**A LIBRARY USER MANUAL FOR HIGH COURT LIBRARY**

**BY**

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# DECLARATION

I, Nambi Doreen, declare that this dissertation is my own unaided work. It is submitted in fulfillment of the requirements for the award of the Degree of Bachelor of Library and Information Science of Makerere University. It has not been submitted before for any degree or examination in this or any other University.

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# APPROVAL

The research and writing of this report is entirely the product of Nambi Doreen, a student of East African School of Library and Information, College of Computing and Information Sciences, Makerere University and has been approved by the academic supervisor

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## DEDICATION

This work is dedicated to my dear parents for their financial support, my brothers and sisters, my friends at Makerere University for their endless support in academics.

May God bless you!

# ACKNOWLEDGEMENTS

# ACRONYMS

EASLIS     -     East African School of Library and Information Science

HCL     -     High Court Library

ICTs     -     Information Communication Technologies

# ABSTRACT

The High Court library has experienced a steady growth in both the number of users and reading materials since its inception. Library users hardly find the information they need are also unable to tell whether the books they need are available or not. The study aimed at developing a library user manual for the High Court Library. The objectives of the study were to; identify the types of library services offered by High Court Library to users, examine how library services are offered to users at High Court Library, find out the challenges in offering library services at High Court Library and develop a library user manual at High Court Library.

The study used a case study research design while adopting a qualitative research approach in presenting the data. The researcher interviewed three (3) library staff who provided relevant information for the study. The data collection methods used were; interviews and observation methods. The researcher used interview guides, and the observation guides in data collection necessary in order get relevant information for designing the library user manual.

The research findings established that HCL provides a number library services which include; users orientation, circulation services, scanning and printing, reference service, and exhibition and display among others. The user needs were; accessing reading space, research needs, spending leisure and to access internet. Librarians also offer library services through use the word of mouth and the library notice board, visits by the library users and the internet. The challenges faced in provision of library services were; limited communication channels, failure for students to return information materials on the specified time, few library staff, inadequate funds, inadequate computers in the library, inadequate storage space, and inadequate reading room.

The study recommended the HCL administrators to adopt the proposed library user manual to improve on the services offered in the library. The other recommendations were; developing a policy for provision of library services, employing more qualified staff, provision of more computers and fast internet in the library. The library user manual will support the librarians in providing guidelines for the provision of services at HCL.

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## CHAPTER ONE

## INTRODUCTION TO THE STUDY

### 1.1 Introduction

This chapter introduces the background to the study, the problem statement, the aim and objectives, research questions, significance of the study, and the definition of operational terms.

### 1.2 Background to the Study

Library user manual consists of instructions designed to teach library users how to locate the information they need quickly and effectively (Reitz, 2014). Reitz (2014) further stated that it usually covers the library's system of organizing materials, the structure of the literature of the field, research methodologies appropriate to the academic discipline, and specific resources and finding tools (library catalog, indexes and abstracting services, and bibliographic databases. Grassian (2010) noted that a library user manual prepares individuals to make immediate and lifelong use of information effectively by teaching the concepts and logic of information access and evaluation, and by fostering information independence and critical thinking.

Reitz (2014) noted that during the 1970s and 1980s, prior to widespread public use of computers, the library user manual was beyond teaching the mechanics of identifying and locating materials in the physical library. It also included critical thinking, active (participatory) learning, and the teaching of concepts, such as controlled vocabularies. It focused on the physical library, as for the most part, that was all that users could try out during instruction. However, the goal was always teaching so that users would transfer what they learned to new situations, reference tools, and environments new to them that is, they would learn how to learn (Grassian, 2010).

Library instruction is evolving to adapt to the changing concepts of information use and understanding. Kenney (2006) states that model programs are developed in order to be meaningful and effective, should respond to the changing information environment. New methods of library instruction, such as the Cephalonian method, reflect changes in instructional technology and education theory. Information and communication technology literacy (ICT) is

an example of a modern approach to library instruction. He further explains that ICT extends information literacy to the use of computer technology in a variety of forms to manipulate, deliver, and receive information and ideas. A model library instruction program utilizes complementary tools and resources to deliver memorable, interactive instruction. These resources are necessary to engage the attention of contemporary patrons immersed in a media environment.

Libraries have the fundamental responsibility of ensuring that library users are able to access their services in time and appropriately. Tremendous increase in the volume of publication as well as the resulting complexity of libraries and the methods by which literature is organized and disseminated necessitate the user education. Murugan (2013) noted that rapid change in teaching methods and the resulting trend towards a wider use of multi-media learning resources ranging from the press cutting to slide tapes package and multiple kit. Such format has added new dimensions to the learning process in all types of institutions and thus librarians must be responsible on directing user on the use of these resources. Kumar (2009) noted that libraries receive a variety of information users but guidance must be offered to these users accordingly.

**1.3 Background of the High Court Library**

The High Court of Uganda is located at Plot 2, the Square Kampala and it is the third court of record in order of hierarchy and has unlimited original jurisdiction, which means that it can try any case of any value or crime of any magnitude. Appeals from all Magistrates Courts go to the High Court. The High Court is headed by the Honorable Principal Judge who is responsible for the administration of the court and has supervisory powers over Magistrate's courts (Uganda High Court, 2016).

The High Court has eight Divisions and these are; Civil Division, Commercial Division, Family Division, Land Division, Criminal Division, Anti-Corruption Division, International Crimes Division, Execution and Bailiffs Division. Most of the business of the High Court is conducted at its headquarters in Kampala, but with the decentralization of the High Court, its services are now obtained at its High Court circuits (Uganda High Court, 2016).

**Mission**

To be an independent, competent, trusted and accountable Judiciary that administers justice to all.

**Vision**

Justice for all

The High Court Library is found at the high court premises and is responsible for the management of all the information created and need for further reference in the courts of law.

The aim of this project was therefore, to develop and implement a library user manual that would enable an easy and efficient management of the library services, easy literature search utilities and expand access of reading materials by enabling users access electronic books from anywhere within the organisation. This is expected to greatly decongest the library as users can access the literature using their personal computers (Uganda High Court, 2016).

## 1.4 Problem Statement

The High Court Library has experienced a steady growth in both the number of users and reading materials since its inception. This growth is putting a lot of stress on the services of the library. The library room is becoming too small for the growing number of students; services like borrowing and lending of resources are manually managed using a book log maintained by the different librarians. Users are not only finding it hard to search for books they need, but are also unable to tell whether the books they need are available or not. This leads to a lot of frustrations and waste of time. Furthermore, the library management staff has run out of space to shelve the additional books they receive. This has resulted into stacking of books onto each other making retrieval very difficult. This prompted the researcher to develop a library user manual to enhance easy access to library services and guide the users on how to access electronic resources made available via the internet.

## 1.5 Aim of the Study

The aim of the study was to develop a library user's manual for High Court Library to enhance efficient and effective library services to the users.

**1.6 Objectives of the Study**

The objectives of the study were;

1. To identify the types of library services offered by High Court Library to users

2. To examine how library services are offered to users at High Court Library

3. To find out the challenges in offering library services at High Court Library

4. To develop a library user manual at High Court Library

**1.7 Research Questions**

1. What are the various types of services offered by High Court Library to users

2. How are library services offered to users at High Court Library

3. What are the challenges in offering library services at High Court Library

4. What can be included in a library user manual at High Court Library

**1.8 Significance of the Study**

- The High Court Library may naturally share by the way of Worldview or those who wish to pursue quality services in their institutions make this practice a proper setting instrument in term of offering quality services to their clients.
- The study may stand to provide a straightforward and answers for libraries about their most valuable patrons and how to manage them efficiently and effectively through one proper system.
- The study may provide in a clear understanding how libraries, as a form can explore in depth the issues surrounding the present and the future characteristic form of providing library services to users.
- This study will help users of the library understand the clear ways of how they can use, and access all the information needed from the library.

**1.9 Scope of the Study**

**1.9.1 Conceptual Scope**

Conceptually the study focused on developing a library user manual to help users in access the library services available in the library.

**1.9.2 Time Scope**

The study was conducted from May 2016 to July 2016 which is a period of two months. The activities to accomplish the project will be conducted over this time.

