resources of all kinds, from e-journals to curated data sets, as well as emerging services such as virtual research environments (VREs), open source materials, non-text-based and multimedia objects, and blogs. Library systems must be prepared for changing user behaviours, which include advanced search options, demands for immediate access and quick perusal of resources.

Library systems need to look and function more like search engines and popular web services, as such are familiar to users who are comfortable and confident in using them. High-quality metadata is becoming more important for discovery of appropriate resources. Librarians must now consider the implications of power browsing behaviors. Users need more guidance and clarity on how to find content and how to assess its worth as well as its relevance. The library must advertise its brand and its resources better to academics, researchers and students, demonstrating its value clearly and unambiguously.

### **2.1.2 Information seeking behavior of the users**

The concept of life is vague without information. Information has enabled man to perform his routine activities in an efficient way. For decision-making, we need the support of information Kumar, (2004). Modern society depends on information for all its activities. Every person has the need for information. Without valid and up-to-date information, it is impossible to do progress in any field of life. Information seeking in the digital age, occasioned by advancement in technology and the need for convenience forms the basis of digitization of library content and can be viewed as a kind of problem solving activity that demands agile and symbiotic coordination of human and cyber resources Davis, (2004). Computation has expanded our ability to do scalable what if thinking that leverages the best capabilities of humans and machines to abstract, synthesize, and iterate intellectual actions, and today's search engines are the primitives on the technical side of information seeking Tibbo, (2003). Unsworth (2004) identifies four core information seeking activities and their primitives: Searching, collecting, reading, writing and collaborating.

Searching is a particularly important aspect of the “starting” or “opening” stages of research identified in process models of information seeking (e.g., Ellis 2013; Ellis et al., 2013; Foster, 2004; Meho & Tibbo, ( 2003). Collecting occurs when as researchers search for and access information; they build personal collections that support their current and long-term research. General reading patterns related to e-journal use have been systematically documented in longitudinal surveys conducted by Tenopir and colleagues, showing differences among disciplines and important changes over time (e.g., Tenopir, 2003; Tenopir et al., 2003; Tenopir et al., 2005; Tenopir & King, 2008). As with reading, writing is another core scholarly activity that has not been studied in depth as an information behavior. Research collaborations range along a “continuum” of engagement, from basic consultation to fully integrated teamwork, and project management may be loosely coordinated or highly structured and closely administered (Hara, Solomon, Kim, & Sonnenwald, 2003).

Digitization of libraries have been hailed by majority of scholars in the field as a convenient platform for digital information seeking and that it possesses numerous beneficial attributes, most generally agreeing that the practice improves and widens access to the collections of participating libraries; increase longevity of information material; encourage and facilitate resource sharing amongst libraries; digital collections can be shared or transferred over electronic networks; this saves money and time; ensure standardization and conformity amongst libraries; and reduce duplication of work (Fabunmi et al, 2006).

Digitization of libraries in Africa has over the years been mostly associated with academic institutions, which are known for producing documentation as a result of research and studies conducted as a requirement of the academic process. The progression to other sectors which have information stored or generated as records that should be conserved for future reference or safe keeping, has seen more stakeholders getting involved in the development of policies and guidelines for effective information management Amollo, (2011). Digitization of information materials is therefore a subject that has attracted interest and much discussion from information professionals from all sectors. Libraries, archives and record centres in Africa have to contend with new technologies and trends for effective management of information. Ellis *et al.* (2013: 360) realizes that information seeking behavior is comparable and is very similar in different fields; the difference generally comes in the emphasis. There are six main activities identified by Ellis *et al.* (2013: 362) in digital information seeking behavior — starting, chaining, browsing, differentiating, monitoring and extracting.

In the starting stage of the information seeking process the researcher is beginning a new or unfamiliar project. This initial familiarization involves “... activities characteristic of the initial search for information” (Ellis *et al.* 2013) and includes obtaining starting references and information. The idea is to identify the topic and begin a search for relevant information. In starting a research project there are many informal and formal resources one could use. Informal resources can include personal contacts or colleagues, browsing through catalogue systems or the Internet. Formal resources are such things as printed indexes, formal bibliographies, research guides, and abstracts (Folster, 2010: 90).

In the field of Science, the most common way of gaining the initial information needed to begin a project is through personal contacts (Ellis *et al.* 2013; Hallmark, 2011: 202). Ellis *et al.* (2013: 357) explains that is because there are usually contactable fellow scientists who are familiar with information regarding this new topic, or for those scientists who are doing PhD research, the initial references are usually provided by their supervisors. Another source of starting information for scientists comes from keeping up to date with reviews, prominent authors and articles in fields of interest and knowing where to locate these introductory references (Ellis *et al.* 2013; Hallmark, 2011: 201). Computer scientists also rely heavily on the above informal sources and less on the formal sources.

The chaining or chasing stage is “...following chains of citations or other forms of referential connection between material” (Ellis *et al.* 2013: 365). Chaining involves locating references to further work by using relevant material already retrieved. Ellis *et al.* (2013) categorizes chaining as being either forward or backward chaining. Backward chaining looks at the references within an article to locate other relevant printed articles written in the past. Forward chaining makes use of citation indexes to find out which articles have cited the relevant article you possess Ellis *et al.*, (2013: 367). Another method of chaining is using catalogue systems to locate work with the same author, subject, topic or classification.

Browsing is a “... planned or unplanned examination of sources, journals, books, or other media in the hope of discovering unspecified new, but useful information” (Apted and Choo, 2011). It is concerned with searching from where to what rather than from what to where Chang and Rice, (2013: 235). However, it must be noted that there are two main types of browsing, across-document browsing and within-document browsing. Across-document browsing is often identified with card catalogue systems or bookshelves and it is when records or books are surveyed to find items to examine more closely. These items could be on a specific topic or to keep up to date. Within-document browsing is mainly used during the differentiation stage of the search process to determine if the material retrieved is relevant or to gain an overview (this is explored further below).

Browsing can be seen as either a specific stage in the information seeking process or an activity carried out during phases of the process; for example, during the starting stage one may browse library bookshelves for initial sources of information (Fishman and Walitt, 2012: 14).

Ellis *et al.* (2013: 368) define differentiating as “... an activity which uses differences between sources as a filter on the nature and quality of the material examined”. Differentiating is based on human judgment to determine the relevance of the information retrieved. Schamber (2011) addresses relevance and the problems surrounding an accurate definition. The term ‘relevance’, when discussed here, pertains to the situational view where it “refers to a relationship between information and the user’s information problem situation” Schamber, (2011: 42). The selection of material based on some predefined criteria defines the usefulness or satisfaction of the information retrieved. This criteria can be based on the actual information contained in the publication, or guidelines such as cost saving, precision, completeness, credibility, and convenience of location (Gluck, 2010: 101), or it could be based on the perceived relevance of specific authors, journals, institutions, etc.

Monitoring is the activity of maintaining awareness of developments in an area through regularly following particular sources (Ellis *et al.* 2013). As previously noted, a large part of monitoring is conducted using browsing techniques. However, browsing is also a major information gathering technique in its own right. In monitoring the individual must determine a select range of sources to look at so as not to get overwhelmed. These sources are usually the predominant sources used in the particular field. There may be different sources of information used in each discipline for monitoring, but the overall nature and form of the activity is the same Hartmann, (2011: 17).

Extracting is defined by Ellis *et al.* (2013) as the behaviour involved in systematically going through a specific source and identifying material to locate or follow up on. Formal sources are more frequently used for systematic analysis, although informal sources may also be used in extracting. This is a task which is primarily carried out during the starting or initial familiarization phase of the information seeking process to

produce a concise list of references to begin searching with. Folster (2010: 87) also includes the reading of material to decide what information will be a part of a final report as an extracting activity. This will be discussed further in a following section on the reading behaviour of people and how they go about extracting information from publications.

