

**THE IMPORTANCE OF LEGISLATION IN THE PROVISION OF NATIONAL AND
PUBLIC LIBRARY SERVICES IN ZAMBIA**

BY

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DECLARATION

I declare that "*The importance of legislation in the provision of national and public library services in Zambia*" is my own, original work prepared specifically for this dissertation and that all the sources I have used or quoted have been indicated and acknowledged by means of complete references.



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ABSTRACT

Legislation plays an important role in the provision of public and national library services. However, in Zambia libraries that perform the functions of public and national libraries are operating without a legislative mandate. As a result, there is a fragmentation of library services as there is no single institution which performs all the functions of a national library service. Although several efforts were made before to enact national library service legislation, no Act of Parliament has been passed to date (2014). This study sought to provide empirical evidence to refine our insight of the benefits of having national library service legislation and the consequent implications of not having any legislation in the provision of library services. Quantitative data was collected through questionnaire administration to public library staff; interviews with senior government officials, and executive members of the ZLA and ZALICO; and document analysis on text from grey literature. The existence of the statistical significance of association between “Importance of library legislation” and “Provision of library services in Zambia” was measured and confirmed using Pearson chi-square χ^2 . Public library facilities, services and collections in Zambia were found to be below par, and it was concluded that this was due to lack of library legislation. The study recommends that appropriate legislation that puts together the functions of public and national libraries under one institution be enacted in Zambia as soon as possible. It is also recommended that further research be undertaken to investigate the current status of library facilities, services and collections in selected neighbouring countries where library legislation has been passed.

Key terms

Library legislation; public libraries; national library; national library service; Zambia Library Service; Zambia Library Association; Zambia Library and Information Service Bill; National Library Policy.

DEDICATION

I dedicate this work to my wife and children. To my wife I wish to say, that your understanding, tolerance and encouragement during the long hours of my absence from you as I pursued my studies have been a valuable contribution towards the completion of this work. To my children I can only say that, despite my awareness of your need for my adequate company with you, I still proceeded with this project, consequently depriving you of your inborn right to have the time you needed to be with me. I shall ever be indebted to you.

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LIST OF ABBREVIATIONS AND ACRONYMS

<i>ALIA:</i>	Australian Library and Information Association
<i>CAS</i>	Current Awareness Services
<i>DNLA:</i>	Danish National Library Authority
<i>FINNIDA:</i>	Finnish International Development Agency
<i>FNDP</i>	Fifth National Development Plan
<i>IFLA:</i>	International Federation of Library Associations and Institutions
<i>ICT:</i>	Information Communication Technology
<i>LIAZ:</i>	Library and Information Association of Zambia
<i>MMD</i>	Movement for Multi-Party Democracy
<i>MNLS:</i>	Malawi National Library Service
<i>MoE:</i>	Ministry of Education
<i>NAZ:</i>	National Archives of Zambia
<i>NCSR</i>	National Council for Scientific Research
<i>NISIR:</i>	National Institute for Scientific and Industrial Research
<i>NLIS:</i>	Namibia Library and Information Service
<i>NRLS</i>	Northern Rhodesia Library Service
<i>NRPB</i>	Northern Rhodesia Publications Bureau
<i>PF</i>	Patriotic Front
<i>SDI</i>	Selective Dissemination of Information
<i>SNDP</i>	Sixth National Development Plan
<i>UK</i>	United Kingdom
<i>UNDP</i>	United Nations Development Programme
<i>UNESCO:</i>	United Nations Educational, Scientific and Cultural Organisation
<i>UNIP</i>	United National Independence Party
<i>UNZA:</i>	University of Zambia
<i>US</i>	United States
<i>TESS</i>	Teacher Education and Specialized Services
<i>TLS</i>	Tanzania Library Service
<i>ZALICO:</i>	Zambia Library Consortium
<i>ZLA:</i>	Zambia Library Association
<i>ZLIS:</i>	Zambia Library and Information Service
<i>ZNLDS:</i>	Zimbabwe National Library and Documentation Service

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CHAPTER ONE

INTRODUCTION: SETTING THE SCENE

1.1 Introduction

The importance of legislation in the provision of national and public library services cannot be overemphasised. It is through legislation that authorities can provide national and public library services, and ensure adequate financial support and efficient administration according to national standards. In general terms legislation means the setting of instructions to the persons responsible for running a government in order to properly discharge each function of government (Kantumoya 1987:41). The Longman dictionary of contemporary English (2003:921) defines legislation as simply “a law or a set of laws”, and law as “the whole system of rules that people in a particular country or area must obey”. Legislation consists of laws made by Parliament or by people who are given power by Parliament to make laws, such as the Governor (Western Australia, Parliamentary Counsel’s Office 2011). Legislation can also define the functions of the providing authority, create the conditions in which it may fulfil those functions and ensure development (Gardner 1971:18).

Therefore, it can be deduced that legislation provides guidelines for government to effectively and efficiently carry out its functions. Legislation stipulates powers of organisations, their obligations and limitations within the confines of the laws of the country. Legislation also spells out individual rights and expectations, and can be considered to be essential to any organisation or institution as it provides legitimacy on the modus operandi through clearly setting out limits enshrined in the laws of a country.

There are two kinds of legislation, Acts and subsidiary legislation as explained as follows (Western Australia, Parliamentary Counsel’s Office 2011:2):

Acts are laws Parliament has enacted sometimes called ‘Acts of Parliament’. Less often

Acts are called 'primary legislation' to distinguish them from subsidiary legislation. Usually they each have the word 'Act' in their title. An Act has to be read with any subsidiary legislation that has been made using powers in the Act to make subsidiary legislation. Subsidiary legislation will often fill in details not covered by the Act under which it is made although not all Acts have or need subsidiary legislation.

Subsidiary legislation are laws made by people using powers that Parliament, by means of its Acts, has given them. Sometimes these laws are called delegated legislation or subordinate legislation. The Governor is the person most often given power by Acts to make subsidiary legislation. Subsidiary legislation does not have the words 'subsidiary legislation' in its title but has various names which do appear such as: regulations; local laws; by-laws; planning schemes; rules.

Subsidiary legislation is made 'under' an Act because it is only an Act that can give a person power to make subsidiary legislation. Acts that say someone can make subsidiary legislation also say who can make it and say what things the subsidiary legislation can deal with. A person making subsidiary legislation must not exceed the powers they have to make it. If they do, the subsidiary legislation will not be valid (Western Australia, Parliamentary Counsel's Office 2011).

Legislation can either be permissive or mandatory (Gardner 1971). Permissive legislation, on one hand, leaves it to the discretion and will of the individual authority, whether local or central to provide library services only where and when it feels there is a need for such services, while mandatory legislation, on the other hand, makes it obligatory for the library authority to provide library services (Kantumoya 1987:43). Whether permissive or mandatory, library legislation can clearly define the functions of a library service and set out the parameters within which the service can operate.

Libraries are institutions that undertake and carry out diverse operations and activities which require well set procedures and regulations for them to effect a satisfactory performance. In order for libraries to achieve a satisfactory performance, they need a steady flow of funding from relevant authorities. Legislation sets up proper management of

libraries, provides for financial support on a stable and progressive basis and ensures that the authorities in charge of libraries are so constituted that they are responsible for its implementation, and are ultimately answerable to the legislature or representatives of the people (IFLA/ UNESCO 2001; Lungu 1988). Furthermore, the library profession is one of the needed professions in modern social organisations such that a wise piece of legislation will aim at building up the profession, and therefore it is necessary to offer suitable inducements to potential candidates with chances of making a satisfactory career for those who are industrious and intelligent (Singh 1960).