**1.9.3 Geographical Scope**

The study was conducted at the High Court of Uganda Library which is located at Plot 2, the Square Kampala, Kampala City.

**1.10 Definition of Operational Terms**

**1.10.1 Library**

Baird (2008) defined a library is a room or building where books, pamphlets, magazines, newspapers, cassettes and videos are kept together. These items are known as the library's stock where all kinds of information can be found.

**1.10.2 Library User Manual**

Library user manual consists of instructions designed to teach library users how to locate the information they need quickly and effectively (Reitz, 2014).

**1.10.3 High Court**

This is a court of law that is at a higher level than ordinary courts and that can be asked to change the decisions of a lower court (Longman Dictionary, 2016).

## CHAPTER TWO

## LITERATURE REVIEW

### 2.1 Introduction

This chapter is intended to clarify with various perspectives on a library user manual which will improve on the delivery of library services at High Court Library. It sought to provide extensive literature that can determine as to how a library user manual helps in provision of library services. In addition, to bringing out any comparative views on both national and international shared objectives to be carried out by the library visa vise corresponding incentives of the institutions. Literature was reviewed using the objectives of the study.

### 2.2 Types of Services Offered by Court Libraries

The literature reviewed indicates that most court libraries have improved their services through the newest technological applications such as instant messaging which help them make a difference in delivering services to their users. It is an exciting concept which can create a platform that creates the next generation of library websites, databases, OPACs, intranets and portals in a way that allows the end user to survive and thrive, and libraries along with them (Abram, 2007). Kinengyere & Tumuhairwe (2009) emphasized that libraries in developing countries have engulfed the new technologies by ensuring that the court library workforce is tailored to adapt to the new environment. These changes have come as a result of the changing methods of teaching, learning and research; new paradigms, new/revised programmes, new curriculum developments, groups versus individual study (Musoke, 2007).

Igbokwe, et al. (2014) identified several factors like information explosion, technological and revolution, declining support and funds, budget cuts and escalating library costs that have been responsible for encouraging the library profession to develop some marketing approaches as a way of generating funds for the up keep and day to day running of libraries. They suggested that these include fee based services, photocopying and internet services, email services, websites, online information services, current awareness services, selection dissemination of information (SDI) indexing and abstracting services, displays, conferences and seminars, binding, compilation of bibliographies, retrospective bibliography services. The changes in technologies

have changed the way how marketing of information materials by librarians. Igbokwe, et al. (2014) emphasized that library websites can be created and could help to harness the resources of the library.

Madhushan (2008) argued that products and services which provide benefits for users and which answer users' most important needs are the core business of the library and information service. Bamigbola (2013) stated that the library personnel interact with the information users/clienteles on daily basis and their presentation and general disposition speaks volume about the image of the library. Madhushan (2008) further emphasizes that the services that the library offers must be made known to as many users as possible, so that they think of the library when they need information.

Jotwani (2008) argued that in order to be able to provide world class services to the users, the library adopts processes and practices that are not only considered to be the best but are comparable with the best in the market. He further noted that an attempt is being made here to discuss and disseminate these processes and practices for the benefit of other libraries under following categories;

- Resource development and management
- User services
- ICT-enabled Services
- Users empowerment and information literacy
- Other activities

Jotwani (2008) noted that the library of Bombay offers a variety of user services such as free membership services, circulation of information materials, reference services, document delivery services, resources sharing (inter library loan), book bank and ICT enabled services among others.

Partap (2007) conducted a survey of the libraries of 18 colleges of education in 3 districts of Punjab. He found that collection size of the libraries varied considerably and comparatively older colleges had large collections. Majority of the libraries were being kept open for 6 to 7 hours a day. He suggested for the introduction of user education programme and stressed on the need to

increase the range and depth of collection and services. Adebayo (2007) depicted that libraries of colleges of education in Nigeria were rendering basic services as recommended by National Commissions for Colleges of Education. These did not provide indexing and abstracting services. Partap (2007) revealed that in the libraries of colleges of education the collection size varied considerably and comparatively older colleges had large collections. He suggested the introduction of user education programme and need to increase the range and depth of collection and services.

## 2.3 Provision of Library Services to Users in Court Library

Baird (2008) emphasized that the library should be a place students enjoy visiting, so try to make it a friendly place. The library is responsible with processing of the information materials, shelving and finally disseminating the information to meet the customer needs. Jubair (2015) emphasized that libraries are very essential for the growth and development of the society and through years it is playing a great role. Madhusudhan (2008) emphasizes that library and information products and services are now being recognized as commodities that can be sold.

In order for libraries to attain good height and achieve their goals, they must offer qualitative services and set objective such as to achieve high level of customer satisfaction, and ensure the survival of their institutions. Bamigbola (2013) emphasized that the ever changing technological innovation has changed library functions and services and technology has influenced library activities ranging from information capture, acquisition, organization, storage and dissemination of information to its clientele. Igbokwe, et al. (2014) observes that effective provision of library services would help to educate some library users who do not know the work of librarians and expose them to the services of the library orientation, user education, reference/ reader services, bindery and reprographic services.

Today efforts are enforced by libraries to integrate in order to provide services efficiently to library users. Gupta (2010) stresses that Library associations, both at national and international level have played a vital role in popularizing, promoting role of libraries, their present and potential services, resources, and facilities for the benefit of the community at large. He added on that these associations organize various programs and activities, they issue publications, and they recognize the best practices through awards, among others.

Gupta (2010) stressed that it is true those technologies are important and librarians, archivists, and other information professionals need to make effective use of technology in order to improve the services to users. Libraries today are making a great use of these web 2.0 technologies in marketing their products such as facebook, twitter, blogs, flick and many more due to a bigger number of people attracted to them. Jain (2013) emphasized that Social Media provides more opportunities to reach the user community, target specific audiences and give users a chance to interact with library. He added on that statistics of Social Media usage in libraries shows that there are nearly 700 million active Facebook users among other platforms.

Ogunsola, (2004) mentioned the goal of information service is to provide an end-product and the information sought by the user and these are;

- Information service shall not only meet but also anticipate user needs.

- The library staff shall encourage user awareness of the potential of information resources to fulfill individual information needs.

- The library shall seek to provide users with complete, accurate answers to their information queries regardless of the complexity of those queries.

- The library shall make available user aids, in print and other media, to help users identify items in the collection relevant to their interests and needs.

- The Library shall provide instruction in the effective use of its resources.

## 2.4 Challenges in Offering Library Services in Court Library

In today's phenomenon of widely used in computers and networks, digital resources have been the main target of use in man's acquisition and utilization of information resources. Dai et al (2012) reported that students apart from those who came from the remote and pastoral areas, most of them have already mastered the basic operation of computers and networking. He adds that; some of them are even better than the teachers. After they started the life in the university, information retrieval courses are mandatory courses in which students learn the basic principles, methods and skills (Kan, 2011).

Dai et al (2012) argued that searching in the library websites of above institutions of higher education was found that the current library information services are mostly functioned to satisfied the need of knowledge points that is a particular book or article. They further noted that undergraduate students have two main difficulties when using these facilities to retrieve information that is the problem of low academic achievement resulted in poor understanding of the information retrieved and getting irrelevant information as targeted. Dai et al (2012) mentioned that insufficient time to process the information retrieved to fit into the special subject they focus on, graduate students and undergrads have to face heavy duty studies in the semester and there is too little time they could afford to spend on individual courses.

Finding of libraries today is becoming a big problem whereby libraries are having small budgets allocated to the provision of library services. (Ubogu & Okiy, 2011) emphasized that funding for libraries in Africa is financed from the budgets of their parent institutions which invariably comes directly from government subvention. Okojie (2010) concurs that 90 per cent of the funds for law libraries in Africa is derived mostly from government allocation. Furthermore, Okiy (2005) indicates that law libraries in Nigeria are among the few libraries that have a clearly defined policy on funding where they are allocated 10 percent of the recurring annual budget of their parent institutions. Baro & Asaba (2010) critique the sole dependence of academic libraries on government funding and state that without adequate funding, it would be absolutely impossible for the library to live up to its mandate which is to support teaching and research. It is for this reason that libraries need to explore funding models beyond internal funds or external grant funds (Eden 2011).