Verification and ending are information gathering activities used during the verifying and ending phases of researching. In verifying, the information and sources used to produce their own material are checked for information accuracy and errors. The sorts of problems that come to light include typographical, numerical, equation, and citation errors Chang and Rice, (2013: 270). Verification for most only involves knowing and using reliable sources. To take it further, “one chemist did a spot check on everything, as well as checking obvious errors and material from sources he regarded as unreliable; another did a spot check on new textbooks”. This sort of activity is seen as minor and is usually subsumed under other activities; for example, social scientists tend to include it under chaining (Fishman and Walitt, (2012: 6)

Understanding of information needs and information-seeking behavior of various professional groups is essential as it helps in the planning, implementation and operation of information system and services in the given work settings. Legal information is basic to all, both lawyers and non-lawyers. The law is supposed to be understood and used by each and every citizen Otike, (1997). Lawyers are individuals who have a wide range of responsibilities and duties when it comes to their profession. Their role in society is even more important as they are acting as a voice for others (Exforsys, 2010: 13). In today's world, legal issues spring up almost always on a regular basis. Most probably, one does not have the time to handle all of them. Having a lawyer to take care of one's legal affair is very much required and it is one sure way to get free from unnecessary headaches (Hood, 2006: 6).

There are several studies conducted to examine the information needs and information seeking behavior of lawyers. Kuhlthau & Tama (2001) explored the information search process of lawyers. Findings revealed that these lawyers frequently were involved in

complex tasks and to accomplish these complex tasks, they preferred printed texts over computer databases primarily because computer databases required well-specified requests and did not offer an option for examining a wide range of information at one time. Makri (2009: 3) in his doctoral thesis studied lawyer's information behavior leading to the development of two methods for evaluating electronic resources. Overall, findings were positive regarding both methods and useful suggestions for improving the methods were made. Majid and Kasim (2000: 4) explored the information seeking behavior of the law faculty members at the International Islamic University of Malaysia (IIUM). Finding revealed that IIUM law faculty members used a variety of information sources for academic and research purposes. Personal collection was consulted by them before resorting to other information centres and libraries. IT based sources were commonly used by them in their information search and retrieval. The study concluded that law faculty member were satisfied with the collections, services and facilities of IIUM library in meeting their required information needs effectively.

Makri, Blandford and Cox (2008: 12) investigated the information seeking behavior of academic lawyers. The aim of this study was to know about the tendency of academic lawyers towards electronic resources, legal databases and digital libraries. Findings show that academic lawyers mainly used set of electronic resources and digital law libraries and legal databases like LexisNexis and Westlaw for legal research. Otiye (2000) explored the legal information needs of lawyers in Kenya. It was noted that a lawyer's work is determined by the legal needs of the clients, which, in turn, influences the information needs of the lawyer. The lawyers seek assistance from the High Court library or collections in other law firms. In (2002) he researched out the information needs and seeking habits of lawyers in England in the United Kingdom. The purpose of the study was to ascertain the type of information lawyers require to meet their needs and to determine the factors that influence their information needs and seeking habits. It was noted that experience has a considerable influence on their needs. Experienced lawyers do not require as much information support as newly qualified lawyers. Findings showed that lawyers rely heavily on printed media. Electronic media is used only as a last resort. Wilkinson, (2001: 14). According to Hainsworth, (1992: 6) the appellate judges do not



trust and are skeptical of the information provided to them. Judges have particular needs with regards to organizing information which is not met by any system. Judges prefer hard copy and their information seeking is affected by time.

### **2.1.3 Challenges experienced in accessing electronic information**

According to Mills and Weldon (2009; 14), coherence is a key challenge in accessing legal information in digital format. Digital libraries should have a coherent, organizing principle, sorting materials by topic or by type of material, for instance. Subject experts in each area can assemble the collections, which will then be combined to form large digital libraries maintained by institutions for their clientele and the global Internet community. Ideally, different institutions will take responsibility for building digital collections of various types and then share those collections with others, thus optimizing the advantages of the distributed nature of the Internet Muter and Maurutto, ( 2011: 262).

Although currently, many Internet sites are open, free of charge, an increasing number of sites are limiting access to subscribers or to those who pay a fee Osborne and Holton, (2009: 7). Some digital library projects that have been developed in academic institutions now are searching for continued funding and are considering licensing arrangements or user fees. Electronic commerce in the digital environment is still in the early stages of development (Norman, 2013: 3).

The ability to find and use materials on the Internet is a major challenge for most users (Leckie et al, 2010: 190). While rudimentary tools are available, they often yield disappointing results. Many researchers and companies are working on accessibility issues from several vantage points. Developing more sophisticated search engines is one approach; another is developing filtering devices based on individual profiles and "knowbots" that search the Internet on the user's behalf (Merrill, 2012: 404). In addition, researchers and practitioners are looking at the information that needs to be imbedded or attached to networked information in order for the search systems to be most effective. If a document or Web site has information about itself built into it in a standard forma (metadata), that will allow the search engines to retrieve information more efficiently Holland and Powell, (2013: 10).

Preservation is another challenge (Hartmann, 2011: 20). By definition, libraries collect information for both current and future needs of users. However, there are few systematic efforts in place to ensure continued access to the digital collections on the Internet. Information on the Internet is, in many cases, ephemeral and presents considerable challenges for archiving (Duchastel, 2012: 169). Preservation must also ensure that information resources remain intact; unauthorized tampering with the content of electronic resources could have grave implications for its continued value. Security technologists will aid in preservation by preventing corruption or destruction of information resources and ensuring their authenticity (Bystrom and Jarvelin, 2010: 193).

Many Internet users operate in a self-service mode, but not necessarily out of choice. Few digital libraries have built services into their offerings of collections. Users of a data set from the Bureau of the Census might need assistance with interpretation or manipulation of the information or a user might need assistance with the best way to use existing Internet search engines (Broadbent, 2009: 36). Digital libraries can build in services where users can ask questions, use frames to provide guidance and instruction, and can develop FAQ (frequently asked questions) files to assist users (Askwall, 2011: 426).

Mwirigi, (2012: 9) asserts that digitization of library resources poses a great deal of challenges to the major stakeholders that is, the library management, employees and library users. The library management has to source for funds for the digitization project. Management of the digitization project entails policy initiation, setting priorities and planning. These are challenging tasks for the management. The library management needs to consult libraries that had digitized their materials so as to learn from their experiences. He further states that some of the staff resists change, particularly those that are not computer literate. It is essential for the library management to explain the benefits of the electronic information to them and arrange to retrain the employees so that they can embrace electronic information and remain functional in a digital Philomena.

Digitization is time consuming and it is also a very expensive endeavour. Most third world libraries depend on books from Europe and America, and these books are very expensive for them to procure. According to Bekele (2002: 4), there is a persistent shortage of periodicals and other technical literature in research institutions, universities, and technical schools in the developing world. Thus, making students, scientists, administrators and other information seekers to have limited access to innovations made outside their domain. Available local materials may not be relevant in the context of the developed countries. According to the International Journal of African & African American Studies, (2006: 28) lack of technical-know-how for most digitization projects is a major challenge. There is a need to design flexible and compatible programs. In addition, the interface should be user- friendly, so that users can search for information with ease. It is not all electronic copies of documents that will suit the application format, hence the need to take this into consideration during conversion or digitization exercises

Jagboro, (2012: 9) states that Computerization and digitization become unrealizable in an environment of epileptic power supply. This has resulted in constant breakdown of the digitization equipment hence institutions, companies and individuals are forced to procure alternative power supply which has prohibitive initial financial outlay and running cost. He further states that power surges are a common occurrence in most of the developing countries; this is due to unreliable power supplies. Coupled with this are the high power tariffs being witnessed especially in Kenya; such tariffs make power very expensive. Information technologies require power for them to function and therefore with the frequent power cuts, e-dependent users remain frustrated.

According to Namande (2012: 8) training/capacity building remains a key challenge in digitization as it requires a combination of skills (scanning, photographing etc.) Many librarians lack the basic computer training, not to mention specialized training required in the art of digitization. There is need for continuous training to build library staff capacity in equipment maintenance and software management.