Legislation for national and public library services can therefore guide the proper development of and may prevent the mushrooming and spread of unplanned libraries by setting standards for library and information service provision in a country. It can ensure that government officials responsible for the management of national and public libraries are obliged to provide steady financial support. Library legislation is essential for providing a structure of authority, ensuring the smooth working of an organisation, and providing a means for stable and progressive financing (Lumpa & Moyo 2012; Lungu 1988; Singh 1960).

According to UNESCO (1997), national library service legislation clarifies the aims and functions of a national library and enables it to approach the legislature for funding to carry out its functions, provides the basis for the national library's relationships with other libraries and institutions, gives it the necessary authority to carry out key national functions such as cooperation and resource sharing, and obliges government to fulfil its responsibilities, especially on allocation of resources and determination of priorities. The significance of any piece of legislation to the existence and functioning of an organisation may thus be unquestionable.

Gardner (1971:276-280) sets out 22 principles in the formulation of a public library law summarised and adapted as shown in Appendix 1.

Although no single piece of legislation covers all the principles as given by Gardner (1971)¹, all of them can be found in legislation of the countries he studied. Gardner's principles envisage either a single authority or tier of authorities, controlled by a department of state, assisted by an advisory body and with a central secretariat. Gardner (1971:281) further states that, "If a national public library system is to be created and not a group of public libraries with varying resources developing at will, then the need for a central controlling body is evident, and is the most consistent feature of legislation". This study recommends, among other things, what provisions may be included in the legislation for national and public library services in Zambia.

National library and public library services are local gateways to information and knowledge which provide basic conditions for lifelong learning, independent decision-making and cultural development of the individual as well as social group. Therefore, it is imperative that a country develops a vibrant, well-funded and coordinated national and public library service. According to the IFLA (1997) and Lor (1997:13-15), functions of a national library service include:

- (i) acquisition and preservation of the complete collection of publications of the country;
- (ii) acquisition of library material for constituent and affiliated libraries of the service;
- (iii) serving as a national preservation library;
- (iv) serving as the national bibliographic agency;
- (v) national collection management and availability of publications through inter-lending systems;
- (vi) serving as a national reference library;
- (vii) providing professional and technological leadership and consultancy service to individual libraries and institutions;
- (viii) undertaking research and development relating to the development of the service;

¹ For a number of years Gardner was chairman of the British Library Committee on Legislation and a member of the Working Party set up by the United Kingdom Ministry of Education to consider standards for public library services to be embodied in amended legislation for England and Wales. He surveyed legislation in 14 countries and made a comparative study.

- (ix) assisting other libraries and information agencies such as archives, documentation centres, museums, etc. in the country in heritage promotion;
- (x) promotion of literacy, information literacy and other information awareness activities.

Looking at the functions of a national library service as outlined above, it can be stated here that the library and information sector of a country plays a vital role in the delivery of knowledge that supports education, research, a healthy environment and poverty reduction. Library and information services are fundamental in the global information society and knowledge-based economy. They provide relevant, proactive and responsive services aimed at increasing equitable access to quality information and lifelong learning.

As libraries are repositories of information, there is no sphere of a country's life or sector of its economy, to which they do not contribute. Information has now come to be recognized as a critical strategic resource in every sphere of human activity, and it is a prerequisite for informed action at all levels of time and space whether at individual, institutional, national and global levels (Zambia, Ministry of Education 2012). In order for planning, decision-making or production to be undertaken successfully, timely input of accurate, relevant and complete information is required.

The role of libraries in society is believed to have been reasonably understood, appreciated, and over time made clearer as being vital for the enhancement of access to information, knowledge, education and recreation, and eventually human development in general as well as poverty reduction. Krolack (2005) stated that today the role of libraries and professional librarians is changing worldwide from being passive keepers and preservers of books to facilitators of information and lifelong learning opportunities with an emphasis on service, identifying user needs and communicating solutions.

According to Locality (2013:2), public library services are highly valued by the communities they serve. Public libraries provide people with a refuge from the stress and expense of modern living. They are places where parents, grandparents, young people and children can share the excitement of discovery, whether it is through books, the internet or

activities (ALIA 2009). Drawing from the foregoing sentiments the place and importance of public libraries in society can be illustrated as in Figure 1.1.

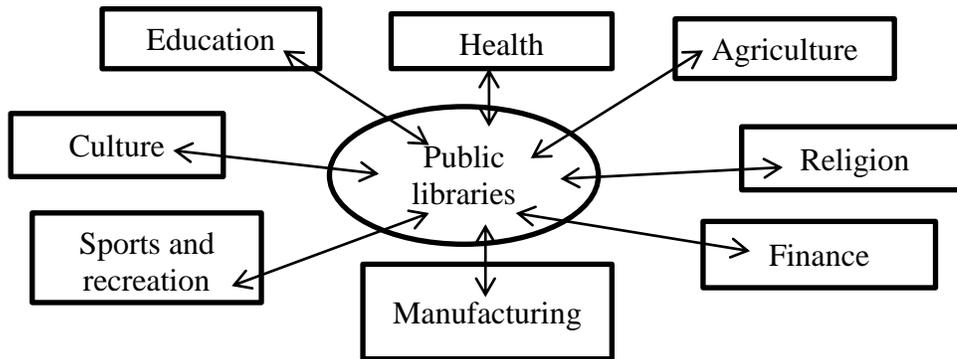


Figure 1.1 Some sectors of society drawing from and depositing information and knowledge into public libraries

Source: Researcher

As shown in Figure 1.1, public libraries are a pool and reservoir of information and knowledge derived from different sectors of society. These libraries make the information and knowledge available to members of the society at any time it is needed. According to Kantumoya (1987:47), a country needs library legislation for it to provide adequate and appropriate public library services which would meet the information needs of society, and face the challenges of current trends in information provision which require steady funding to keep abreast of.

IFLA/UNESCO (Public Library Manifesto 1994) states that “The public library is the local centre of information, making all kinds of knowledge and information readily available to its users [and that] the services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status”. The public library is important for education, information, leisure, personal and cultural development. It is the responsibility of local and national authorities, thus, must be supported by specific legislation (IFLA/UNESCO 1994). The manifesto also states that, “Freedom, prosperity and the development of society and individuals are fundamental human values which will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society, while constructive

participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information”.

The advent of Information and Communication Technologies (ICTs) has revolutionised the library and information sector, enabling access and use of the Internet for online information and knowledge to provide fast, widespread and cost-effectiveness resources through what are termed as “digital libraries”, “electronic libraries”, or “virtual libraries” (Bates; Eastwood; Blackmore; Muir 2001). In Zambia, however, due to the poor state of public libraries as stated earlier, most ICT facilities are lacking in libraries. It is thus envisaged that the situation may improve if legislation on national and public library services is passed in Zambia, as it would become mandatory for government to provide a steady flow of funding for libraries and, accordingly, support their development countrywide.

1.2 Background to the study

The Zambia Education Policy (Zambia, Ministry of Education 1996:86) acknowledges that library facilities in Zambia are scarce, at both institutional and public levels, and outlines the general situation as follows:

- Although almost all primary schools have recently received small book collections, there are no libraries in government primary schools.
- Approximately 800 schools have collections of 250 library books loaned by Zambia Library Service, each collection serving 500 to 100 pupils and 12 to 20 teachers.
- Most secondary schools have no libraries, and very few have trained librarians.
- Libraries in teacher training colleges are stocked with inappropriate books and are not well organised.
- There are six Zambia Library Service provincial libraries with at least 10 000 books each.
- Sixteen Zambia Library Service branch libraries, each with at least 3 000 books, have been established in district council offices, secondary school library buildings or other premises.