Many libraries have struggled to maintain consistent quality of service for their user populations or to serve and to respond to piles of questions on time (Wasik, 2009). A challenge from the librarians' side is that they do not have a chance to conduct reference interviews, which are crucial to determining the library users' needs, as library users sometimes ask incomplete questions (Kasowitz, 2011). Answers to a simple question sent over e-mail or the web may take up to twenty-four hours to be seen by the library user. If the request is complicated or unclear, it could take even longer (Smith, 2011). Another challenge explained by Smith (2011) is that librarians can easily misinterpret reference requests sent over e-mail or the web because they will

not have the benefit of clues such as the requestor's gestures, facial expressions and tone of voice.

Nimsomboon & Nagata (2013) found out that most problems users encountered are library material inadequacy and outdated resources (books, journal, newspaper, computer terminals ), reshelving problem is also another problem as the users cannot find the books on shelves, most problems are related to library resources, place for study, and modern equipment, library staff attributes cannot satisfy the users because the users still comment about service mind, impoliteness and courtesy, the locker service as they don't understand why they have to leave their baggage in the lockers while the library has censor machine at the entrance gate that can examine the non-circulated material.

Ojo & Akande (2005) the challenges are lack of guides and teaching tools, difficult in identifying user's needs ignorance of the users on how to access the up-to-date information resources and low degree of interactivity and flexibility to the users. The use of electronic methods of offering services offers a big chance of meeting the user's information needs. Geronimo (2009) stated that electronic service is great idea helping customers from a far, making it easier than ever to get information.

The library staff is always committed to the provision of reference services to meet their information needs though they are faced by various challenges. Han & Goulding (2003) summarized the various challenges that can prevent access to library resources and these are;

- Information overload makes it difficult to locate appropriate databases or resources rapidly.

- Many unique interfaces and access points mean a user needs to master different searching methods

- It is difficult to remember a lot of different passwords for particular resources.

Libraries are facing a lot of challenges that affect them to deliver reference services to their clientele. Enache & Simona (2007) noted that if rich libraries are not interested in marketing in order to enhance finances, poor ones do not have enough means to offer their customers good

quality finances, poor ones do not have enough means to offer their customers good quality services, and they find it difficult or even impossible to guarantee marketing requirements.

The different libraries today are approaching the use of electronic means in delivery of quality services but this has posed a range of challenges. Gerinimo (2009) summarized the challenges of the electronic reference services and these are; increased expenditure on e-resources without increase in library's budget, licensing terms, staff competences and willingness to participate, documentation of e-reference transactions, confidentiality, liability and publicity, evaluating electronic reference services, training and long term maintenance.

## 2.5 Improving Library Services in Court's Library

Baird (2008) noted that library users must be taught how to use their library so that they feel confident to find the information they need for their studies. Library user manual occurs in various forms such as written guides and brochures, audiovisual presentations, and computer-assisted instruction (CAI) (Reitz, 2014). These set of instructions have long been viewed as one of the most effective user education methods. Kenney (2006) reported that these forms of instruction are also very staff-intensive, and this is exacerbated by the high ratio of students to librarians that exists in most institutions. Some libraries offer specialized instructional sessions and at these sessions the librarian works one-on-one with a user to assist him or her with specific research goals (Murugan, 2013).

Acardi, Drabinski & Kumbier (2010) states that critical library user manual is rooted in the idea that knowledge is culturally situated, and thus, instruction must be as well. They further noted that if characterized by a praxis-based approach that is deeply connected to the context and information needs of the learner, critical library user manual always begins with an assessment of the learner's context and their information needs. Library user manual problematizes traditional methods of teaching information literacy skills as privileging particular ways of knowing in academic contexts and instead advocates a method of teaching that emphasizes the learner's frame of reference and information needs (Elmborg, 2006).

Sandu (2012) emphasized that the essence of any library is to maximize access to resources; in order to achieve this goal, proper implementation of stock taking procedures is crucial. The

libraries are in need of guidelines to provide the courses of action on how to improve library services effectively. Beilharze (2016) opined that while not as essential as it used to be used in days of a card catalogue, most libraries still put their books in perfect order as part of their stock taking procedure.

Beilharze (2016) gave some of the hints for a successful and stress-free provision of library services and these are; read the manual, check the equipment, run a trial on delivery of services of a small collection, clarify the physical processes, decide which collections to be inventoried, decide when post-provision tasks are to be done, ensure all processes are understood by staff and clearly documented, shelf read before starting, create a checklist indicating the order in which tasks are to be completed, and enjoy the task, it can be very rewarding. Provision of services in libraries should be accompanied with new technologies to support it and simplify the work of librarians. Sandu (2012) stressed that new technologies have always been of interest to the library professionals both for the potential of increasing the quality of service and for improving the efficiency of operations.

In order for court libraries to attain good height and achieve their goals, they must offer qualitative services and set objective such as to achieve high level of customer satisfaction, and ensure the survival of their institutions. Bamigbola (2013) emphasized that the ever changing technological innovation has changed library functions and services and technology has influenced library activities ranging from information capture, acquisition, organization, storage and dissemination of information to its clientele. Igbokwe, et al. (2014) observes that effective provision of library services would help to educate some library users who do not know the work of librarians and expose them to the services of the library orientation, user education, reference/ reader services, bindery and reprographic services.

**2.6 Research Gap**

It is visible in this study that all the literature reviewed by a range of scholars, has tiny information that attaches much underline on a library user manual to support the needs of users in the library. It is therefore, on the basis of this underlying principle that the researcher will conduct out a study for developing a library user manual at High Court Library.

# CHAPTER THREE

# RESEARCH METHODOLOGY

## 3.1 Introduction

This section outlines the research design, the area of study, the study population, the sample size, methods/ techniques for the purpose of data collection, procedure and data analysis that were used in the study.

## 3.2 Research Design

Kothari (2009) stated that research design is a framework that shows how problems under investigation were solved. Research design is a plan of action indicating the specific steps that are necessary to provide answers to the questions, test the hypotheses, and thereby achieve the research purpose. The research employed a qualitative approach to obtain data from the respondents. Creswell (2008) described qualitative research as a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem. The qualitative research approach was utilized because it enabled the researcher to critically analyse the library operations and understand the opinions from both the library users and the library staff. The research design for the study was a case study research design. Kothari (2009) explains that case study method is very popular form of qualitative research and involves a careful and complete observation of a social unit, an institution and an entire community. The researcher carried out a case study since it is appropriate when investigating a particular institution and that is the High Court Library.

## 3.3 Area of Study

The study was conducted at the High Court of Uganda Library which is located at Plot 2, the Square Kampala, Kampala City.

**3.4 Study Population**

In terms of research, the population is the number of all people or objects who are potential participants or respondents in which a sample can be drawn. O'Leary (2010) defines population as the total membership of a defined class of people, objects, or events. The goal is often to understand a population or a representative sample of what a particular group of people do or think. However, it is not usually possible to reach out to everyone in order to collect data from every element within a population (O'Leary, 2010). High Court Library has a total of Three (3) library staff who were responsible for all the library activities and caters for all the needs of users in the organisation. These include; the senior librarian, librarian and the assistant librarian. The choice of the librarians was ideally for the purposes of administrative and management issues while helping the library users in accessing the library services. This is important because a sample of a population should contain elements, subjects or members that possess a specified set of characteristics that define it (Teddlie, 2009).

**3.5 Sampling**

Phrasisombath (2009) defined sampling as the one which involves selection of number of study units from a defined study the population. The researcher used a purposive method of sampling to determine the participants in the study. According to Tewksbury (2009), purposive sampling offers logic and power in selecting information rich cases for in depth study. The researcher selected the individuals who were involved in the researcher according to the purpose of the study. The researcher used a purposive method of sampling with an aim of obtaining the respondents who are relevant to the purpose of the study.

**3.5.1 Sample Size**

The sample size considered in the study was a representation of the total population who use and manage the High Court Library. The sample size included three library staff that is; the senior librarian, the librarian and the assistant librarian. This is because the total population is small and the researcher had enough time to interview all the library staff.

## 3.6 Data Collection Methods

Kothari (2004) recommended the use of more than one data collection method when carrying out a research project. Interview and observation methods of data collection were used because of the qualitative nature of study. These methods were used to ensure that relevant and unbiased information is obtained in the study.