Bandwidth is generally low in developing countries. This affects data transfer rates and access speed for digital resources. In Kenya, the broadband capacity has systematically

improved in recent years; the effect has not however been felt across the board. E-resources require high bandwidth to be accessed effectively and because of the low connection speed witnessed in most libraries, users tend to grow impatient as it takes a long time to download information. Namade, (2012: 11)

According to Mwirigi (2012:9) Whereas full exploitation of digital resources and services call for detailed knowledge of ICT tools and information searching skills, most of the users only have basic ICT literacy skills. Libraries face challenges of investing in serious staff development initiatives in readiness for digital service delivery environment. Amollo (2011:23) states that digital materials are very fragile and their availability depends on technologies that are rapidly changing. In fear of technological obsolescence and other factors, institutions have to maintain records in both paper and digital formats. This almost amounts to double work. Technical obsolescence in the digital age is synonymous with the deterioration of paper in the paper age. Libraries in the pre-digital era had to worry about climate control and the de-acidification of books, but the preservation of digital information will mean constantly coming up with new technical solutions.

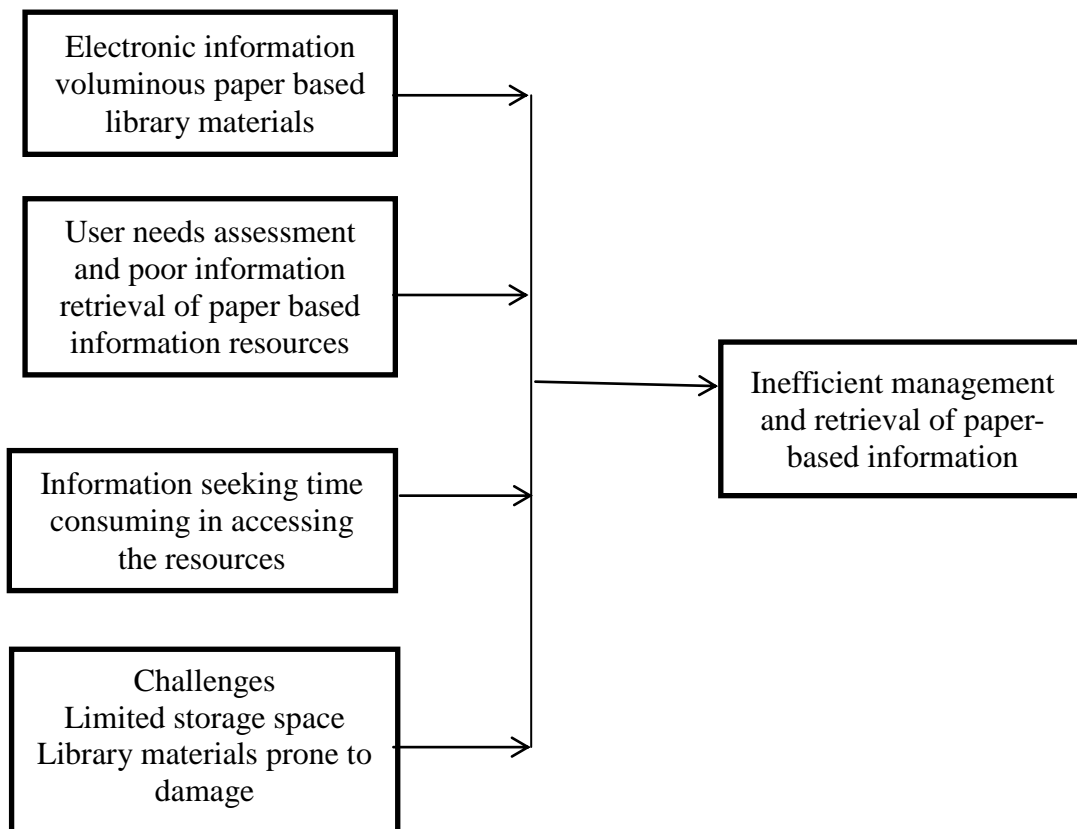
Technological standards change over time and forward migration must be a constant consideration of every library. Migration is a means of transferring of unstable digital objects to other more stable formats, operating systems, or programming languages. Migration allows the ability to retrieve and display digital objects that are in danger of becoming extinct. Migration is also flawed in the sense that when the digital files are being transferred, the new platform may not be able to capture the full integrity of the original object. There are countless resources in libraries all over the world that are essentially useless because the technology required to access the source is obsolete. In addition to obsolescence, there are rising costs that result from continually replacing the older technologies. Namande, 2012: 4)

## 2.2 Conceptual framework

The conceptual framework shows the various challenges that were experienced at the Milimani Court library before the e-resources were introduced in the library. There were voluminous paper print library materials, traditional storage and time consuming retrieval information, limited storage space and easy damage to materials due to frequent perusal and poor storage of library materials. This resulted to inefficient management and retrieval of information.

**Figure 2. 1 Milimani Court library without the electronic information**

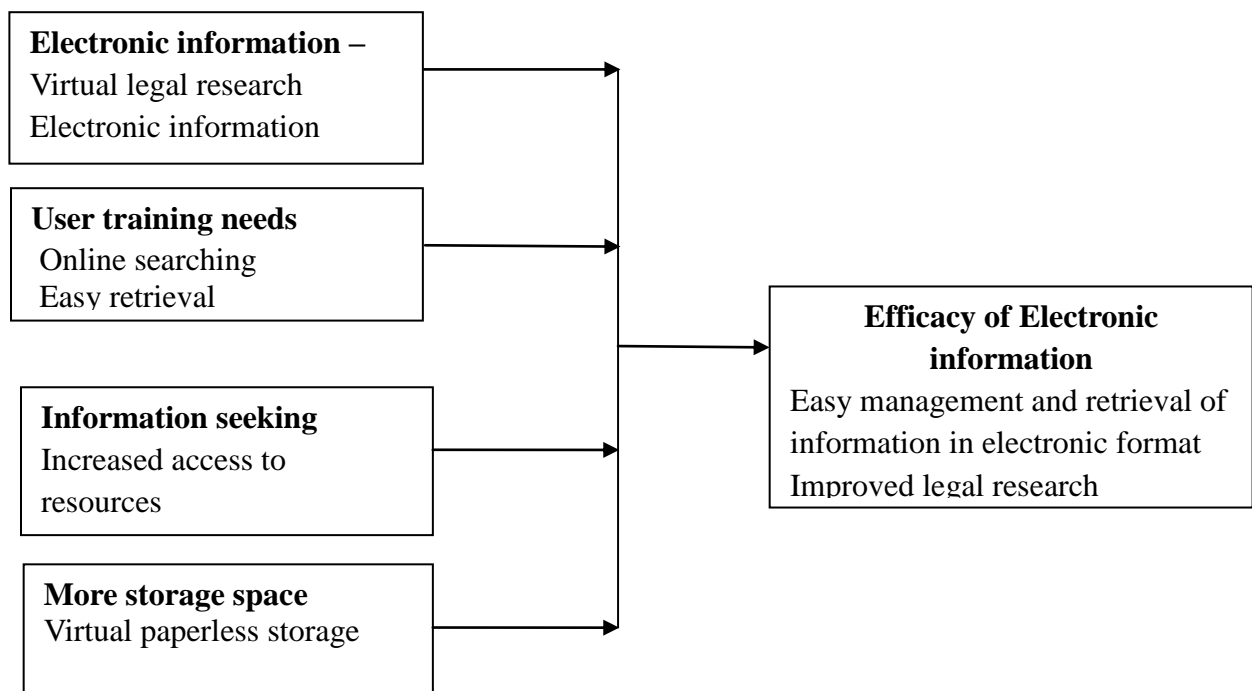
The figure below shows the challenges that were experienced at the Milimani Court Library before the electronic resources were introduced. There was voluminous storage of paper based library materials, poor manual retrieval of information which resulted into inefficient management and retrieval of information.



Source: Researcher, 2014

Figure 2:2 shows the benefits achieved with the adoption of electronic information in Milimani Court library. The electronic information is more reliable, convenient online searching, increased access to information and access to larger audience than could ever access the paper print resources. As a result there is easy management and retrieval of information in electronic format hence efficacy of electronic information.