Although the stipulations of the Education Policy seem to have been more concerned with the situation of libraries in learning institutions, they compound the concerns raised by Lumpa and Moyo 2012; Chiwaura 1993; Longwe 1988, Lundu 1988, and Lungu 1988; Kantumoya 1987. For example, Lungu (1988:22) stated that library legislation in Zambia can foster the establishment of a monolithic structure of a nationwide library service that would perform all the functions of a national library service or an integrated library and information network that would comprise several institutions sharing the functions of a national library service. Library legislation can also promote the creation of a public library service as an end in itself, or the development of library and information services of various kinds as a contribution to the general social and economic development of a nation (Lungu 1988:22). This study investigated the status of national and public library services and facilities in Zambia with a view to advocating for national library service legislation. Before presenting an overview of the current status of national and public library services in Zambia, it is important to first understand the geographical location and physical features of the country, as well as its social, economic and political environment.

1.2.1 Geographical location and physical features

Zambia lies within the tropics, with most of its land being part of an undulating plateau which runs like a backbone through the African continent (Our Africa 2014). It is a landlocked, or rather land-linked, country situated in South-Central Africa covering an area of 752 614 square kilometres. Zambia shares borders with eight countries, namely Tanzania (in the North), Malawi (in the East), Mozambique (in the South-East), Zimbabwe (in the South) Botswana and Namibia (in the South-West), Angola (in the West) and the Democratic Republic of Congo (in the North-West). The country is divided into 10 administrative regions called provinces, namely Central Province, Copperbelt Province, Eastern Province, Luapula Province, Lusaka Province, Muchinga Province, Northern Province, North-Western Province, Southern and Western Province. Zambia is further divided into more than 73 districts which comprise cities and towns of the country. The capital city of Zambia is Lusaka. The map in Figure 1.2 shows the provinces of Zambia. Muchinga Province is a new province separated from the southern part of the Northern Province and the northern part of the Eastern Province in 2011. Zambia has a favourable

climate that can be broadly categorised into three seasons which are: the rainy season, the cool dry season and the hot dry season (Our Africa 2014). The rain season is between December and April when it is warm and wet, with temperatures generally in the low 20 degrees Celsius. Most yearly rainfall occurs during this time while sunshine is still frequent. The cool dry season runs from May to August; and July is usually the coldest month, with clear skies at night giving the occasional ground frost in many parts of the country. The average temperature in most parts is 16 degrees Celsius during this season, although sometimes it drops to lower than this. The hot dry season runs between September and November. The hottest month is usually October and temperatures rise above 30 degrees Celsius in most parts of the country. The Victoria Falls, also known locally as the "Smoke that Thunders", and the Zambezi River are one of the country's many natural features which have been enticing a growing number of tourists, along with the wide variety of wildlife to be found in large game parks (BBC News Africa 2014).



Figure 1.2 Map of Zambia showing its provinces and neighbouring countries

Source: (Zambia profile 2014)

1.2.2 Social environment

There are approximately 73 ethnic groups in Zambia, 99% of which is the African community of the Bantu groups, while Europeans mainly of British stock account for 1%, and Asians from the Indian subcontinent, as well as people of mixed race, and other non-Africans constitute only about 0,2% of the population (Encyclopedia of the nations 2014). Out of these groups there are seven major languages, namely Bemba, Kaonde, Lozi, Luvale, Lunda, Nyanja and Tonga. The population of Zambia was 13 092 666 in 2010 and the majority of the country's population, estimated at about 60,5%, is concentrated in the rural areas (Zambia, Central Statistical Office 2010). Zambia has one of the fastest growing populations in Sub-Saharan Africa. The Zambian population grew at a rate of 2,8% per annum during the intercensal period 2000-2010, recording an increase over the annual rate of population growth of 2,4% per annum recorded during the period 1990-2000 (Zambia, Central Statistical Office 2010).

In 2009, it was estimated that one quarter of the adult population in Zambia was illiterate, unable to read, write and practice numeracy (People's Action Forum 2009). Illiteracy reduces access to employment and other opportunities for poverty reduction. In a bid to enhance literacy levels and provide education to all, the country has made steady progress on primary school enrolment, which has increased from 80% in 1990 to 93,7% in 2010 (UNDP 2013). The boost in primary education infrastructure and the introduction of free primary education has contributed significantly to this progress.

As regards religion, although Zambia was declared a Christian nation in 1996, the state is defined as a secular order and has had no negative impact on other religions, since religious dogmas have had no significant influence on politics or law (BTI 2012). However, religious groups such as the Catholic Church, Pentecostal churches, the Seventh Day Adventist Church and other groups are free to advise government on national issues, especially on issues of poverty reduction. The right of worship is assured to all people living in the country and all religions, including minority groups, are free to worship.

1.2.3 Economy

Envisaging a strong economic performance, driven by the mining sector and high copper prices, Zambia's vision is to become a middle-income country by the year 2030. Traditional agriculture of mainly maize production as the staple food, and other sectors of the economy such as tourism and non-traditional agriculture also contribute to the growth of the economy (Zambia Africa Economic Outlook, 2012). The Lusaka and Copperbelt provinces are, for the most part, the centres of economic activity in the country.

The Sixth National Development Plan (SNDP) (2011-2015) aims at building the gains of the Fifth National Development Plan (FNDP) (2006-2010) which set the pace for improving economic infrastructure and investing in human development. The SNDP (2011-2015:xiii) states that, "During the FNDP period, the economy attained macroeconomic stability and continued economic growth averaging 6.1% while also achieving positive gains in infrastructure development. In the social sectors there was generally an improvement in the Maternal and Infant Mortality Rates and Education Enrolment Rates. Despite these gains, the reductions in unemployment and poverty levels were not significant".

Tackling high youth unemployment and poverty remains a top priority, with as much as 60% of the population below the poverty line, although there are wide disparities between rural and urban areas (Zambia Africa Economic Outlook 2012). The theme of the SNDP is "Sustained economic growth and poverty reduction", which focuses on policies, strategies and programmes that contribute significantly to addressing the challenges of realising broad-based pro-poor growth, employment creation and human development. The strategic focus of the SNDP is "infrastructure and human development", guided by the principles of accountability, decentralisation and efficient resource allocation. During the SNDP, investment in rural areas is an important factor in increasing employment and reducing poverty, and hence the Plan promotes increased rural investment in infrastructure such as roads, rail, ICT, energy, water and sanitation, education and health.

1.2.4 Political environment

Zambia is still one of the most politically stable countries in Southern Africa (Namakando 2012). It is a multi-party democracy which has been governed by three different political parties since 1964 when it got independence from the British Government. The United National Independence Party (UNIP) ruled Zambia from independence in 1964 for 27 years to 1991 when the Movement for Multi-Party Democracy (MMD) defeated the UNIP in a general election.

The MMD ruled for 20 years until September 2011 when it was defeated in a general election by the Patriotic Front (PF), which is currently in power. The president, deputized by the Vice-president is the leader of government. General elections are held every five years to elect the president and Members of Parliament. Currently, the electorate elects 150 Members of Parliament while the president has power to nominate up to eight members. By August 2010 (Sianjalika 2010) there were over 30 political parties registered with the Registrar of Societies in Zambia.

1.3 An overview of national and public libraries in Zambia

Currently there is no designated national library service institution in Zambia. Nevertheless, there are a few fragmented individual institutions in Zambia that perform, by default, some functions of a national library service as identified by UNESCO. Lungu (1988) stated that the University of Zambia is the de facto National Reference Library for Zambia; the Zambia Library Service (ZLS) serves as a national public library service; the NISIR is a National Science Library; while the National Archives of Zambia (NAZ) performs legal depository functions. Table 1.1 shows the institutions that perform some national library functions in Zambia. Individual details about these institutions are given in subsequent sections.