**Table 1: Research Questions and Sources of Data**

| Research Questions | Sources of Data |
|---|---|
| What are the various types of services offered by High Court Library to users | Interview Method |
| How are library services offered to users at High Court Library | Interview and Observation Method |
| What are the challenges in offering library services at High Court Library | Interview and Observation Method |
| What can be included in a library user manual at High Court Library | Interview and Documentary Review |

**Source:** Field Data 2017

### 3.6.1 Interview Method

Harrell & Bradley (2009) defined interviews as discussions, usually one-on-one between an interviewer and an individual, meant to gather information on a specific set of topics. A semi-structured interview is considered to be one of the best options in a situation where the researcher is not likely to get more than one chance to interview the respondent (Simba, 2014). The semi-structured interview can start with a defined questioning plan but can shift in order to follow a natural flow of conversation. Interviewers can also deviate from the plan to pursue other interesting issues, even if unrelated to the topic (O'Leary, 2010). The advantage of this approach is that while a researcher is able to obtain data that was intended; unexpected, interesting and useful data can also emerge. This study adapted a face-to-face semi-structured interview

approach in order to gain insight into the participants' perceptions. The researcher prepared a set of questions that were based on while obtaining information from the respondents directly.

### 3.6.2 Observation Method

Evaluation Briefs (2008) defined observation as the way of gathering data by watching behavior, events, or noting physical characteristics in their natural setting. The researcher used this method of data collection to emphasize that using her senses, unbiased information can be obtained.

### 3.6.3 Documentary analysis

Another method often used by researchers is that of collecting the necessary information by searching and collecting various documents related to the study. Robson (2002) describes documents as "written documents, whether this be a book, newspaper or magazine, notices, letters or whatever, although sometimes the term is extended to include non-written documents such as films and television photographs". O'Leary (2010) has defined documentary analysis as a collection of various forms of written text as a primary source of research data. Other sources of information such as the internet and websites that have been used for this study can also be considered as documents (Fahad 2010). The various documents used for this study were those that were related to topics associated with the research. These documents were obtained manually or from formal websites of the High Court Library, High Court Library Collection.. Other important documents included conference papers, reports, plans and policies which provided a rich insight and background into the current situation of the provision of library services to library users.

### 3.7 Data Collection Instruments

The researcher used various data collection instruments to support by various data collection methods to ensure that data collected was appropriate. These included interview guide and observation guide.

### 3.7.1 Interview Schedule

Abawi (2013) stated that interviews consist of collecting data by asking questions where data can be collected by listening to individuals, recording, filming their responses, or a combination of

methods. This was done with respect to their functions, organization design, manpower, legal framework and functional relationship of High Court Library with other stakeholders. Interviews were chosen for this study because they have been recommended for their ability to simplify complicated questions to a certain level that can be easily understood by respondents (Tashakkori & Teddie, 2009)

## 3.7.2 Observation Guide

Cohen & Crabtree (2006) defined observation as a systematic data collection approach where researchers use all their senses to examine people in natural settings or naturally occurring situations. The guide was used in the analysis of the library physical appearance, the nature of the information materials, their status, and information services provision in the registry among others.

## 3.8 Data Management

The ethical concerns of data collection were adhered to in a way that does not harm or injure someone. Harm and injury could range from outright physical injury to harmful disclosure of unprotected confidential information. Then observance of truthful data collection by avoiding manipulation or any alteration of data sought that may impact or falsely influence results of the study.

## 3.8.1 Data Analysis

This involved the development and application of methods and techniques for organizing and analyzing data. This is intended to draw reliable conclusions. The descriptive statistics were also used to represent predominant type of data analysis employed for the study. This involved tabulation of data, graphical or pictorial form and the calculation of descriptive measures.

Qualitative data analysis involved an empirical approach of analyzing data. It is descriptive analysis for interpretation, theorizing of valid meanings and understanding of the data of the study. It involved attitudes, accounts, explanations as expressed by the participants to draw personal meaning; and observations and impressions from the study; all set against a background framework of the researchers existing knowledge and experience.

**3.9 Research Procedure**

This involved identifying study population determination of the sample size and sampling procedure. It also outlined how data is to be collected, the nature of instruments to be used and how the instruments will be employed and intended means for analyzing data collected.

**3.10 Reliability and Validity of the Research Instruments**

Validity and reliability is important and is applied to every aspect of the research process (Kumar 2011). It refers to the appropriateness of finding out what a researcher set out to find or measure. In research, it is important to establish the suitability, accuracy and quality of measures taken to answer research questions. It is also important that the ability of a research instrument is able to provide similar results when used repeatedly under similar conditions. In other words, despite the accuracy, stability and predictability of research instruments they must also show some degree of consistency (Teddlie, 2009). While validity is concerned with the truth value or whether the conclusions are correct, reliability is concerned with consistency and whether data or results obtained are the same under repeated trials (O'Leary 2010). Therefore in order to ensure validity and reliability of the research instruments, the researcher consulted her supervisor on how best the research instruments can provide relevant information to the study.

**3.11 Ethical Considerations**

The researcher carried out this study and observed the necessary ethical concerns namely**;**

Written informed consent was obtained from all individuals who participated in the study after explaining to each of them individually about the objectives and benefits of the study and the fact that their participation is voluntary.

The intensions of this study were explained to the respondents and confidentiality was also taken so important to make the respondents motivated to answer the questionnaires and respond to questions during the interview. Before the commencement of data collection, due care was taken to ensure that informed consent obtained from all respondents.

An assurance to protecting the respondents' dignity was upheld with every respondent and objectivity principle was observed and considered during the study to avoid the problem of being biased with the results.

The researcher also assured the informants about the confidentiality and privacy for the respondents. This encouraged the respondents to get involved in the research without being biased to the study.

## 3.12 Limitations of the Project

The following were some of the limitations that the researcher faced while carrying out this research;

i.  Data inaccessibility, this was as a result of some respondents being hesitant to reveal relevant information towards the research findings. This at one point limited the scope of the study.
    However a dialogue with respondents' will ensure free interaction and participation towards data narration, collection and compilation and their agreement to participate constituted the content of the project report.
ii. Some respondents were not co-operative and not willing to give the researcher required information especially in filling in the when answering questions on the challenges they face in delivering library services to users.
    The researcher persisted with the questions until the information is obtained. The researcher also got the other information through observation.

# CHAPTER FOUR

## PRESENTATION AND DISCUSION OF FINDINGS

### 4.1 Introduction

This chapter presents the findings of the study from the field according to the objectives of the study which were to: identify the types of library services offered by High Court Library to users, examine how library services are offered to users at High Court Library, find out the challenges in offering library services at High Court Library and develop a library user manual at High Court Library.

### 4.2 Profile of Respondents

### 4.2.1 Response Rate

The researcher interviewed three (3) library staff from the High Court Library who responded to all the questions which were asked by the researcher. These included; the senior librarian, the librarian and the assistant librarian.

### 4.2.1 Gender of Respondents

The researcher interviewed one (1) male and two female librarians as shown in the table below;

**Table 2: Gender of Respondents**

| Position | Gender | Number |
|---|---|---|
| Senior Librarian | Male | 1 |
| Librarian | Female | 1 |
| Assistant Librarian | Female | 1 |
| Total | | 3 |

**Source:** Field Data, 2017

### 4.2.3 Qualifications of Respondents

The respondents were asked about their qualifications so as to set the standards of whether they are well equipped with the enough knowledge concerning the provision of library services.

**Table 3: Qualification of Respondents**

| Position | Qualification |
|---|---|
| Senior Librarian | Master's degree in HRM |
| Librarian | Bachelor's degree in Library and information science |
| Assistant Librarian | Diploma in Records and archives management |

**Source:** Field Data, 2017

Table 3 above shows that the senior librarian had a master's degree in Human Resources Management. This shows that she had she had enough skills to manage her subordinates provide services to the users appropriately. The librarian and the assistant librarians had diplomas in information management field which implies that these have enough knowledge regarding the provision of the library services to users of High Court Library. The results of the study provided by these resourceful respondents were relevant to developing the library user manual for HCL.