**Figure 2:2 Milimani Court library with electronic information**



**Source: Researcher, 2014**

### 2.3 Chapter Summary

This chapter examines the efficacy of electronic information in special libraries more specifically at the Milimani Court library. The study examined the status of electronic information at the Milimani Court library, the information seeking behavior of the users, the users training needs and the challenges experience in accessing the electronic information at the Milimani Court library. The major benefits of electronic resources have been indicated to be to enhance access and improve efficiency in management and retrieval of information. The next chapter presents the research methodology that was applied in carrying out the study.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter presents the methodology and techniques that the researcher used in carrying out the research study. Research methodology focuses on the process of developing information and knowledge in a study. It discusses the selected research design, the study population, the sample selection, data collection method, research instruments validity, instrument reliability, pilot testing, ethical considerations and the outcome of the Project.

#### **3.2 Research design**

Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure (Kothari, 2004:60). Chandran (2004) defines research design as the arrangement and analysis of data in a way that combines their relationship with the purposes of the research to the economy of procedures. It is the means to achieve the research objectives through empirical evidence. Chandran further notes that the choice of a research design is determined by a number of considerations such as; the research purpose, categories of data needed, data sources and the cost factor. The purpose of a research design is to provide a plan of study that permits accurate assessment of cause and effect relationships between independent and dependent variables.

This study adopts a mixed method design of both qualitative and quantitative. A mixed method research design is a procedure for collecting, analysing and mixing both quantitative and qualitative research methods in a single study to understand a research problem. The advantage of using both is that they both supplement each other in that the qualitative methods provide the in-depth explanations while quantitative methods provide the hard data needed to address the objectives and to test hypotheses. The quantitative method gives hard facts. These statistics describe or give information that addresses the objectives while the qualitative information supplement support or addressed the gaps that quantitative data is not able to capture.

### **3.3 Area of the Study**

Gill (2007) observes that before any researcher embarks on the study, he needs to sort out the location for his study. He says that forethought, and attention to detail will make it easier for the researcher. The study was carried out in Nairobi and its focus was the judiciary. Specifically, the study was conducted at the Milimani Court library in Nairobi, Kenya.

### **3.4 Target population**

Mugenda (2003) defines population as an entire group of individuals, events or objects having a common observable characteristic. She further describe a population as the set of all groups of individuals, objects, items, cases, articles or things with common attributes or characteristics. A population consists of all items in any field of inquiry. The study population was 534. This population included the Judges, Magistrates, Legal researchers, Advocates and Judiciary staff.

### **3.5 Sample and sampling techniques**

Sampling involves any procedure that draws conclusions based on measurements of a portion of the entire population. According to Connaway and Powell (2010) a sample is usually drawn because it is less costly and less time consuming to survey than the population, or it may be impossible to survey the entire population. There are basically two types of sampling methods. These are the probability sampling and non-probability sampling (Kothari, 2004: 60). Jackson, (2011) describes probability sampling as a method where each member of the population has a known probability of being selected to be part of the sample. Non-probability sampling is that sampling procedure which does not afford any basis for estimating the probability that each item in the population has a chance of being included in the sample". This study used probability sampling method. It combined both the stratified sampling method and simple random sampling.

This study adopted stratified sampling to achieve the desired representation from various subgroups in the population in this case the Judges, Magistrates, advocates, legal researchers and other Judiciary staff. Simple random sampling was then used to select the size of each stratum from the human resource data and from the library records.



### 3.5.1 Sample Size

The sample size was 20% of the total population of 534 library users. The following sampling frame was thus developed and was used to determine the stratus sample size. This was based on Mugenda and Mugenda (2003) who suggest a sample of 30% and 10% for large and small target populations respectively. Therefore anything in between like 20% would address the issue of the population because it was not too small or too large. There were two categories of the library users, the judiciary staff and advocates. The researcher, through a written request to the human resource department, was able to get the number of employees within the library which was not large. Information regarding the advocates who visited the library was obtained from the library records.

**Table 3.1: Sample Size**

<b>Category</b>	<b>Total</b>	<b>Sample size</b>	<b>Number of respondents</b>
Judges	37	20%	8
Magistrates	60	20%	12
Legal researchers	37	20%	8
Advocates	200	20%	40
Other judiciary	200	20%	40
<b>Total</b>	<b>534</b>	<b>20/%</b>	<b>108</b>

**Source: Researcher, 2014**

### 3.6 Data collection methods

The study made used of both primary and secondary data. As described by Boone and Kurtz, (2011:12) primary data refers to information that is collected for the first time while secondary data are information from previously published or compiled sources. According to Connaway and Powell, (2010:14) qualitative research focuses on understanding why participants react the way they do. It also tends to give more attention to the subjective aspects of human experience and behavior. According to Kothari, (2004:131) qualitative research is concerned with qualitative phenomenon that is, investigating the reasons for human behavior (that is, why people think or do certain things). It aims at discovering the underlying motives and desires. Qualitative research is especially important in the behavioral sciences where the aim is to discover the underlying motives of human behavior. Through such research one can analyze the various factors which motivate people to behave in a particular manner or which make

people like or dislike a particular thing.

Questionnaires are another method of data collection. In a self-administered questionnaire the respondents have the advantage of asking the interviewer to clarify a question when it is not clear to them Chandran, (2004: 4). Self administered questionnaires allow the participants to respond to the questions by themselves and at their own pace. They ease the respondents' burden by giving them the time to think through their responses. The proposed study will adopt the instruments described below.

### **3.6.1 Questionnaire**

The study made use of questionnaires to collect data. The researcher sought appointments with respondents, explained the need of the research, the content of the instrument and administered the data collection instruments. Each section in the questionnaire was geared towards addressing a specific objective. The reason for selecting the questionnaire was because it provides a relatively simple and straight forward approach to the study of values, beliefs or motive and allows for detailed expression by respondents. In questionnaires method, large amounts of information can be collected from a large number of people in a short period of time and in a relatively cost effective way. The questionnaires were used to collect data from judges, advocates, magistrates, legal researchers and other judiciary staff.

### **3.6.2 Interview schedule**

The study also made use of interview as advocated by Jwan (2011: 11) that interviews are intended to get what a person who is a participant in research thinks, the attitudes of that person, and/or to explore person's reasons for thinking in a certain way or for carrying particular perceptions or attitudes. Although interviews are time consuming its advantage is that the interviewer can probe deeper into a response given by an interviewee. The researcher conducted face to face interview with the library staff. These were the Principal librarian, senior librarian and one library assistant, Face to face interviews allowed the researcher to gain useful insight into what was said by the respondents in addition to enabling the researcher control the interviewing process and circumstances under which interview was conducted Kumar et al, (2012:16). The library staffs were

required to give useful information relating to use of the electronic resources in the Milimani Court library.

### **3.7 Research instruments**

The research instruments used in the study were questionnaires and interview schedule. The questionnaires were administered to the library users and the interviews were conducted with the library staff.

#### **3.7.1 Pilot study and pre-testing of the instruments**

Pre-test is a small-scale research project that collects data from respondents similar to those that will be used in the full study. It serves as a guide to examine specific aspects of the research to see if selected procedures will actually work as intended. A pilot study is critical in reducing the risk that the full study will be flawed. From the results of the pilot study, improvements can be made. The pilot study was carried out at the Supreme Court library. The respondents were purposively sampled. These were twelve comprising of three respondents from each category of Judges, magistrates, advocates, legal researchers and the judiciary staff. As far as the questionnaire is concerned, the researcher administered them to pilot subjects in exactly the same way as it was administered in the main study. Respondents were required to provide feedback to identify ambiguities and difficult questions. The researcher recorded the time taken to complete the questionnaire to decide whether it was reasonable. Piloting also assisted in establishing that replies could be interpreted in terms of the information that was required re-wording or re-scaling any questions that were not answered as expected.