No.	Institution	Functions	Legal status
1	NAZ	<ul style="list-style-type: none"> - Legal deposit - National bibliography - Bibliographic control - Collection of materials on Zambia - Collection of materials in Zambian languages - Collection and maintenance of government Documents 	Printed Publications Act (CAP 161) no. 44 of 1969
2	NISIR	<ul style="list-style-type: none"> - Documentation of all publications in science and technology - Development of a national science and technology information centre for Zambia 	None
3	UNZA	<ul style="list-style-type: none"> - Collection of materials on Zambia - Collection of materials in Zambian languages - Collection and maintenance of government documents - National reference services 	None
4	ZLS	<ul style="list-style-type: none"> - Promotion of reading and use of information - Promotion of literacy - Providing consultancy services to individual libraries and information institutions - Giving advice on library and information policies - National reference services 	None

Table 1.1 Institutions that perform some national library service functions in Zambia

Among these institutions, it is only the NAZ that operates under some form of legal protection covered by the Printed Publications Act (CAP 161) No. 44 of 1969 of the Laws of Zambia which obliges publishers of every book to deliver to the NAZ a copy of the book within two months of publication.

Legal deposit is a statutory provision and an effective means of collecting, accessing, cataloguing and preserving a country's published heritage in designated libraries to ensure that works published in a country are kept for the use of present and future generations, and provide for research into all aspects of the country's life and culture (Ngoepe & Makhura 2008). The Legal Deposit legislation is specifically aimed at preserving a country's intellectual and cultural heritage, and the national library occupies a very particular position to achieve this as it is empowered to collect, preserve and make accessible the nation's documentary heritage (Ritchie 2002). Hence, it is imperative for legislation to be passed in

Zambia, like in any other country that would clearly designate a national library service institution to perform acquisition and preservation functions including legal deposit.

The development of public library services in Zambia begun long ago, before the country attained independence in 1964. This came about as a consequence of the discovery of copper, and the subsequent expansion of the colonial administration which saw an influx of white settlers coming to work in the mines and government, while some settled as farmers. In urban areas, public libraries began as subscription libraries for Europeans and social welfare libraries for the African employees of mines and other large companies (Msadabwe 2008). These libraries were gradually taken over by local authorities in the towns where they existed. For the rural areas, the colonial administration established a welfare fund, part of which was used to establish the Northern Rhodesia² Publications Bureau (NRPB) which was given the responsibility of promoting African authorship and encouraging Africans to read by distributing books (Kantumoya 1987). As there were very few literate Africans at that time, the NRPB failed to realise its initial goal of commercialising the book distribution, but instead ended up spearheading library development in Northern Rhodesia (Asplun as cited in Kantumoya 1987).

By 1959 the NRPB had introduced a system of book boxes throughout the country which were distributed to hospitals, schools and community centres from which the white settlers and the few literate Africans could borrow books. The greatest contribution to the development of public library services was made by the Ford Foundation of United States of America which gave a grant of US\$ 43,000 for the establishment of the Northern Rhodesia Library Service (NRLS) in 1962 after successful negotiations by the Director of the NRPB (Kantumoya 1987; Zambia, Ministry of Education 2012). The NRLS was established as a department in the Ministry of African Education, and immediately took on the role of the NRPB regarding the distribution of books. The NRLS changed its name to ZLS soon after Zambia got their independence on 24 October 1964.

² Zambia was called Northern Rhodesia before independence.

Local government authorities run a few public libraries in some cities and towns along the line of rail which delineates urban from rural areas. However, there is no active collaboration or coordination between the ZLS and local government authorities (Draft National Library Policy 2012). Some foreign organisations and missions also run public libraries mainly located in cities or towns where they operate from. Some non-governmental organisations (NGOs) such as KEPA Zambia and Lubuto Project also provide public library services in the communities where they operate.

The ZLS is the only organisation in the country that provides library services both to urban and rural areas, offering both reference and lending services to the public. It is for this reason that this study will pay special reference to the ZLS vis-à-vis the need for legislation on national and public library services in Zambia. The ZLS acquires materials mainly from donors and supplies some to other institutions (ZLS, 2013). Therefore, it is envisaged that once legislation on national and public library services is enacted in Zambia, government, through the ZLS, would establish a national library and also coordinate public library services. This implies that other institutions currently performing some functions of a national library would cease carrying out such functions, and necessary amendments could be effected to the NAZ Printed Publications Act of 1969 (CAP 161) No. 44 of the Laws of Zambia.

This is supported by the Zambia Library and Information Service (ZLIS) Bill, 1998 submitted to the Cabinet whose objectives were as follows:

- a) Constitute the Zambia Library and Information Service and provide for its functions
- b) Establish the Council of the Zambia Library and Information Service and provide for its functions
- c) Provide for the designation of a library as a constituent library
- d) Provide for the registration of libraries
- e) Provide for matters connected with or incidental to the foregoing

According to the 1998 draft Bill, the ZLIS would be referred to as the Service and would replace the current ZLS which would be referred to as the former Service soon after the enactment of this legislation. The primary function of the Service would be to provide library services by collecting, organising and disseminating materials to all sectors of the community. Membership of the Council of the ZLIS would comprise:

- a) representatives from Ministries of Education; Local government and Housing; Community Development and Social Services; Youth, Sports and Child Development; Legal Affairs; Science and Technology; and Information and Broadcasting Services;
- b) a representative from the Zambia Library Association;
- c) a representative from the Zambia National Federation of the Blind;
- d) a representative from the Press Association of Zambia;
- e) a representative from the Book Sellers and Publishers Association of Zambia;
- f) a representative of the Zambia Writers Association;
- g) a representative from the Copperbelt University;
- h) a representative from the University of Zambia; and
- i) a representative from the National Archives of Zambia.

The 1998 ZLIS Bill also stipulated the establishment of a national library and its functions; registration of constituent and affiliate libraries and their functions.

1.3.1 Zambia Library Service

Like its predecessor the NRLS, the ZLS is under the Ministry of Education (MoE). The Terms of Reference of the NRLS were as follows (Draft National Library Policy 2000; Kantumoya 1987):

- (i) To establish and run a public library network throughout the country with particular emphasis on rural areas.
- (ii) To run school library services in the country.

- (iii) To give professional advice to the establishment and running of government ministries and departmental libraries.
- (iv) To give assistance to municipal, township and rural councils in library operations and eventually take over the running of these libraries.
- (v) To assist professionally as far as practically possible in the training of librarians.

The ZLS is a section in the department of Teacher Education and Specialized Services (TESS) (ZLS n.d.). The Head of the Zambia Library Service is the Chief Librarian who reports to the Chief Education Officer, TESS, who in turn reports to the Director, TESS. The Director, TESS reports to the Permanent Secretary of the MoE. The Chief Librarian is deputized by the Principal Librarian who superintends Senior Librarians at headquarters heading different units as well as in provinces heading provincial libraries. Below the Senior Librarians are Librarians.

The minimum qualification for the positions of Chief Librarian to Librarian is a first university degree in Library and Information Science. After Librarians in the hierarchy, are Senior Library Officers who must possess a diploma in Information and Library Science. The lowest level of qualifications for professionals at the ZLS is a Certificate in Library and Information Science. District libraries can be headed by either a diploma holder or certificate holder. However, it should be noted here that despite these prescribed qualifications, the ZLS has not been able to recruit qualified staff in some provincial and district libraries.