### 4.2.3 Experience of Respondents

Respondents had to respond on the period they have worked at the High Court Library. Below were their responses in the table 4;

**Table 4: Experience of Respondents**

| Position | Experience in years |
|---|---|
| Senior Librarian | 1 Year |
| Librarian | 6 years |
| Assistant Librarian | 4 years |

**Source:** Field Data, 2017

Table 4 above shows the number of level of experience that the respondents had at HCL. The senior librarian who had 1 year experience had had been just recruited at HCL but he had worked with URA Library for 9 years which means that she had all the relevant experience needed to

give useful information in the study. The librarian and the assistant librarian had an experience of more than 4 years which shows that these were well acquainted with enough knowledge and skills to provide relevant information for the study.

**4.3 Types of Library Services offered by High Court Library**

In the interviews with the library staff; they identified different types of library services offered to users at High Court Library as described below;

**Library orientation**; according to the assistant librarian; this is the activity of introducing the library users on how to use the library. She said that library orientation was conducted for a period of one week. The library users are given a full copy of the library rules and regulations during this period. The assistant librarian said that;

> *"We carry out library orientation every time we receive library users on how the library services can be accessed."*

**Circulation services**; the High Court senior librarian reported that this is the issue and returning back of the books in the library. The library users were entitled to loan books and return them back by using the library cards. However it should be noted that; every library user was issued with only four library cards in borrowing books. The librarian said;

> *"High Court Library offers four library cards to every library users who are allowed to borrow text books and other information materials for a period of one week."*

**Scanning and printing**; the researcher observed that there was a scanner and a printer in the reserve section of the library. The librarians said that the scanner and printer were used to reproduce information materials in the library to promote access to the information materials.

**Reference service**; in the interview with the assistant librarian; reference service is the act of providing personal contact between a library user and a book. In reference service, guides were observed to show direction where materials were shelved materials are found, where the card catalogue was located, the reserve section and entrance of the library. The researcher observed dictionaries put at the entrance of the library accessible to all the library users, maps put on the walls of the library, atlases among others. One of the librarians said that;

*"We provide assistance to users and answer their questions whenever there is a need as the library users do their research."*

**Exhibition and Display**; according to one of the librarians; the library displayed announcements when library users should come for library orientation, information resources available in the library, rules and regulations, how users can access the library services and others. The rules and regulations on the use of the library were also displayed at the library's notice board.

### 4.3.1 Needs of Users at High Court Library

In the interview with the librarians, library users visit the library with a number of needs that they satisfy after accessing the High Court Library which include;

Reading Space; the assistant librarians reported that library users visit High Court Library in order to access the reading space available for library users. The researcher observed that; High Court Library has got enough space where users can sit and read with conducive environment.

Research; in the interview with the librarian, some of the users visit the High Court library to do their research. The librarian reported that most of these are researchers on post graduate programmes and those students who are doing their final dissertations in law. One of the librarians noted that;

*"Students from Makerere University, UCU, LDC, IUIU and others visit the High Court Library to do their research."*

Leisure; in the interview with the assistant librarian, some of the library users visit High Court Library to as a way of spending leisure in the library. She reported that these visit and request for newspapers, magazines to read. The assistant librarian said that;

*"Some of the lawyers come to our library to spend their leisure time as they read newspapers and magazines to break the stress of reading books."*

To access internet; the library users also reported they access High Court Library to have access to free internet provided by the library. The librarian said that the library has a computer laboratory with over 50 computers available for users to have access to the internet.

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**4.3.2 Types of Information Materials in High Court Library**

In the interview with the respondents, they reported that High Court Library manages a number of information resources which ranges from print to non-print information materials. The librarian indicated that High Court Library is well managed and stocked library with relevant Library resources and the library staffs are responsible with ensuring proper running of the library on a daily basis.

The study findings revealed that High Court Library has a large number of information resources some of which are well placed on the shelves while others are still in boxes due to inadequate space to accommodate all of them. According to the assistant librarian, the Library has over 60,000 information resources, these include law text books (business law, company law, Equity), Law reports (Uganda law reports, East African law reports, Kenya law reports), directories, dictionaries, newspapers journals, and magazines.

In the interview with the librarian, he indicated that the assistant librarians also keep track of many information resources which are meant to meet the needs of users in those departments.

The assistant librarians reported that majority of these information materials are acquired through donations mostly from international organisations such as World Bank, International Criminal Court (ICC) and others, other information resources are purchased by the ministry to support the user's needs.

The library attendant indicated that High Court Library receives almost all the newspapers in Uganda on a daily basis. The library attendant said that;

> *"Every day I receive newspapers which we keep in the library for lawyers to read on a daily basis."*

The researcher observed that there are bound volumes of newspapers in High Court Library which are arranged according to years. These were arranged in order from the years of 1980s to date and they belong to different categories such as New Vision, Daily Monitor, Weekly observer and many others.

The librarian reported that library resources in the library were recorded in a database where by they can always be tracked when needed. The librarian said that;

> *"We have over 60,000 information resources in the library which are recorded and their details are kept in our databases."*

The librarian revealed that the library's estimated number of information resources is as shown in the table below;

**Table 5: Information Resources in High Court Library**

| Information Resources | Number of Information Resources |
|---|---|
| Text books | 30,000 |
| Law reports | 29000 |
| Periodicals (magazines, journals, newspapers) | 6500 |
| Electronic resources | 87 databases |
| Statutory instruments | 100 |
| **Total** | **65,700** |

**Source:** Field data, High Court Library, 2017

Table 5: above showed the information resources found in High Court Library. It was revealed that the library manages over 65,700 information resources. Majority of the information resources were the text books in the library with a total number of 30,000 text books, 29000 law reports, 6500 periodicals, and 100 statutory instruments. The study also revealed that the library subscribes to over 100 databases which provide electronic information resources to users.

The library assistant reported that most of these electronic information resources are professional journals, reports and others which are acquired through collaboration.

**4.4 How Library Services are Offered to Users at High Court Library**

The researcher also asked the librarian how the library services are offered to the users of High Court Library. Below were the responses;

The senior librarian reported that all the library users are registered users of the library who can access information materials at any time from the library.

In the interview with the assistant librarian, she said that for the user to borrow books from the library, he/she should present a valid Identity Card to the librarian who checks in the books to see whether the user does not poses other information materials. She said that;

> *"We offer information resources to only those users with an Identity card in order to improve on the security of the information resources in the library."*

The librarian also said that they use the word of mouth and the library notice board to inform the users about what is in the library and the providing the updates to the library users.

The assistant librarian also mentioned that the library users can also visit the High Court Library face book page to deliver current awareness services to the library users by informing them on the acquisitions in the library. The librarian said that;

> *"I post the news and updates on our face book page which is visited by lawyers who are the regular users of the library."*

The above shows that the library has tried to use different methods to provide the library services in the struggle to meet the information needs of users. Madhusudhan (2008) opined that Information products and services in a multiplicity of formats have made libraries and information centres more competitive and alert.

**4.5 Challenges in Offering Library Services at High Court Library**

In the interviews, the library staff identified different challenges they face in provision of the library services from the High Court library which include;

In the interview with one of the assistant librarian, there are limited communication channels where the library staff can communicate to the library users. The assistant Librarian said that;

> *"The limited channels of communication limit librarians from delivering the library services to users for instance we don't have a library website."*

Failure for library users to return information materials on the specified time; in the interview with the assistant librarian, some library users borrow information materials from the library and they fail to return them in the specified time.

The library staff also reported that there is few staff serving an ever increasing number of library users and difficulty in reaching out to remote users who cannot visit the library location. One of the library staff said that;

> *"We are few in number to serve thousands of lawyers who visit the library every hour with different needs."*

**Inadequate Funds;** the library staff said that the library budget is very small to facilitate all the activities by the library staff in the provision of the library services to the users of the library. One of the librarians said that;

> *"The library budget is very small which cannot allow us to arrange for some services in the library for instance making phone calls, offering services on internet and many others."*

**Inadequate Reading Room;** the researcher observed that there was inadequate reading room for library users and the space for keeping their bags was not there in the library. The space would only be created by extending the library building. The librarian said that;

> *"Our library is very small which cannot accommodate the rapidly growing population at the High Court Library."*

**Inadequate Storage Space;** in the interview with the library staff, there is a challenge of inadequate space for keeping information materials such as periodical which include

Newspapers, Magazines, and Journals among others. The increase in number of periodicals was required because library users would consult them. The assistant librarian said that;

> *"The library shelves are all used up so we no longer have enough space for the newly purchased text books."*

**Inadequate Computers in the Library;** the assistant librarian, there is lack of enough ICTs yet some library users needed them. Such ICTs like scanner, printer and security cameras were lacking. This limited the effective provision of library services. One of the librarians said that;

> *"We have few computers in our library which cannot serve thousands of library users who visit the library on a daily basis to access internet services."*

**Slow Internet connectivity**; the library staff also revealed that High Court Library internet is very slow which does not allow them to accomplish their tasks. One of the assistant librarians said that;

> *"The internet in the library is very slow which does not allow us to search for the information we need very well."*

The findings are in line with Madhusudhan(2008) findings who stressed that the challenges of budget cuts, increased user base, the rapid growth of material, rising costs, networking demands, competition by database vendors, and complexity in information requirements are forcing the professionals to adopt marketing to improve the management of library and information centres.