#### **3.7.2 Validity and reliability**

According to Berg and Gall (1989: 16) validity is the degree by which the sample of test items represents the content the test is designed to measure. Content validity which was employed by this study as a measure of the degree to which data collected using a particular instrument represents a specific domain or content of a particular concept. The study used both face and content validity to ascertain the validity of the questionnaires. As a check on face validity, test/survey items were sent to the pilot group to obtain suggestions for modification. Content validity is concerned with sample-population

representativeness i.e. the knowledge and skills covered by the test items should be representative to the larger domain of knowledge and skills. According to Shanghverzy (2003: 21) reliability refers to the consistency of measurement and is frequently assessed using the test–retest reliability method. Reliability is increased by including many similar items on a measure, by testing a diverse sample of individuals and by using uniform testing procedures.

### **3.7.3 Ethical considerations**

A researcher must confirm to the principle of voluntary consent where the respondents willingly participate in research. Informed consent should be based on the information regarding: the purpose of the research study, identification of the researcher, any benefits that may be received. Mugenda and Mugenda, (2003) notes that participation in research is voluntary and subjects are at liberty to withdraw from the study at any time without any consequences. Researchers are required to communicate this to the respondents before the start of the study. No respondent was forced to take part in the study but was done voluntarily. According to Bryman and Bell (2007) plagiarism refers to passing off another person’s work as if it were your own, by claiming credit for something that was done by someone else. It is taking and using another person’s thoughts as if they were your own. Utmost care was taken to ensure that all work borrowed from other scholars was acknowledged. The researcher sought approval to conduct the study from the Chief Registrar of the judiciary. Before data collection, an introductory letter was obtained from the university. Individuals had the option to refuse to participate. The dignity, privacy and interest of the participants were respected and protected.

### **3.8 Data analysis and presentation**

Data analysis involves assigning meaning to the data collected. It involves working with data, organizing it, breaking it into manageable units, synthesizing it, searching for patterns, discovering what is important and what is to be learned and, deciding what will be reported Connaway and Powell, (2010). According to (Hair, et al, 2011) quantitative data analysis may involve using descriptive statistics to obtain an understanding of the data. Microsoft Excel was used to perform descriptive statistics. Graphs, tables, and charts were used for easy understanding and describing the data. This involved creating

descriptive statistics namely percentages and frequencies. The data analysis critically looked at the information gathered. The cumulative data from primary and secondary sources was synthesized and the resultant data categorized in accordance to the objectives of the study.

Qualitative Data Analysis (QDA) was employed to analyze the qualitative data. Qualitative Data Analysis (QDA) is the range of processes and procedures whereby the qualitative data is moved into some form of explanation, understanding or interpretation of the people and situations being investigated. Atkinson et al, (1996). The researcher analyzed data using both descriptive and interpretive data analysis technique. By using these techniques frequencies and percentages were calculated, relationships were compared and interpretations were made as objectively as possible in order to get the accurate meaning or true picture of the situation studied. Respondents' views were quoted verbatim.

### **3.9 Chapter Summary**

This chapter presented the research methodology adopted. This involved research design, study population, sampling technique, sample size, data collection methods and data analysis. The methodology includes using logical methods in collecting data. The nature of the study guided the designed approach that ensured appropriate data within the scope of the research study was obtained to answer the research questions. The next chapter will look at the data analysis.

## CHAPTER FOUR

### DATA ANALYSIS AND PRESENTATION OF THE FINDINGS

#### 4.0 Introduction

This chapter presents the findings of the study on the various areas that were investigated. The background information about the respondents is also presented and the research questions that the study sought to answer. Descriptive statistics were used in analyzing the data and the results are presented in form of tables, graphs and pie charts. The qualitative analysis was from the interview conducted with the library staff including the principal librarian and two section heads in the library. The population of the study was 534 members of the library users. A sample size of 20% of the total population was applied to get the sample size. A total of 108 questionnaires were sent out to respondents, but, only 91 of the respondents completed and returned the questionnaires, indicating a response rate of 84 %. Ten questionnaires were not returned and 5 were returned unanswered. In addition to the survey questionnaire, face-to-face interviews were also conducted with the library staff.

#### 4.1 Gender of the participants

Table 1 below indicates that male library users were more than the female library users. There were (56%) males and (44%) females.

**Table 1: Gender of Respondents**

<b>Gender</b>	<b>participants</b>	<b>Percentage %</b>
Male	51	56
Female	40	44
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

##### 4.1.1 Age of the respondents

Respondents were asked to indicate their age bracket. (18.7%) indicated that they were between the age of 18 to 30 years, (28.6%) were between the age of 31 to 40 years, (37.4%) were between the age of 41 to 50 and (15.3%) were 51 years and above.(Table:2)

**Table 2:Age of the respondents**

<b>Age</b>	<b>Respondents</b>	<b>Percentage %</b>
18-30	26	18.7
31-40	34	28.6
41-50	17	37.4
51 and above	14	15.3
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

#### **4.1.2 Length of service**

The table below indicates that 67 %, which is the majority worked for over ten years while those who had worked for less than three years were the least at (3.3%). These results give the impression that most of the respondents had worked in the institution long enough. This therefore indicated that the respondents had valuable information to provide for the study purpose.

**Table 3 : Length of service**

<b>No. of Years</b>	<b>Respondents</b>	<b>Percentage %</b>
<b>Less than 3 years</b>	<b>3</b>	<b>3.3</b>
4-6 years	6	6.6
7-9 years	21	23.1
Over 10 years	61	67
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

#### **4.1.3 Designation of the respondents**

To determine the rank of the users, the respondents were asked their designation. From the questionnaires that were returned, (2%) were Judges, (17.6%) were magistrates, (13.2%) were legal researchers (31.85%) were advocates and (30.94%) were other judiciary staff as shown on the table (4) below.

**Table 4: Designation**

<b>Designation of staff</b>	<b>No. of questionnaires distributed in each category</b>	<b>No. of the returned questionnaires</b>	<b>Percentage %</b>
Judges	8	5	<b>5.5%</b>
Magistrates	12	10	<b>11%</b>
Legal Researchers	8	7	<b>7.7%</b>
Advocate	40	35	<b>38.5%</b>
Other staff	40	34	<b>37.3%</b>
<b>Total</b>	<b>108</b>	<b>91</b>	<b>100</b>

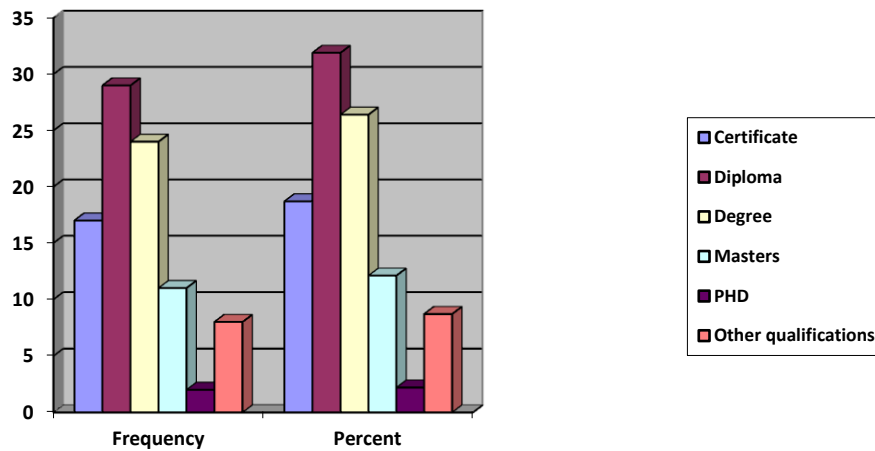
**Source: Researcher, 2014**

#### **4.1.4 Professional qualifications**

The question on professional qualifications revealed that (16%) had attained certificates level of education,(30%) had attained diploma level of education, (24%) had attained degree level of education, (12 %) had attained masters' degree level of education and (2%) had PHD level of education. (7%) indicated they had other qualifications.



**Figure 1: Respondents qualifications**



Source: Researcher, 2014

#### 4.2 Status of electronic resources at the Milimani Court library

To establish the status of electronic resources at the Milimani Court library the respondents were asked whether the Computers available in the library were adequate to meet their needs. Only one respondent stated that the computers available were adequate. Majority (62.6%) felt that the computers were inadequate (20.95%) felt that the computers were average whereas those not aware were (15.4%).