Currently, the objectives of the ZLS are as follows (Draft National Library Policy, 2012):

- (i) To provide timely and relevant information in various formats, including ICTs.
- (ii) To facilitate the establishment and coordination of libraries in school, college and teacher resource centres in Zambia.
- (iii) To establish and manage a public library network in Zambia.
- (iv) To assist other organisations or institutions providing library and information services to the public in Zambia.

- (v) To offer training in basic library skills.
- (vi) To conduct workshops and seminars to keep abreast of the latest developments in librarianship.

The original intention of the ZLS was to have a provincial library in each province and a district library in each district (Longwe 1988). Provincial and district libraries are branches of the ZLS at province and district levels. Longwe (1988) stated that the ZLS had plans to build more district libraries when funds become available; and that efforts were being made to establish district libraries in conjunction with local authorities who already had established buildings which could be used to house public libraries.

However, out of the 10 provinces, the ZLS has only six provincial libraries in Chipata in the Eastern Province, Choma in the Southern Province, Kasama in the Northern Province, Mansa in the Luapula Province, Mongu in the Western Province and Solwezi in the North-western Province. There are no provincial libraries in the Muchinga, Central, Copperbelt and Lusaka Provinces. Out of the more than 73 districts, there are only 19 district libraries in existence, and these are in the Central, Eastern, Luapula, Northern, Muchinga, North-western, Southern and Western Provinces (ZLS 2013).

The buildings of the provincial libraries were purposely built but no meaningful expansions or renovations have been made to these libraries due to poor funding. The district libraries are either housed in council buildings or school classrooms. In addition to provincial and district libraries, the ZLS also has library centres. These are extension and outreach units at institutions which are run by people who want to read and are loaned a collection of up to 250 books and other materials (ZLS 2013).

1.3.2 The University of Zambia Library

The University of Zambia (UNZA) came into legal existence in 1965 after the president of the Republic of Zambia gave his assent to Act No. 66 of 1965 (University of Zambia 2014). UNZA is a multi-disciplinary university, comprising different faculties which include Schools of Education, Humanities and Social Sciences, Natural Sciences, Law,

Engineering, Medicine, Agricultural Sciences, Mines and Veterinary Sciences. In its first academic year, UNZA enrolled 312 students. The number rose to 1 000 students in 1970, and 10 years later in 1980 the enrolment was 4 000 students. Although it was envisaged that eventually the total enrolment would level at about 8 000 students, the current number of students stands at 11 500 (University of Zambia 2014).

The UNZA Library was established to provide an environment in which the university could conduct its core functions of teaching and research. The UNZA Library is committed to supporting the teaching, research and outreach efforts of the university and to serving the community through its collections, preservation efforts and access to information in all of its various formats. Apart from purchasing books and other print materials, the UNZA Library also introduced electronic resources through which users can access thousands of scholarly databases. Currently, the UNZA Library is the de facto National Reference Library for Zambia.

As the biggest library in the country in 1967, the then republican president, Dr Kenneth Kaunda, referred to the UNZA Library as the “People’s Library” (Lungu 1988:23), implying that people all over the country were free to use it for reference purposes. In spite of this recognition, no legislation was passed to identify it as the National Reference Library, thus it remained without legal deposit authority and received no special funding for national library collection development.

1.3.3 National Institute for Scientific and Industrial Research

The NISIR was first established as the National Council for Scientific Research (NCSR) in 1967 (National Institute for Scientific and Industrial Research 2014). The NISIR is a premier research institute in Zambia, regionally and internationally. It is a government institution set up by the Science and Technology Act No. 26 of 1997 through statutory instrument No. 73 of 1998. This was after the repeal of the NCSR Act, Cap 236 of the Laws of Zambia.

Although the NISIR is funded by the government, it is also funded by multilateral and bilateral cooperating partners for specific projects of mutual interest. Among its functions is to conduct and promote scientific, technological, and industrial research in Zambia, and disseminate research findings. The NISIR Documentation and Scientific Information Centre is a unit of the institute which was established to systematically organise all the documents generated by the institute, as well as other scientific publications for easy retrieval and dissemination.

The NISIR Documentation and Scientific Information Centre is the de facto National Science Library and Documentation Centre partly because it is a department within an institution already identified as “national” and partly because its members of staff have constantly identified it with other national and international organisations involved in scientific information documentation and research (Lungu1988:23). The NISIR Documentation and Scientific Information Centre also operates without legal backing.

1.3.4 National Archives of Zambia

The National Archives of Zambia which is the national legal depository is currently the only institution in Zambia which performs the legal deposit function of a national library service with legal backing under the Printed Publications Act (CAP 161) of the Laws of Zambia.

This Act stipulates that “the publisher of every book published in Zambia shall, within two months of the publication, deliver at his/ her own expense a copy of the book to the Director (of the NAZ) at Lusaka, who shall give a written receipt for every copy received by him/ her”. The Act further states that “no person shall print or publish, or cause to be printed or published, any newspaper until there has been registered at the office of the Director at Lusaka the full and correct title thereof and the full and correct names and places of abode of every person who is or is intended to be the proprietor, editor, printer or publisher of such newspaper, and the description of the premises where the same is to be published”. Apart from the legal deposit function, this Act does not mention any other function of a national library service.

1.3.5 Local authorities

Libraries under local authorities, usually referred to as council libraries, are public libraries that are wholly funded by local government authorities through city and municipal councils. Their services are targeted at the general public living within those local authority areas, and like libraries under the ZLS, local authorities' libraries are poorly funded (Draft National Library Policy, 2012). Except for a few along the line of rail in towns such as Lusaka, Ndola, Kitwe, Kabwe and Livingstone, most of the local authorities have stopped providing library services. The buildings that used to house libraries under these authorities were either converted into offices while a few were adopted as district libraries by the ZLS.

1.4 Efforts to enact National Library Service legislation in Zambia

Efforts to enact legislation on national and public library services in Zambia are not new and may be traced back to the era of the Federation of Rhodesia and Nyasaland, an amalgamation of three British territories, namely Southern Rhodesia, Northern Rhodesia and Nyasaland which lasted from 1953 to 1963.

The aim of the Federation whose headquarters were in Salisbury, Southern Rhodesia, was that the three territories should gain from each other, strengthen themselves and balance their development efforts by pooling resources through political and economic association (Rosberg 1956). The background to the amalgamation of the different parts of Rhodesia and Nyasaland formed the basis for the respective governments to start making adjustments to the constitutions and make them inclusive of the three territories. These territories are now independent countries called Zimbabwe, Zambia and Malawi, respectively.

The Federation may have had plans to formulate a national library service with an Act of Parliament for the development of libraries in the three territories. This can be evidenced by recommendations made by D. H. Varley (1951) for a territorial library service in the different parts of Rhodesia and Nyasaland. Varley was Chief Librarian of the South African Library at Cape Town who was invited by the Central African branch of the South African Library Association to conduct a survey of library facilities in the different parts of

Rhodesia and Nyasaland. In 1951, Varley came up with recommendations which included the following:

- (i) That a national library system should be established for the three territories.
- (ii) That a National Libraries Board with powers formulated by legislation should be set up. The main function of the board would be to advise on the development of library facilities for all races in the three territories.

However, following the disbanding of the Federation, it is clear that the individual territories proceeded separately to develop their national library services and foster the enactment of their legislation.

Malawi got independence in 1964 and in 1967 they enacted the Act of Parliament No. 31 which established the Malawi National Library Service (MNLS) as a major piece of legislation directly affecting libraries and information centres in Malawi. The law ensures the development and management of public libraries (Phiri 2012). Zimbabwe which received its independence in 1980 enacted national library and documentation service legislation in 1985 (National Library and Documentation Service Act 1985). Zambia, on the other hand, received its independence in 1964 but up to now has not enacted any legislation to cater for libraries at national level.