**4.6 Improving Library Services at the High Court Library**

The Respondents gave various suggestions which can be used to improve on the library services offered at High Court Library as described below;

**Employing more Qualified Staff;** majority of the library users reported that there is need to employ more qualified librarians in the library to ensure that services are availed to the users effectively. One of the teachers noted that;

> *"Employing qualified personnel coupled with training the library staff available can help to solve most of the challenges faced in the library."*

IFLA (2008) noted that even in developing countries, every attempt should be made to hire professional librarians.

**Providing more Space for Reading;** the respondents reported that there is need to expand the library as a way of providing space both for storage of library materials and space for reading. The librarian revealed that;

> *"Some materials have no shelves to be stored in and this makes the library to keep them in boxes."*

**Allocating enough Funds to the Library;** the study findings also established that there is need to increase the funds given to the High Court Library. This means that the funds given to the library will be used for acquisition and buying storage equipments in the library. One of the librarians said that;

> *"The resources given to the library are not enough and we are not involved in planning for the library."*

**Provision of more Computers and fast Internet in the library;** the study findings established that there is need for computers and internet in the library in order to improve on the library services provided in the library. One of the lecturers noted that;

> *"Computer and internet services should be provided in the library such that lawyers can search for information from the internet."*

# CHAPTER FIVE

## A LIBRARY USER MANUAL FOR HIGH COURT LIBRARY

**Contents**

# SECTION ONE: INTRODUCTION

## 1.1 Welcome Message

Welcome to High Court Library (HCL) Services. The library is the leading center for all your information needs. It plays a central role in the achievement of the High Court Vision and meeting all the stakeholders' Information needs. The library will from time to time conduct information literacy training in the library for building the skills of the users so that they can survive in the information and knowledge economy.

## 1.2 Citation

This document may be cited as High Court Library User Manual 2017

## 1.3 Definition of terms

### Library User Manual

It is the one which consists of instructional programs designed to teach library users how to locate the information they need quickly and effectively.

### Law Library

A **law library** is a library designed to assist law students, lawyers, judges and their law clerks, and anyone else who wishes to determine the state of the law.

### Library Card

A **library card** can refer to several cards traditionally used for the management of books and patrons in a library.

### Library Resources

These includes all resources held or provided by the Library, regardless of format, including but not limited to books, journals, papers, audio-visual and electronic resources

**Library Services**

These are those services provided to users by Library Staff such as; reference services, book loan services, user education services, delivery services and so on.

**Lawyer**

A lawyer is a person learned in the law as an attorney, counsel or solicitor, a person licensed to practice law.

## 1.4 Vision

To enhance the development of the administration of Justice through the provision of legal information that is timely and relevant, provided by highly trained and competent staff, while utilizing resources available at the local, regional and international level

## 1.5 Mission

To be an independent, competent, trusted and accountable Judiciary that administers justice to all.

## 1.6 Objectives

  i.    Support to strengthen the legal and judicial system.
 ii.    Develop in the form of legal and judicial research center.
iii.    Make available the reference materials for the judge's lawyers, prosecutors, academics and the concerned.
 iv.    Create a platform for advanced legal and judicial research.
  v.    Build a network between various libraries with a focus to law libraries and legal research centers.
 vi.    Cater essential services as the specialized law library and research center.

## 1.7 Core Values

- Independence and impartiality
- Transparency

- Professionalism
- Integrity
- Accountability
- Equality and Respect

## 1.8 Opening and Closing Hours

| Days | From | To |
|---|---|---|
| Monday-Friday | 8:00 am | 05:00 pm |
| Saturdays & Sundays | 9:00 am | 4:00 pm |
| Public Holidays | The Library remains closed | |

## SECTION TWO: LIBRARY SETUP

### 2.1 Library Sections

The library has two (2) sections, dealing with different roles that contribute to better service delivery for our clients. These include: Information Services section and Technical Services Section

### 2.1.1 Information Services section

This section performs the following functions;

**a)** Reference Services

**b)** Charging and discharging of information resources

**c)** User Registration

**d)** Ensuring effective utilization of the library's collection through continuous user education, current awareness services and selective dissemination of information

**e)** Ensuring the library collections are well organized for easy access and retrieval

## 2.1.2 Technical Services section

This section of the library is only restricted for library staff and its responsibilities include:

**a)** Processing library materials through cataloging and classification, stamping and accessioning.

**b)** Acquisition of library materials through purchase, donations and gifts

**c)** Ensuring that users have access to the collections by creating access points thus, include all library materials into the library system (Online Public Access Catalog)

## 2.2 Library Collection

## 2.2.1 Reference Collection

The current edition of general legal and non-legal directories, indexes, bibliographies, dictionaries, statistical source books, and other basic reference materials are kept in the Reference Collection.

## 2.2.2 Reserve Collection

The Reserve Collection is located behind the Circulation Desk. The following materials are placed on reserve to ensure all library patrons have access:

- Digital Media
- Law Dictionaries
- Citation Manuals
- Commercial outlines
- Government documents

- Hornbooks & Nutshells
- Loose-leaf formbooks
- Selected newspapers
- Treatises
- Unbound periodicals

Reserve materials may be checked out for two hours and renewed if a hold has not been placed on the item. Any photo ID card may be used to check out Reserve materials. If the patron is not a qualified borrower, then the picture ID card is held at the Circulation Desk until the item is returned.

### 2.2.3 Special Collections

The collection includes textbooks, periodical articles, Government of Uganda publications, magazines, newspapers, and audio visual materials e.g. CDs, DVDs, Video Tapes and Kindle Fire (e-book readers). These collections are for use within the library.

### 2.3 Library Services

### 2.3.1 Interlibrary Loan

If material is not available in the library's collection, the library can borrow it from another institution through the Interlibrary Loan Service (ILL). Books, journals or newspaper articles not owned by the High Court Library can be ordered through ILL. ILL request forms are available at the Circulation Desk. Completed ILL forms should be given to the library staff. An interlibrary loan usually requires ten days to two weeks for processing.

### 2.3.2 Reference Assistance

Reference librarians are available at the Reference Desk to assist patrons with their information needs. While the needs of the law students and faculty receive priority, reference librarians also assist all library patrons. Reference librarians **DO NOT** provide legal advice or interpret legal materials**.** The library offers reference services to the patrons through; face to face in the library reference section, Emails, Phone call, Live Chat, and Social media (Facebook, Twitter, Google+, YouTube etc).

### 2.3.3 Orientation of Library Users

Librarians conduct orientation tours for all the new library users and they are given a copy of this *Guide.* Tours of the library, tailored to specific research needs, can be arranged by instructors for user groups from both inside and outside of the High Court.

### 2.3.4 Lending Services

The Library allows its users to borrow information resources for a specific duration dictated by the user group. Books from open shelves and Reserves are loaned out from the Circulation Desk.

Audio Visuals are loaned out from the E-Resource Section. Borrowers and readers should check the condition of the book and any other item before signing it out.

**2.3.5 Renewals**

All information materials borrowed from the library may be renewed for a further period which depends on the user category provided they have not been reserved by another user and not overdue. Some high-demand/recalled items may not be renewed. Renewal is done by physical coming with the item to the library.

**2.3.6 Reservations**

**a)** If required information material has been borrowed by another user, users may reserve the same at the circulation desk.