**Table 5 : Adequacy of computers**

Adequacy of computers	No. of Respondents	Percentage %
Adequate	1	1.1
Inadequate	57	62.6
Average	19	20.9
Not aware	14	15.4
<b>Total</b>	<b>91</b>	<b>100</b>

Source: Researcher, 2014

The researcher sought to know the technology in place at the library to support provision of the e resources. All the interviewed librarians were in agreement that the computers available in the library were not adequate for the number of users. The response of the

chief librarian was as follows:

“There are only twenty computers for the 534 library users which hinders effective utilization of the electronic resources. The junior staff are the most affected because the library personnel gives preference to the judges, magistrates and the advocates which inconveniences the staff who cannot access the computers when they are in need.”

On the question of the internet connectivity the chief librarian had this to add:

“The internet connectivity is poor and needs to be improved to enable the users fully utilize the e resources.”

#### **4.2.1 Internet connectivity in the library**

The research revealed that majority (60.4%) rated internet connectivity as poor (39.6%) rated it as good. However none of the respondents rated it as neither excellent nor very good.

**Table 6: Internet Connectivity**

<b>Level of connectivity</b>	<b>No. of respondents</b>	<b>Percentage %</b>
Excellent	0	0
Very good	0	0
Good	36	39.6
Poor	55	60.4
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

#### **4.2.2 Electronic resources and the level of preference**

According to Igbeka and Atinmo (2002: 9), information is a ‘valuable resource required in any society’ and a vital organ of human existence, without which the whole of humanity would have been in darkness. Information is important to people in diverse vocations. For example- judges, lawyers and law students, as they require information in their day to day activities. For instance, they need information on how to determine the case (judges), argue or represent their clients in Court (lawyers), and how to do legal research (legal researchers). In modern legal society, information is a vital instrument required for the day-to-day activities of people in the legal profession, who need legal

information to make vital and rational decisions that may directly involve human life. If retrieved legal information is accurate, then there is a high probability of making appropriate decisions. If information is inaccurate, the ability to make correct decisions is diminished. Better information usually leads to better decisions Igbeka and Atinmo, (2002: 9). Therefore, legal information is an important tool required in realizing lawyers' goals of defending clients in court and it assists judges in administration to decide cases in court of all jurisdictions. Legal information is a valuable resource needed in the society of legal practitioners. Lawyers plays vital role in society, especially in acting as a voice for others in every capacity of law or in legal issues that occur on a regular basis, which one cannot handle, nor have the time to handle. Oke-Samuel (2008:14) corroborates that lawyers' roles include giving legal advice and that they must know where to find laws. Table 7 below shows the preferred electronic resources that help the legal professionals in carrying out legal research. The study respondents ranked various electronic resources based on their preferences. These electronic resources included subscribed e- resources, e-databases, e-journals, e-books and e – mail. It was revealed that e-mail was the most preferred (52.75%) while e-books (9.9%) were the least preferred. It was established that e-journals and subscribed e-resources were preferred both at 15.4%.

**Table 7: Preferred electronic Resources**

<b>Resources</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
e-Databases	20	22
e-Journals	14	15.4
e-books	9	9.9
e-mail	48	52.75
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

The researcher sought to know from the library staff the resources that were mostly preferred by the library users. The purpose of this question was to find out the resources they used most to retrieve information for their research work. The results indicated that internet was the most preferred. The interviewed librarians stated that the users preferred

the internet because it was convenient and faster in information retrieval. The researcher sought to find out which other electronic resource was preferred apart from the internet. The senior librarian indicated that e databases were the second most preferred information resources. The chief librarian had this to add:

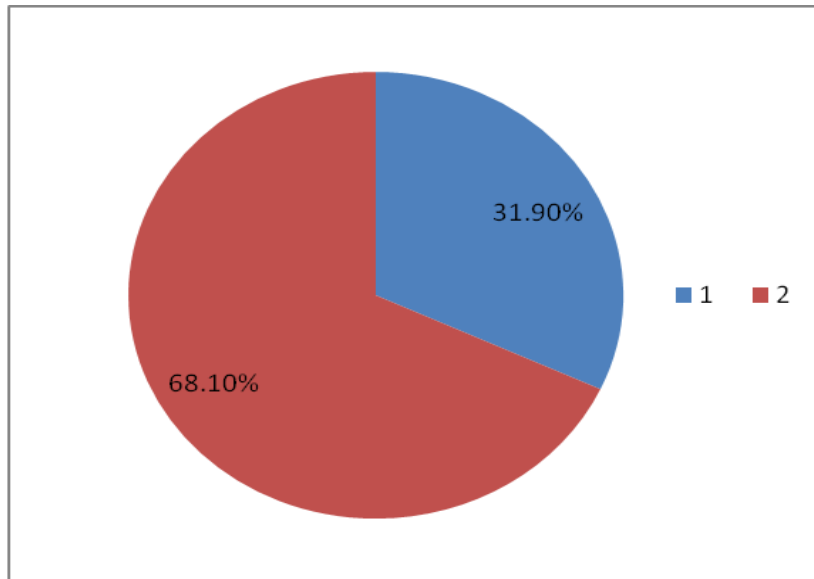
“Electronic databases enable several users to access the same material at the same time without hindrance and the users are also able to access the databases from their offices. This makes it easy especially for the judges when they are writing judgments because they do not have to go to the library physically.”

The Most worrying issue was that the users only go to the digital resources they were comfortable with. Although there were many subscribed e resources which could be used to perform legal research, they often chose to rely primarily on one of either Lexis nexis or Westlaw. The senior librarian stated that the e books were the least preferred because they were not easily accessible. Most law practitioners found it difficult to find information from the e books which was evident from the way many users sought library staff assistance when accessing the e books.

#### **4.2.3 Awareness of the electronic resources**

Majority (68.10%) of the respondents often accessed electronic resources in the library as opposed to 31.90% who rarely accessed such services in the library (Figure 4.1)

**Figure: 2 Awareness of electronic resources**



**Source: Researcher, 2014**

#### **4.2.4 Rating information resources in terms of information provision**

Respondents were further asked to rate the information resources in terms of information provision. The table below shows that majority of respondents 78% rated information resources as fair while the least 2.2% felt that it was very good. Those who felt that it was poor were 11.0% and those who rated it as good were 8.8%. (Table 8)

**Table 8: Rating information resources in terms of information provision**

<b>Rate</b>	<b>Respondents</b>	<b>Percentage %</b>
Very Good	2	2.2
Good	8	8.8
Fair	71	78
Poor	10	11.0
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

#### **4.2.5 Source of knowledge of electronic resources**

To identify the users training needs on electronic information, the researcher sought to know whether the respondents had learnt to use the electronic resources. (33%) were self taught, (27.4%) were taught by the library staff, 21.9% learnt through other means and 17.5% had knowledge at all. (Table: 9)

**Table 9: Source of knowledge on use of electronic resources**

<b>Source of knowledge on use of electronic resources</b>	<b>No. of respondents</b>	<b>Percentage</b>
Self taught	30	33%
Taught by the library staff	25	27.4%
Other means	20	21.9%
No knowledge at all	16	17.5%
<b>Total</b>	<b>91</b>	<b>100%</b>

**Source: Researcher, 2014**

When asked about how the users learnt to use the electronic resources, the senior librarian responded that most of the users used their own self taught skills. Some of them lacked skills to make productive searches so mostly they sought assistance from the library staff.

#### **4.2.6 Provision of technical assistance**

On the question, whether respondents received any technical assistance from the library staff, majority 58.2% said yes while 41.8% said no. (Table 10)

**Table 10: Provision of technical assistance**

<b>Assistance from the library staff</b>	<b>No of respondents</b>	<b>Percentage %</b>
Yes	53	58.2%
No	38	41.8%
<b>Total</b>	<b>91</b>	<b>100%</b>

**Source: Researcher, 2014**

#### **4.3 Users training needs in use of electronic resources**

This question was put to the participants in order to identify key areas that needed to be considered for training. Some of the areas that were considered pertinent for training included training in accessing subscribed e- resources, e-journals, e databases, e-journals and e-books among others. The results of their responses were as shown in (table 11).The need for training on e- resources was preferred by majority (33%) of the

respondent's while 10% of the respondents had no preference for such training. Training on e-books was preferred by (12%) of the respondents while 27.4% of the respondents preferred training on accessing e-journals. (16.4%) preferred e-databases.