In Zambia no national library service legislation has been passed in spite of several efforts, attempts and submissions made before in this regard by the library fraternity. For instance, the ZLA³ submitted library legislation Bills in 1976 and 1977 that were both rejected by government (Kantumoya 1987:66-67). In both instances, the government advanced the same reasons for the rejection, stating that the Bill sought to transform the ZLS into a parastatal organisation for which government was not ready then as it did not have funds available for that. Although emphasis for the rejection of the Bill was put on a lack of

³ The name Zambia Library Association has now (2014) been changed to Library and Information Association of Zambia (LIAZ). However, for purposes of this study the former name is maintained, the reason being that the current study was commenced way back before the change of name. In this vein any activities undertaken now by LIAZ which may have a bearing on this study should be considered to mean the same as those mentioned under the former name.

funds, the library fraternity, thought that the reason given for the rejection was not a good reason. Instead, they felt that the Bill was not sufficiently understood by government (Lungu 1988:21-31).

In 1998 another Bill, the Zambia Library and Information Service (ZLIS) Bill, was submitted to the Cabinet but it was noted that the Bill lacked the backing of a policy document. Hence, the MoE tasked the ZLS to prepare a national library policy. With the assistance of a consultant from the University of Zambia, Department of Library Studies, the draft National Library Policy was formulated and by the end of the year 2000, it was submitted to the Ministry. Despite this effort by the ZLS, the MoE has hitherto not given a feedback on action taken or progress made after receiving the document.

1.5 Problem statement

A problem statement is a description of the issues being investigated; it clarifies the purpose of the study, serves as the basis for the interrelatedness of the distinct elements entailed in research and delimits the possible goals for a study (Ellis & Levy 2008:17-33). Dimensions of the problem should be established in order to convince others that the problem is important (Fisher & Foreit 2002).

Currently, there is no designated national library service institution in Zambia, and, as result, a few fragmented individual institutions perform, by default, some functions of a national library service. Public libraries, on the other hand, have developed and operated without legal backing, thus, resulting in generally having a situation of poor and uncoordinated provision of public library facilities and services in the country (Lumpa & Moyo 2012; Chiwaura 1993; Longwe 1988; Lundu 1988; Lungu 1988; Kantumoya 1987). Compounding this scenario, there is no legislation that brings all public libraries to operate under one framework and follow the same guiding principles for their development. Hence, there is a general belief among librarians and other professionals that the absence of national library service legislation has greatly contributed to the mediocre performance of

public libraries in Zambia (Lumpa & Moyo 2012; Chiwaura 1993; Longwe 1988; Lundu 1988; Lungu 1988; Kantumoya 1987).

Considering the fact that no library legislation has been passed in Zambia up to now, it was imperative to investigate whether the evident mediocre performance of public libraries in Zambia has been due to a lack of legislation. Through empirical evidence, it is important to understand the true reasons behind the rejection by government of the draft Bill on national library service legislation. Legislation on libraries is necessary to ensure adequate funding and maintenance of minimum standards of service, and can also compel government to provide the required support for national and public library service development and infrastructure.

The study investigated the status of national and public library services in Zambia in terms of physical infrastructure, staffing, service delivery, financial resources, user needs, trading hours and ICT facilities. It is hoped that the findings of this study will be used to add on to other voices calling for national library service legislation and stimulate government's appreciation of this cause.

1.6 Purpose of the study

The overall purpose of any research is to make a difference to understanding so that policy, practice, theoretical or conceptual problems will be solved (Thody 2006). This study attempted to reveal areas where library facilities and services are lacking or inadequate, and hence lobby the Government of Zambia to appreciate the need for the enactment of national library service legislation. The purpose of this study was therefore to provide empirical evidence gathered through questionnaire administration and interviews that were used to justify the need for national library service legislation in Zambia.

1.7 Objectives

Generally, the objective of this study was to determine the significance and necessity of enacting legislation on national and public library services by reviewing secondary data

from existing literature on the subject, and collecting raw data from library staff and government officials responsible for planning, budgeting and administration of public library services in Zambia. Appendix 2 shows specific objectives, research questions and sources of data.

1.7.1 Specific objectives

- (i) To assess the quality of public library facilities, services and collections in Zambia.
- (ii) To determine the current status of public library facilities, services and collections in the absence of legislation.
- (iii) To determine the existence of legislation and policies that govern current library and information services in Zambia.
- (iv) To investigate why previous attempts to enact national library service legislation in Zambia failed.
- (v) To assess the strength of advocacy efforts made on national library service legislation.
- (vi) To determine the placement of national library services.
- (vii) To determine whether the ZLA and ZALICO agree on the need for national library service legislation.

1.7.2 Research questions

- (i) To what extent do public libraries in Zambia fulfil the needs of their users?
- (ii) What is the current status of public library services in Zambia?
- (iii) Is there any correlation between the availability of legislation and provision of library services?
- (iv) What legislation is in place for national and public library services in Zambia?
- (v) How was the National Library Service Bill presented to government – through Members of Parliament, through private motion or through the Cabinet?
- (vi) What are the reasons behind the rejection?
- (vii) Are there any advocacy efforts currently going on to push for this Bill?

- (viii) What is the extent to which libraries are included in government plans and policies?
- (ix) What are the views of the ZLA and ZALICO on National Library Service legislation?

1.8 Justification of the study

Justification of the study provides clarity of the existence of a problem situation and gives the reasons why the research must be carried out. The literature reviewed portrayed little research done on national library service legislation in Zambia. Kantumoya (1987) conducted a study on public library legislation for Zambia, but his research entirely relied on secondary literature without carrying out field work. Other authors such as Lumpa and Moyo (2012); Chiwaura, (1993); Lundu and Lungu (1988) have also written opinion papers based on secondary literature and personal experience.

The absence of legislation on national and public library services in Zambia despite a number of efforts made before in this regard by the library fraternity (Lumpa & Moyo 2012; Kantumoya 1987) justified the need to conduct this study. It was hoped that empirical evidence from the study would contribute to the efforts to advocate for legislation by the library fraternity and assist government to appreciate its importance.

Kantumoya (1987) investigated and attempted to justify the need for a public library law in Zambia, stating that only a public library law would create the administrative and financial basis for the development of library services in the country. Lumpa and Moyo (2012) and Lundu (1988) and Lungu (1988) expressed the need for library legislation that would address the provision of library services at national level in Zambia. However, in all these instances, no actual field work in terms of questionnaire administration, interviews and other research undertakings apart from gathering information from secondary literature was employed. Furthermore, a number of publications on public libraries in Zambia (Lumpa & Moyo 2012; Zambia, Ministry of Education 1996; Chiwaura 1993; Longwe 1988:32-35; Lundu 1988:113-133; Lungu 1988:21-31) depict their performance as generally being poor

and substantially falling short to meeting the needs and expectations of the clientele. Msadabwe (1998) and Walusiku (1997) also pointed out that provision of public library services, especially in rural areas in Zambia was below par. The ZLS Annual Report (1997) stated that due to low funding, lack of transport and lack of general support by government as some of the problems the ZLS was facing, the Service was accorded low esteem from the public. Collections in public libraries have been described as being irrelevant and outdated; their facilities and buildings as dilapidated, unsuitable, not purposive and inadequate while their services have been described as being traditional and not proactive. The staffing in these libraries has not only been insufficient but more so unqualified and inexperienced (Msadabwe 1998; Walusiku 1997).