**b)** All users MUST note the due date of the material and check in the library on that date. Reserved information materials must be collected within 24 hours of the notice. Please provide an email address in your personal details for the notices to be sent to you.

**2.3.7 Electronic Services**

The library subscribes to e-books and e-journals which can be accessed on campus and off-campus. These can also be accessed from the library if a user has a laptop through wireless connection or with any other gadget connected to the Internet. A link to electronic resources subscribed to can be accessed from the library website or online catalogue by clicking on the electronic resources link.

**2.4 Arrangement of Library materials**

The information materials in the library are arranged using a conventional classification scheme known as the Dewey Decimal Classification (DDC) scheme for easy retrieval. The main essence of classification is to bring together information sources of related subjects.

### 2.4.1 Call Numbers

A call number is a unique address placed on the spine of a book that comprises of the main subject division and subdivisions and 3 first letters of alphabets for the author or body responsible for the production of the information material. This information is crucial in locating (Searching) any resource within the library as books are arranged by their Call numbers on the shelves. They are alphanumeric and are arranged in ascending order. **e.g. 658.4 LAU** this is a book for Management Information system by Laudon, Kenneth.

### 2.4.2 How to retrieve a book

Search the information material on the shelves by using the call numbers guide, or by the library computerized catalogue through the Online Public Access Catalogue (OPAC). This catalogue can be accessed and searched at any computer that has been connected to the Internet anywhere.

## SECTION THREE: LIBRARY RULES AND REGULATIONS

### 3.1 Introduction

Library rules and regulations should be followed to enable fair access and use of library facilities by all users. Failure to do so will result in the withdrawal of library rights, suspension of library rights, or suspension from the High Court Library. These rules may be revised either in full or in part by Library Committee from time to time.

### 3.2 Registration

Each library user, with or without borrowing privilege, must be registered in the library before accessing the library services. The library will deny any person borrowing privileges or use of library facilities until she/he has signed a Library Registration form agreeing to abide by the set rules and regulations. A copy of these rules and regulations will be issued to each library user applicant during the registration process. The following persons are allowed to use the library:

  i.     All registered lawyers at the High Court

ii.     All members of Administrative, Technical and other staff of the High Court

iii.    External Users: The High Court Library is primarily meant for the layers and staff of the High Court. Other persons, not directly connected with the High Court may also be admitted.

Registered library users will be issued library card at the Librarian's Office. If the card is lost **please report immediately** to the High Court Librarian in writing and attach a letter from police. A fee of **UGX. 5,000** will be charged in replacement of the lost card.  **Please Note:** All persons (including external users) registered to use the Library are required to abide by the regulations of the Library. Proper identification is always required. Thus, library users must produce a valid library card or High Court identification card. Any user attempting to enter the library with ID other than his/her own and also any user who lends his/her card to another person, may have his/her library privileges withdrawn.

## 3.3 Expiration of Library Membership

The expiration of Library Membership happens at the end of each Academic year for students, on leaving employment at the High Court for staff, and on expiry of one year from the date of registration for external membership.

## 3.4 Clearance from Library

Clearance from Library membership is mandatory for library users upon completion of his/her tasks. In the case of a member of staff clearance shall be done when his/her employment ends with the High Court or when he/she leaves the High Court for at least one year for any reason such as studies leave, leave without pay, medical treatment, etc.

## 3.5 Conduct/Discipline within the library

i.      The library is a place for silent and private study. Good order and silence should be maintained in the Library at all times. Behaving in such manner that would interfere with study and research activities of the other library users is prohibited.

ii.     Library items should not be taken out without proper authorization. Theft or attempted theft of library items, equipment, furniture or furnishings is prohibited.

iii.  Eating, use of substances and abusive drugs in the library is not allowed.

iv.  Misuse and abuse of lavatories is strongly prohibited

v.  No notices may be displayed or any items distributed within the Library without the prior approval of the Librarian.

vi.  Library users must leave their valid library or staff identity card behind when borrowing reserve books.

vii.  Booking of seats in the library is not permitted. The Library staff may remove books and other personal effects left for any length of time on chairs and tables. The Library accepts no responsibility for personal belongings left lying on reading tables.

viii.  Users shall not obtain or use library card under false pretense.

ix.  All communication gadgets including cell phones, radios, etc. should be put on silent mode before entering the library. No call should be made or received in the library.

x.  The marking, defacing, mutilation, willful alteration or destroying identification marks relating to ownership of any library facilities, furniture, equipment or furnishing is prohibited.

xi.  Any materials such as ink bottles, paints, which may accidentally damage library property, will not be brought into the library.

xii.  All bags, briefcases, metallic containers etc. should be left in the place provided for the purpose at the library entrance. Such items must be securely locked or protected, as the Library will not be responsible for their contents. However, before locking, the owner may be required to show the staff on duty the contents in the bag, brief case, etc.

xiii.  All readers leaving the library in possession of books, papers, paper bag and file folders must show them for checking to the Library security or Library staff at the exit point.

xiv.  Re-shelving of materials used within the library is prohibited. Materials used should be left on the tables or put on trolleys to be re- shelved by library staff.

xv.  Books shall not be marked in any way e.g. by text underlining, text highlighting in transparent colour, writing comments in a book, ticking, removal of a page, pages or pictures, etc.

xvi.  Time allowed for usage of the library must be observed. After the second bell every library user should be on their way out.

xvii.   No visitor will be allowed to tour, use library facilities except with permission of the High Court librarian.

## 3.6 Borrowing

i.   All library materials may be borrowed including audiovisual materials with the exception of reference works, periodicals, special collections and materials in great demand placed temporarily on short loan. A borrower remains responsible for the item as long as it is not checked in.

ii.   Loaned items should not be transferred from one borrower to another but must be returned to the library and formally re-issued.

iii.   Borrowers are held personally responsible for the safe custody of any material(s) on loan to them. They shall be required to pay the cost of replacement of any item, which is lost while on loan to them.

iv.   Borrowers shall be liable to pay compensation as may be fixed by the Librarian for any damage on any items while on loan to them.

v.   Respect the loan periods for various categories of information materials. The Librarian is has the right to decline to issue any particular item or items or to restrict their circulation.

vi.   Library users will not be cleared unless all borrowed book(s)/ or information material(s) are returned. All lost items must be replaced by the borrower.

## 3.7 Copyright

Most library materials are protected by the Copy-right Law, which makes deliberate infringements, such as unauthorized copying as a criminal offense. Permissible copying limits for academic purposes shall be less than 10% (one third) of a book under the "FAIR USE" policy. All users of library materials and equipment shall observe these limits, whether on library premises or elsewhere.

## 3.8 Service Notice

Any notice will be sent to the user through the last known address registered by the High Court library. Failure to receive such a notice will not invalidate any subsequent action.

**3.9 The Use of Computers and Wireless Network**

We encourage our library users to make good use of the available electronic services available in the library. However, you're required to take note of the High Court Library ICT Policy especially on the acceptable and unacceptable use of ICT facilities. While in the library take note of the guidelines below very seriously because If any abuse/noncompliance is discovered/or detected the wireless connection privileges and use of computers in the library will be terminated with immediate effect and disciplinary action taken.

i. Computers provided in the library are for research and other educational endeavours. Misuse of these facilities for game playing, personal email, e-trade, hacking, and reading or viewing pornographic materials, change of computer or Network settings, etc. is prohibited.

ii. Users of Laptops must maintain order and avoid distracting other users.

iii. Laptops should only be used in designated areas in the library.

iv. The Library has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved.

v. For safety of our computers, no user is allowed to use his/her flash disk or any external media in the Library without authority.

vi. Text handling services like word processing, typesetting and such related use, are prohibited on library computers.

vii. Damage of computer system or equipment due to negligence, misconduct or mishandling, such as dropping, cutting, spilling liquids, opening or dismantling the casing or other parts, unauthorised attempt at systems/equipment repair, deleting programs, etc., shall be interpreted as deliberate damage and the offender will pay the cost of repair of the damage caused to the system/equipment or pay its replacement cost

viii. Users may not download files, install, remove, or alter software or in any way alter the configuration of the computers. Users should request for installation of programs/software not currently available on the computers from the High Court Librarian.

ix. The High Court Library accepts no responsibility for loss of personal laptop computers, data or software therein.