**Table 11: Preference on Training Needs**

<b>Resources</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Subscribed e-resources	30	33
e-Databases	15	16.4
e-Journals	25	27.4
e-Books	11	12
Others	10	10
<b>Total</b>	<b>91</b>	<b>100</b>

**Source: Researcher, 2014**

When asked whether the users were able to fully utilize the electronic resources on their own, all the three interviewed librarians were in agreement that users did not have adequate training to fully utilize the electronic resources on their own. Most of the users did not go beyond the basics of computer training and were often unwilling to go to training classes on how to use the electronic resources. The chief librarian admitted that they rarely trained the users on how to access and use the electronic resources. The library assistant had this to say:

“We don't train the library users on the access and use of the e resources regularly; however we train them individually on request.”

#### **4.4 Information seeking behavior**

Aina, in Nkomo, Ocholla and Jacobs (2011:2), suggests that information seeking behavior depends on user education, access to a library, and the length of time devoted to seeking information by the user. Wilson (2000) sees it as the purposive seeking for information because of the need to satisfy certain or specific some goals. In the process, the individual may interact with manual information systems, such as newspapers, the library, or computer-based systems like the World Wide Web, to retrieve the required information. Therefore, information seeking is the process or activity of attempting to obtain information in both human and technological contexts.

#### 4.4.1 Access to the e-resources

Majority (46.1%) of the respondents often accessed electronic resources in the library as opposed to 26.4% who rarely accessed such services in the library. (27.5%) never accessed electronic resources. (Table: 12).

**Table 12: Access to electronic resources**

Frequency	No. of Respondents	Percentage %
Often	24	46.1
Rarely	42	26.4
Never	25	27.5
<b>Total</b>	<b>91</b>	<b>100</b>

Source: Researcher, 2014

#### 4.4.2 Benefits of using electronic resources

To establish the scale at which users' preferred electronic resources as a way of seeking information. Majority (30.8%) Preferred e –resources because they save time, (24.2%) preferred the e- resources because of printing, downloading and email, (23%) preferred because they could highlight and take notes, (13.2%) preferred the e resources because they were easy to use and the least (8.8%) was because print resources caused strain in their eyes. (Table: 13)

**Table 13: Benefits of using electronic information**

Preference	No. of Respondents	Percentage %
Print resources cause strain to eyes	8	8.8
Can highlight and take notes	21	23.0
Can print, download and e-mail	22	24.2
Save time	28	30.8
Easy to use	12	13.2
<b>Total</b>	<b>91</b>	<b>100</b>

Source: Researcher, 2014

#### 4.5 Challenges in accessing e-resources

Majority (25.3%) asserted that limited number of computers was the highest challenge. (22%) cited low bandwidth, (19.8%) cited poor internet connectivity while (14.3%) cited power interruptions as a challenge. Lack of awareness at (8.8%) was also cited as a challenge while lack of passwords to subscribed e-resources was cited at (6.6%). Other



challenges (3.3%) were identified which were highlighted as lack of policy to govern access of electronic resources and lack of adequate computer knowledge.

**Table14: Challenges experienced in accessing electronic resources**

<b>Challenges</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Poor internet connectivity	18	19.8%
Limited number of computers	23	25.3%
Lack of passwords to the subscribed e-resources	6	6.6%
Lack of awareness of existence of e-resources	8	8.8%
Low bandwidth	20	22%
Power interruptions	13	14.3%
Others	3	3.3%
<b>Total</b>	<b>91</b>	<b>100%</b>

**Source: Researcher, 2014**

The librarians were asked to state the challenges that hindered effective utilization of the e resources by the users. Their views varied as indicated below: The chief librarian cited lack of enough and qualified staff in providing services in the library. An example was given when the only few qualified librarians had attended a seminar and the users could not get any assistance to access the e resources which was very inconveniencing for the library users. Low ICT literacy among the staff and the users hindered effective utilization of the e resources. Full exploitation of e resources required detailed knowledge of ICT tools and information searching skills. Most of the users have basic ICT literacy skills. The senior librarian responded as follows:

“Poor internet connectivity is a major challenge. Bandwidth is generally low and this affects the access and speed of the electronic resources. The users tend to be impatient as it takes long to download information. Access of the electronic information requires power and therefore, the frequent power outages frustrate the users when carrying out their research.”

#### **4.6 Chapter Summary**

The analysis in this chapter has looked at several issues with regard to efficacy of electronic information in special libraries, specifically the case of the Milimani Court library. Each objective was analyzed and presented in tables, pie chart or graph. Data was collected through questionnaires which were sent to the library users of the Milimani Court library. The respondents included the Judges, magistrates, advocates, legal researchers and other judiciary staff. The qualitative analysis from the interview questions from the library staff is also contained in this chapter. The next chapter five will look at the findings of the study and give recommendations to the challenges experienced in utilization of electronic information at the Milimani Court library.

## CHAPTER FIVE

### SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

#### 5.0 Introduction

The study obtained findings resulting from the objectives and research questions.

#### 5.1 Summary of findings

The aim of the study was to assess the efficacy of electronic information in special libraries with reference to the Milimani Court library

The research objectives were to:

- (i) Examine the current status of electronic legal information at the Milimani Court library
- (ii) Identify the users' training needs on electronic legal information use at the Milimani Court library
- (iii) Establish information seeking behavior of the users at the Milimani Court library
- (iv) Assess the challenges experienced in accessing electronic information, at the Milimani Court library

The data was collected using questionnaires and interview schedules. The findings indicated that usage of the e resources in Milimani Court library was low. This was attributed to various factors such as internet connectivity, lack of awareness of the existence of the e- resources and inadequate computers. Preference of certain databases over others affected usage because users tended to use certain databases and ignored others that could provide related information. The study established that, there were more males than female users of the library. 17 indicated that they were between the age of 41 to 50 years, 26 were between the age of 18 to 30 years, 34 were between the age of 31 to 40 and 14 were 51 years and above. It was established that, those in ages 31-40 were the majority users of electronic information in the library. This is because most users who are judges, magistrates and lawyers fall in between this age group. On the number of years worked, 67 %, worked for over ten years while those who had worked for less than three years were the least (3.3%). The study revealed that majority had worked for over ten years. The question on professional qualifications revealed that (16%) had attained

certificates level of education, (30%) had attained diploma level of education, (24%) had attained degree level of education, (12%) had attained masters' degree level of education and (2%) had PHD level of education. (7%) indicated they had other qualifications.

### **5.1.1 Status of electronic information at the Milimani Court library**

The study revealed that only one respondent stated that computers were adequate. Majority (62.6%) felt that the computers were inadequate (20.95%) felt that the computers were average whereas those not aware were (15.4%), hence the study established that more computers need to be increased so as to enable users access information more effectively and efficiently. The research revealed that majority (60.4%) rated internet connectivity as poor while (39.6%) rated it as good. The library should increase bandwidth to improve internet connectivity. The study revealed that e-mail was the most preferred (37.3%) while e-books (9.9%) were the least preferred. It was established that e-journals and subscribed e-resources were preferred (both at 15.4%). Thus, the research established that more emphasis is needed to increase usage of e-books and e-journals. Many respondents cited inadequate subscribed e-resources. The Milimani law Courts library should subscribe for more e-resources to facilitate effective research.

The study established that majority (68.1%) were aware of the electronic resources in the library, while (31.9%) were not aware, thus indicating that user education should be enhanced to create awareness of the existence of the e-resources.

The research established that majority of respondents 78.0% rated information resources as fair an indication that more has to be done to improve e-resources in the library so to satisfy users needs.

### **5.1.2 Users training needs**

The study established that majority of respondents (82.4% had received training while 17.5% had not received any hence the need for training for those who had not received so as to improve service delivery and make more users able to access valuable e-resources.