The FINNIDA and Zambia Project Identification Mission report (1990:50) conclusively stated that the infrastructure of the Zambia Library Service was too run down (in terms of shelves and other furniture as well as physical buildings) to be able to absorb large infusions of new stock. Chiwaura (1993) argued that public libraries in Zambia have failed to contribute to national development due to constraints of financial support and moral encouragement from the government, and the absence of appropriate legislation and policy regarding the provision of library services as some of the reasons for this negative state of affairs.

This study sought to refine public perception and insight with regard to the benefits of having national library service legislation and the consequent implications of not having any. It sought to find out whether the view that national library service legislation correlates positively with the efficacy of public library service provision can be upheld; and above all, it also sought to ascertain whether efficiency and effectiveness of public library service provision can equally be achieved in the absence of legislation.

1.9 Significance of the study

The significance of the study section according to Baron (2013) describes or explains the potential value of the study and findings to the social sciences or the field of education, and identifies the audience and how the results will be beneficial to them. Therefore, this

section should indicate why research in the selected area matters; whether there is a practical problem to be addressed by this research; and how the research shall be of benefit in addressing the problem. The significance of the study section is thus important in order to show the effect of the study being undertaken and how the study will change things upon completion.

The study was undertaken in order to investigate the status of public library services in Zambia with a view to advocating for library legislation. It was hoped that the findings of this study would present empirical evidence that would be useful to the library fraternity, other researchers who are envisaging doing similar research, and library and information science students in terms of research methods, in Africa as well as other developing countries similar to Zambia facing the same problem.

1.10 Definition of terms

The following concepts namely “legal deposit”, “national library”, “library legislation”, “public library” and “reference library” are defined in accordance with their usage within the context of this study. Their meanings are operational to provide distinct explanations intended for the study. The concepts defined under this section are key words in the study and their contextual definitions may not present precise meanings as given in conventional sources such as dictionaries, thesauri or encyclopaedias.

1.10.1 Legal deposit

A method whereby certain libraries are entitled by law to receive one or more copies of every book or other publication which is printed or published in the country (Harrod’s librarians’ glossary and reference book 1984). Drawing from this definition this study will consider “legal depository” as any institution or organisation that is entitled by law to receive one or more copies of every publication printed or published in the country.

1.10.2 National library

A library with books usually for reference purposes only maintained out of government funds and serving the nation as a whole (Harrod's librarians' glossary and reference book 1984). A national library also serves as a legal depository. The study will thus consider "national library service" as a library system funded by government offering library services to the public by administering a network of libraries located in various parts of a country. Under this network, both public libraries and national libraries are included.

1.10.3 Library legislation

Laws passed by a federal or state legislative body pertaining to or affecting the interests of libraries and related institutions (Online dictionary for library and information science 2013). This study will consider "national library service legislation" as a system of rules or legal framework which establishes and governs libraries in a country.

1.10.4 Public library

A library provided wholly or partly from public funds, and the use of which is not restricted to any class of persons in the community, but is freely available to all (Harrod's librarians' glossary and reference book 1984). Public libraries are an indispensable part of community life as promoters of literacy, providers of a wide range of reading for all ages, and centres for community information services (New Encyclopedia Britannica 2003:954).

From these definitions this study will consider "national public library service" as a library system funded by government offering library services to the public by administering a network of libraries located in various parts of a country. Under this network, only public libraries are included. Other public libraries such as councils libraries, NGO libraries and libraries attached to any other organisation will be considered as independent libraries which are freely available for the use of all.

1.10.5 Reference library

A reference library is a library or department containing books which may not normally be used elsewhere than on the premises (Harrod's librarians' glossary and reference book 1984).

1.11 Research methodology

Triangulation of data research methodology was used in this study to embrace both quantitative and qualitative data categories. This method was chosen to ensure that biases, inherent in either quantitative or qualitative used as a single method were neutralised by the other. Details of the research methodology are covered in Chapter three.

1.12 Population

The population in this study comprised the ZLS, council and UNZA libraries, the NISIR Documentation and Scientific Information Centre, the NAZ, the MoE, the ZLA and ZALICO. Members of staff in these libraries or organisations were respondents to the questionnaire and interview schedule. Chapter Three gives more details on the population.

1.13 Data collection methods

Data was collected through document analysis, questionnaire administration and interview schedules. A semi-structured questionnaire was designed and two interview schedules were developed and administered during a cross-sectional survey (see Chapter Three).

1.14 Data analysis

Qualitative data collected from the use of the semi-structured questionnaire were organised and statistically analysed using SPSS version 16.0 software. Data collected from interview schedules were qualitatively analysed, focusing on their meanings and interpretations.

1.15 Scope and limitations

The units of analyses for this study included ZLS and council libraries around the country, the UNZA Library, NISIR Documentation and Scientific Information Centre and the NAZ. These libraries were chosen as they perform some functions of a public and / or national library. Due to the small number of public libraries in ZLS, the survey covered all its 19 district libraries and six provincial libraries: the UNZA library, NISIR and the NAZ. Council libraries are public libraries serving the local communities in the towns where they exist, and do not perform any functions of a national library. It was not possible to determine the total number of functional council libraries around the country since these belonged to local government authorities which operated independently of each other. To embark on a tour of all cities, towns and districts in the country could have been, not only expensive, but also time-consuming. Hence, two council libraries, as public libraries, were conveniently included.

1.16 Ethical considerations

Permission was physically sought from the Chief Librarian to distribute questionnaires to all their libraries using the staff at the ZLS headquarters. Permission for the distribution of questionnaires was also physically sought from the head librarians or directors at council libraries, the UNZA Library, NISIR and the NAZ.

The study was carried out in compliance with ethical principles as set out in the Unisa policy on research ethics (2007). For instance, the policy states that “All personal information and records provided by participants should remain confidential, and when conducting interviews, it should be made clear that confidentiality and anonymity will be safeguarded”. In this regard, the confidentiality of all data collected from or about research participants, and security procedures for the protection of privacy was maintained by ensuring that names of the respondents were not indicated on the questionnaires.

The policy also states that “Researchers may not commit plagiarism, piracy, falsification or the fabrication of results at any stage of the research.” This study ensured that the highest

degree of integrity as detailed by the policy, intellectual property rights as well as copyright regulations aimed at protecting other people's works were strictly observed at all times during the study. All the sources of information used in the study have been indicated and acknowledged. The policy also states that "Participants should be informed that they have the right to decline their consent outright, or to withdraw their given consent at any time without any penalty or prejudice". In this regard, this study ensured that participants were not coerced to take part in the study, but that they participated voluntarily.

1.17 Organisation of the thesis

This dissertation is presented in six chapters. Chapter One introduced the topic of library legislation and highlights the state of national and public library services in Zambia. Major institutions offering some functions of a national library service in Zambia are mentioned; and the problem statement, general purpose, objectives and justification of the study are given and stated.

Chapter Two analysed various literature pertaining to the need for legislation on national and public library services; role and state of libraries; funding for libraries; and the necessity of library legislation for national and public libraries. Chapter Three presents the methodology that was used in carrying out this research project. The research approach, research design and data collection tools like questionnaires, interviews and document analysis are stated and explained. Data analysis, the population and sampling procedure used are also explained in this chapter.

Chapter Four presented and analysed the data collected from the field, taking into consideration topics of legislation on national and public library services, quality of public libraries in Zambia, advocacy for legislation on libraries in Zambia, government responsibilities on libraries and views of the ZLA, ZALICO and other stakeholders on library legislation. Chapter five discusses the analysed data from Chapter 4 and presents general opinions based on the discussions. Lastly, Chapter Six presents conclusions made

from the analyses and discussions of the data, and provides recommendations on what should be considered as a way forward.