### 3.10 General Information

### 3.10.1 Audio/Video Equipment

The High Court Library has equipment that may be checked out by library for presentations, meetings, etc. A completed equipment reservation form should be given to library assistant. Requests should be submitted to the library a minimum of 48 hours before required. Equipment is loaned on a first-come, first-serve basis. A/V equipment available: overhead projectors, video projector, computer projector (LCD), and television.

### 3.10.2 Computer Lab

There are 17 computers available in the High Court library. Library Users can use the computers for word processing, to review curriculum-supporting software, and to access Internet sources including: e-mail. Access to the computers is generally on a first-come, first-served basis. Access may be restricted when the labs are in use for instructional purposes. The library reserves the right to establish special reservation policies during peak use times. Computer equipment and programs are furnished by the law school and should not be altered or modified in any way. The computers in the library are protected by virus detection software. Students are required to work and store their data on their own storage devices.

With your wireless enabled laptop or other device, you can access the Internet in the library. For your convenience, Ethernet cable access to the Internet is also available throughout the library.

### 3.10.3 Printing in Computer Lab

Printing is controlled by the High Court Librarians. Library users are provided can do printing at a cost of 200/= per page from the library.

### 3.10.4 Scanner & Copyright

Self-service scanning is available free of charge in the library.. Scanned documents may be saved to a USB flash drive or sent to an email account. The scanner is not attached to a printer at this time. Use of the scanner is limited to 15 minutes per patron. Digital copies are covered by copyright provisions. Persons making copies of copyrighted material are responsible for adhering

to the provisions of the Act. Unauthorized copying of copyrighted materials not in the public domain or not for educational purposes is prohibited by the Act.

## SECTION FOUR: IMPLEMENTATION AND REVIEW OF THE GUIDE

### 4.1 Implementation and Review of the Guide

The library user manual shall be implemented by the library committee head by the senior librarian to support the users of the library after its approval. The library user manual shall be reviewed after every two years, or as the need arises, by the Library Committee.

# CHAPTER SIX

## SUMMARY, CONCLUSION AND RECOMMENDATIONS

### 6.1 Introduction

This chapter presents the summary, conclusion and recommendations. This chapter also highlights the areas for further research.

### 6.2 Summary of the Study

This project was entitled "A Library User Manual for High Court Library". The research findings established that High Court Library does not have a library user manual which can help the library users to access the library services. The researcher interviewed three (3) library staff from the High Court Library who responded to all the questions which were asked by the researcher.

### 6.2.1 Types of library services offered by High Court Library

The services accessed by the library users were; library orientation, circulation services, scanning and printing, reference service, and exhibition and display among others. The research findings established that users of High Court Library have different needs which include; accessing reading space, research needs, spending leisure and to access internet.

### 6.2.2 How library services are offered to users at High Court Library

The study also established that for library users to borrow books from the library, he/she should present a valid Identity Card. Librarians also offer library services through use the word of mouth and the library notice board, visits by the library users and the internet.

### 6.2.3 Challenges in Provision of Library Services at High Court Library

The findings also revealed that there is a number of challenges faced in provision of library services which include; limited communication channels, failure for students to return information materials on the specified time, few library staff, inadequate funds, inadequate computers in the library, inadequate storage space, and inadequate reading room.

### 6.2.4 Suggestions to improve on Library Services Provision

There various suggestions put across to promote on the provision of library services at High Court Library which include; developing a policy for provision of library services, employing more qualified staff, providing more space for reading, allocating enough funds to the library, and provision of more computers and fast internet in the library.

### 6.3 Conclusion

From the above, there is need to develop a library user manual for High Court Library. The manual will help the library users in accessing library services to users of High Court Library. The proposed library user guide will help the library staff on provision of library services to the users of the library.

There are many challenges faced with the library staff in the provision of library services which needs a more attention in the High Court Library library. There is need for a proper assessment of these challenges in order to provide the services which meet the users' needs.

Strategies are required to promote the provision of library and information services to meet the needs of library users. There is also a need for an effective set of guidelines required to support the library staff in provision of these services. In order to ensure effective provision of library services, it is critical that a library and information services policy is implemented to achieve the library objectives and goals.

### 6.4 Recommendations

**Promoting a Library as a Learning Center**

The library should be promoted as a learning center and not as a mere repository of books. This can be achieved by acquiring ICTs and exhibition of newspaper clippings.

**Need for more Effective Methods to offer Services**

Furthermore, there is need for new, more and effective methods of offering reference service. All student are gaining interest in computers. Therefore, library staff should adopt ICT-related services.

**User Education Programs**

During library user education, students should be informed that user education programs are essential for their studies. This will motivate students to attend user education.

**Need for a Written Code of Ethics in the Library**

Written code of ethics should be formulated. The code of ethics is a list of guiding principles for ethical behavior. The code of ethics tend to contain statements like; "you shall protect intellectual property rights" but you shall not censor library materials, "you shall serve a student first before serving an outside library users".

**Displaying New Books**

As a priority for maximizing students' use of the library, it is recommended that all new books be displayed on the library notice board. Besides that the library should organize book exhibitions to encourage students to use the library.

**6.5 Areas for further study**

The research also suggests the further areas of study by other scholars and these are;

- Developing a Library Management System for High Court Library
- Developing a Policy on Utilization of Online Information Resources for High Court Library

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# APPENDICES

## Appendix 1: Interview Guide for the Librarian

Dear respondent,

I am Nambi Doreen, a Bachelors' Degree student in Library and Information Sciences at East African School of Library and Information Science, Makerere University. As part of my course, I am undertaking a research project on A Library User Manual for High Court Library. As a requirement for the award of the above mentioned degree. This is to request you to kindly answer the questions in this questionnaire. The findings of the study will be used to establish a library user manual in order to improve on library services at the High Court Library.

All responses will be treated as confidential and no answer is wrong so feel free to bring out your views by either ticking or filling in the spaces provided appropriately.

### A) Biography data

1. a) Position

   b) Gender

   c) Qualification

   d) For how long have you worked in High Court Library?

### B) Library resources and services

2. What information services are offered directly and indirectly to users at High Court Library?

3. What kind of information resources do you keep in the library?

### C) Delivery of Library services

4. What methods do you use to offer your services to the users?

5. How do you offer electronic materials to the users of the library?

### D) Challenges offering Library Services

6. What are challenges you face in offering the library services to users at High Court Library?

7. Suggest the solutions to the challenges mentioned above.

**E) Improving Library Services at the High Court's Library**

8. What strategies should be employed in the library to improve on the level of library utilization?

9. What should be included in the library user manual for High Court Library?

*Thank you very much for your cooperation and time*

**Appendix 2: Observation Guide**

The researcher observed the following in High Court library to ensure that the results will support the development of a library user manual to improve on the services offered by the library to users.

1.  Physical environment in the library
2.  Size of the library
3.  Library collections
4.  Shelf arrangement
5.  Sitting arrangement
6.  Communication facilities such as notice boards, telephone, display racks
7.  Library rules and regulations
8.  Users who consult the library at a given time
9.  Information services in the library.

**Appendix 3: Letter of Introduction**

# MAKERERE

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URL:http://cis.mak.ac.ug

# UNIVERSITY

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facebook:www.facebook.com/cocismak

**COLLEGE OF COMPUTING & INFORMATION SCIENCES**

**EAST AFRICAN SCHOOL OF LIBRARY AND INFORMATION SCIENCE (EASLIS)**

July 5, 2017

The Librarian
Courts of Judicature, High Court
P.O. BOX 7085,
Kampala - Uganda

Dear Sir/Madam,

**RE:   INTRODUCTION LETTER FOR NAMBI DOREEN REG NO. 14/U/874**

This is to introduce to you the above named student of East African School of Library and Information Science under the College of Computing & Information Sciences, Makerere University. She is offering a Bachelor's Degree in Library and Information Science (BLIS) Year III.

As part of the study program, she is supposed to carry out a project entitled, *"A Library User Manual for the Kampala High Court Library"*.

The purpose of this communication is to request you to offer her the necessary assistance required.

Please note that all information obtained shall be for academic purposes only.

Sincerely,

Dr. Joyce Bukirwa
**HEAD OF DEPARTMENT**
**LIBRARY & INFORMATION SCIENCES**