### **5.1.3 Information seeking behavior**

The study established that 26.4% respondents rarely accessed electronic resources. The

results revealed that majority of users, 46.1% often accessed the resources while 27.5% never accessed electronic resources. This shows that more strategies like information literacy skills should be taught to users to be able to use and access e-resources with ease. The study revealed that majority strongly agreed that electronic resources saved time hence a need for the institution to promote usage of e-resources by the Milimani Court Library users.

#### **5.1.4 Challenges in accessing e-resources**

The study established that majority cited poor internet connectivity while others said there were limited number of computers, lack of passwords to the subscribed e-resources, unawareness of the existence of the e-resources, low bandwidth, and power interruptions among other challenges. This shows that various measures needed to be taken to curb these challenges which hindered e-resources usage at Milimani law Courts library.

#### **5.2 Conclusion**

The findings of this study show that legal professionals do not exploit the benefits of electronic resources in their legal research effectively. Lack of computer skills, limited number of computers, insufficient electronic resources and slow internet speed among others affected effective utilization of the electronic resources. However there were other factors that affected the usage of e resources such as slow internet speed, poor searching skills and lack of passwords to the subscribed e resources. This caused delay in determination of Court cases due inefficient research. The user training needs requires to be addressed urgently as information-searching skills are interrelated with the use of electronic resources. These challenges need to be addressed to enable the users fully utilize the e resources for faster delivery of justice.

#### **5.3 Recommendations**

Based on the findings of this study, there are challenges which hinder effective utilization of the e resources at the Milimani Court's library and it is against this background that the researcher recommends the following:

##### **5.3.1 Status of electronic information at the Milimani Court library**

Computers need to be increased so as to enable users' access information more

effectively and efficiently. To address problem of internet connectivity the Library should increase bandwidth. The Milimani Court library should be fully equipped with more e-resources to satisfy the needs of the users. User education should be initiated and enhanced to create awareness of the existence of the e-resources. Library users should be made aware the existence and use of the e resources. When the users learn the electronic resources are as good as the hard copy items they will begin to enjoy the benefits of the electronic information. Through orientation and promotional activities, the library will garner enough support from the users who will then demand more and better services in the library. The library will have to constantly upgrade the hardware and the software from system to system as new technology warrants.

### **5.3.2 Users training needs**

As new technology emerges, regular training should be provided to the library staff and users so as to improve service delivery and make more users able to access valuable e-resources. Adequate funding should be provided to enhance training programmes so as to make usage of e-resources effective and efficient.

### **5.3.3 Information seeking behavior**

Strategies like information literacy skills should be introduced to encourage use of e-resources. The staff responsible for arranging and describing electronic information materials should be assigned to qualified staff to increase search ability.

### **5.3.4 Challenges in accessing e-resources**

It is highly recommended that the Milimani Court library should be provided with alternative power supply such as, power generating machine that can be switched on whenever there is power outage. The library should be fully equipped with current materials on legal matters, in terms of the electronic resources. Internet connectivity should be improved. Computers should be increased to adequately serve all the users.

## **5.4 Suggestion for further research**

A further research was recommended to establish the use of electronic resources in other Judiciary libraries in Kenya.

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## **APPENDICES**

### **APPENDIX 1: Introductory letter to the respondents**

Dear Respondent,

I am a student at the University of Nairobi currently undertaking a Master of Library and Information Science (MLIS) course. In partial fulfillment of the course requirements, am conducting a research on efficacy of electronic information in special libraries: the case of Milimani Court library.

The objectives of the study are to:

- (i) Examine the current status of electronic information at the Milimani Court library;
- (ii) Identify the users' training needs on electronic information at the Milimani Court library;
- (iii) Establish information seeking behavior of the users at the Milimani Court library;
- (iv) Examine the challenges experienced in accessing legal information in digital format, at the Milimani Court library.

The information you provide in this questionnaire will be treated with strict confidentiality and will not be used for any other purpose, other than this research. With regards, I request you to spare a few minutes to fill in this questionnaire and please don't write your name. Your assistance in completing this research questionnaire will be highly appreciated.

Please fill in the spaces provided or tick where appropriate.

Yours sincerely

**Winfred W. Kang'aru**

**Researcher**

## APPENDIX 2: Questionnaires to the respondents

### SECTION A: PERSONAL INFORMATION

1. Gender
  - Male  [ ]
  - Female  [ ]
2. Age
  - 18 to 30 years  [ ]
  - 31 to 40 years  [ ]
  - 41 to 50 years  [ ]
  - 51 and above  [ ]
3. Number of years working at the Court/ practicing as an advocate?
  - Less than 3 years  [ ]
  - 4-6 years  [ ]
  - 7-9 years  [ ]
  - Over 10 years  [ ]
4. Designation
  - Judges  [ ]
  - Magistrates  [ ]
  - Legal researchers  [ ]
  - Advocate  [ ]
  - Other judiciary staff.....
5. Length of service in the position
  - Less than 3 years  [ ]
  - 4-6 years  [ ]
  - 7-9 years  [ ]
  - Over 10 years  [ ]
6. What is your professional qualification?
  - Certificate level  [ ]
  - Diploma level  [ ]
  - Degree level  [ ]
  - Masters level  [ ]
  - PhD level  [ ]
  - Others  [ ]

**SECTION B: CURRENT STATUS OF ELECTRONIC LEGAL INFORMATION**

1. How adequate are the computers in your library?

Adequate       Inadequate       Average       Not aware

2. How is the internet connectivity?

Excellent       Very Good       Good       Poor

3. The following electronic resources are available in the library. Tick from the list in order Of preference the one you prefer most. 1=most preferred 2=preferred 3= least preferred

Statement	1	2	3
E-databases			
E- journals			
E-mails			
E-Books			

4. Are you aware of the electronic resources in the library?

Yes       No

5. How would you rate the information resources in terms of information provision?

Very good       Good       Fair       Poor

**SECTION C: USERS' TRAINING NEEDS ON ELECTRONIC LEGAL INFORMATION USE**

1. Have you ever learnt to use the electronic resources?

Yes       No

2. If yes in 1 above, how did you learn?

Self taught       taught by the library staff       others       No Knowledge

3. Do you receive any technical assistance from the library staff?

Yes       No

4. Besides each of the statements presented below, Please tick in order of preference the number that best describes your training needs in use of electronic information resources. 1= most preferred 2 = preferred 3=least preferred 4=others

Statement	1	2	3
Subscribed E-resources			
E-databases			
Accessing e-journals			
Accessing e-books			
Others			

**SECTION D: INFORMATION SEEKING BEHAVIOR**

1. How often do you access the electronic resources?

Often       Rarely       Never

2. The following set of questions is pertinent to the information seeking behavior of the users at the Milimani Court library. Using the scale: 1= strongly disagree; 2= disagree; 3= neutral; 4 = agree; 5= strongly agree; indicate the extent to which you agree with the following:

STATEMENT	5	4	3	2	1
I prefer print sources as they cause less strain to my eyes					
I generally prefer print sources because I can highlight and take notes					
I prefer e-articles because I can print, download and email them					
E-sources save time					
E-sources are easy to use					

**SECTION E: CHALLENGES EXPERIENCED IN ACCESSING ELECTRONIC LEGAL INFORMATION**

1. The following are the problems experienced in accessing electronic legal information, at the Milimani Court library. Using the scale: 1= strongly disagree; 2= disagree; 3= neutral; 4 = agree; 5= strongly agree; indicate the extent to which you agree with the statements:

<b>STATEMENT</b>	5	4	3	2	1
Poor internet connectivity					
Limited number of computers					
Lack of passwords to the subscribed e resources					
Lack of awareness of the existence of the e-resources					
Low bandwidth					
Power interruptions					



### **APPENDIX 3: Interview guide for the Milimani Court library staff**

Please tell me your name, designation and the number of year you have worked in this library.

1. Is the technology in place adequate to support the e resources in your library?
2. Are the users able to fully utilize the e-resources on their own?
3. What type of e- information resources is mostly preferred by the users?
4. What are the major challenges that hinder effective utilization of e resources by the users?