1.18 Summary

In this chapter the problem of a lack of library legislation in Zambia that brings all public libraries to operate under one framework and follow the same guiding principles for their development was introduced. The geographical and physical features, as well as its social, economic and political environment were described. Major libraries and institutions offering national and public library services were also discussed. It was noted that there is no designated national library service institution to coordinate activities of public libraries and provide for the establishment of a national library. Efforts to enact legislation on national and public libraries made before by the library fraternity have so far not yielded any fruitful results. However, there are institutions such as the National Archives of Zambia, National Institute for Scientific and Industrial Research, University of Zambia and Zambia Library Service which perform some functions of a national library service.

Zambia has an ambitious programme through its Vision 2030 which seeks to transform the country into a middle-income nation. In its efforts to realise this vision, Zambia strives to create employment opportunities and other poverty reduction strategies by pursuing a pro-poor approach through investment in rural areas of roads, rail, ICT, energy, water and sanitation, education and health. The Sixth National Development Plan, 2011-2015 emphasises rural investment as an important factor in increasing employment and reducing poverty. In this regard, it is noted that libraries can contribute significantly towards the realisation of the national vision through provision of information and knowledge that support education, research, a healthy environment, and poverty reduction.

Libraries provide relevant, proactive and responsive services aimed at increasing equitable access to quality information and lifelong learning. There is no sector of social life, or part of a country's economy to which libraries do not contribute. However, it is also noted that the poor state of libraries in Zambia believed to have been caused by the absence of library legislation has hindered effective provision and delivery of public library services.

Consequently, Zambian libraries have failed to provide appropriate, quality information and knowledge on the basis of equality of access for all.

Furthermore, the advent of ICTs has revolutionised the library and information sector, enabling access and use of the Internet for online information and knowledge to provide fast, widespread and cost-effective resources. Clearly, the foregoing scenario necessitated the need for empirical evidence to provide an explanation pertaining to the non-existence of legislation on national and public library services in Zambia. It is thus envisaged that the situation may improve if legislation on national and public library services is passed in Zambia, as it would become mandatory for government to provide a steady flow of funding for libraries and, accordingly, support their development countrywide. Chapter Two reviewed available literature on the importance of library legislation in the provision of national and public library services in Zambia and other countries both outside and within Africa.

CHAPTER TWO

LITERATURE REVIEW: THE ROLE OF LEGISLATION IN THE PROVISION OF NATIONAL AND PUBLIC LIBRARY SERVICES

2.1 Introduction

Chapter One put the current study into perspective by providing the introduction. In this chapter, a review of literature related to this study is presented. Reviewing literature is an essential part of the research process as it provides supporting information and evidence on similar studies already done on the subject and avoids duplication of effort.

The production of new knowledge is fundamentally dependent on past knowledge (O’Leary 2004:66). All social research has relevant literature and no research takes place in a vacuum (Punch 2006:38). Hart (1998:13) defined literature review as, “the selection of available documents (both published and unpublished) on the topic which contain information, ideas, data and evidence written from a particular standpoint to fulfil certain aims or express certain views on the nature of the topic and how it is to be investigated, and the effective evaluation of these documents in relation to the research being proposed”.

A literature review means locating and summarising the studies about a topic which may be research studies or may also include conceptual articles or thought pieces that provide frameworks for thinking about topics (Creswell 2003). A literature review is a critical summary and assessment of the range of existing materials dealing with knowledge and understanding in a given field (Jupp 2006:162). The literature sources used in this study were consulted from libraries, information centres and the Internet.

In order to enhance the researcher’s understanding on the importance of legislation on national and public library services in Zambia, it was found imperative to review literature that gave an overview of library legislation in general and a few existing pieces of legislation in other countries; both in developed and developing countries. It was also necessary to review literature on national and public library services, their importance and relevance to society. Hence, the literature reviewed was necessary to give the researcher an

insight as to whether national library service legislation is needed for Zambia and, if so, what appropriate provisions and clauses may be included in the Bill. The review also assisted in the construction of a comprehensive questionnaire and interview schedule that enabled the solicitation of adequate data for objective analysis and conclusion. A check on Library and Information Science Abstracts (LISA) revealed the availability of a plethora of literature on the subject of library legislation in general; however, the literature reviewed was narrowed to suit the current topic of study.

2.2 The significance of a literature review

A literature review in a research study shares with the reader the results of other studies that are closely related to the study being reported, filling in gaps and extending prior studies, while providing a framework for establishing the importance of the study as well as a benchmark for comparing the results with other findings (Creswell 2003:30). A literature review is integral to the success of academic research as it ensures the researchability of the topic before proper research commences.

The purpose of a literature review is to show command of the subject area and understanding of the problem, and to justify the research topic, design and methodology (Hart, 1998:13). A literature review involves a detailed search through a range of resources including books, journals, abstracts, the Internet such as Google Scholar, Unisa ETD, ProQuest dissertations and thesis, and other electronic information materials.

Jupp (2006:162) pointed out the following three functions of literature review:

- (i) The literature review clarifies and focuses the research question. It helps the researcher understand the subject area more fully and identify the different theoretical approaches that have previously been applied. The literature review therefore enables the researcher to conceptualise the research question and point to gaps in existing social research into the chosen area of study.

- (ii) The literature review may improve the researcher's methodology. By reviewing the existing literature, the researcher can observe how other investigations have studied the chosen social phenomena and how valid these methodologies were. By reading previous studies, the researcher may be influenced as to which is the most effective methodological tool to employ.

- (iii) Undertaking a literature review will widen the researcher's knowledge of the chosen area of research and grant a greater command of the research area and relevant issues. Such a command of the existing knowledge will therefore reinforce the validity and findings and convince the reader of the legitimacy of the researcher's assertions by providing sufficient logical and empirical support along the way.

Since the wealth of existing academic material is vast, a literature review helps to break it down into only the information relevant to the specific study. The progressive narrowing of the topic through a literature review makes most research a practical consideration (Hart 1998).

2.3 Literature review map

Mapping out the ways a topic has been investigated enables the reviewer to see more clearly the general approaches, usual methods and what kinds of assumptions have tended to be made by an approach. The reviewer might be better able to identify opportunities for further research using a methodological approach not yet tried with a particular topic.

Literature review mapping involves the identification of key authors and works on a topic and provides the basic material for the construction of a subject relevance tree (Hart 1998: 40). Articles and books are grouped into categories in which individual works are placed and listed according to their major concerns. A literature review map produces the parameters around the methodological foundations of studies on a topic, and makes visible the interrelationships between differing concerns and the use of common views.

A literature review map is in fact a visual summary of the research that has been conducted by others, typically represented in a figure and organised in different ways, which include hierarchical structures, flow charts and circles (Creswell 2003:39). It is a useful tool for researchers working with a new topic as it enables them to understand how their study of the topic adds to, extends or replicates research already completed. Furthermore, a literature review map assists researchers to know which works were cited most and identifies the articles and books in which they were cited.

Figure 2.1 shows a hierarchical structure literature review map for this study. The general topic “Importance of legislation in the provision of library services” of the literature reviewed is placed on top of the hierarchy and this leads to the theoretical framework for the study, i.e. “Gardner’s principles in the formulation of a public library law”. Three broad categories, namely “Library legislation”, “National library services” and “Public library services” follow the general topic down the hierarchy.

The three broad categories are further broken down into subtopics. Under “Library legislation”, the subtopics are “Overview”, “Library laws”, and “Need for library legislation”; under “National library services”, subtopics are “Role and state of libraries” and “Funding for libraries”; and under “Public library services”, subtopics are “Role and state of libraries” and “Funding for libraries”. At the bottom of the map is the specific topic “Importance of legislation in the provision of national and public library services in Zambia” for the current study which is linked to the three broad categories of the general topic at the top.

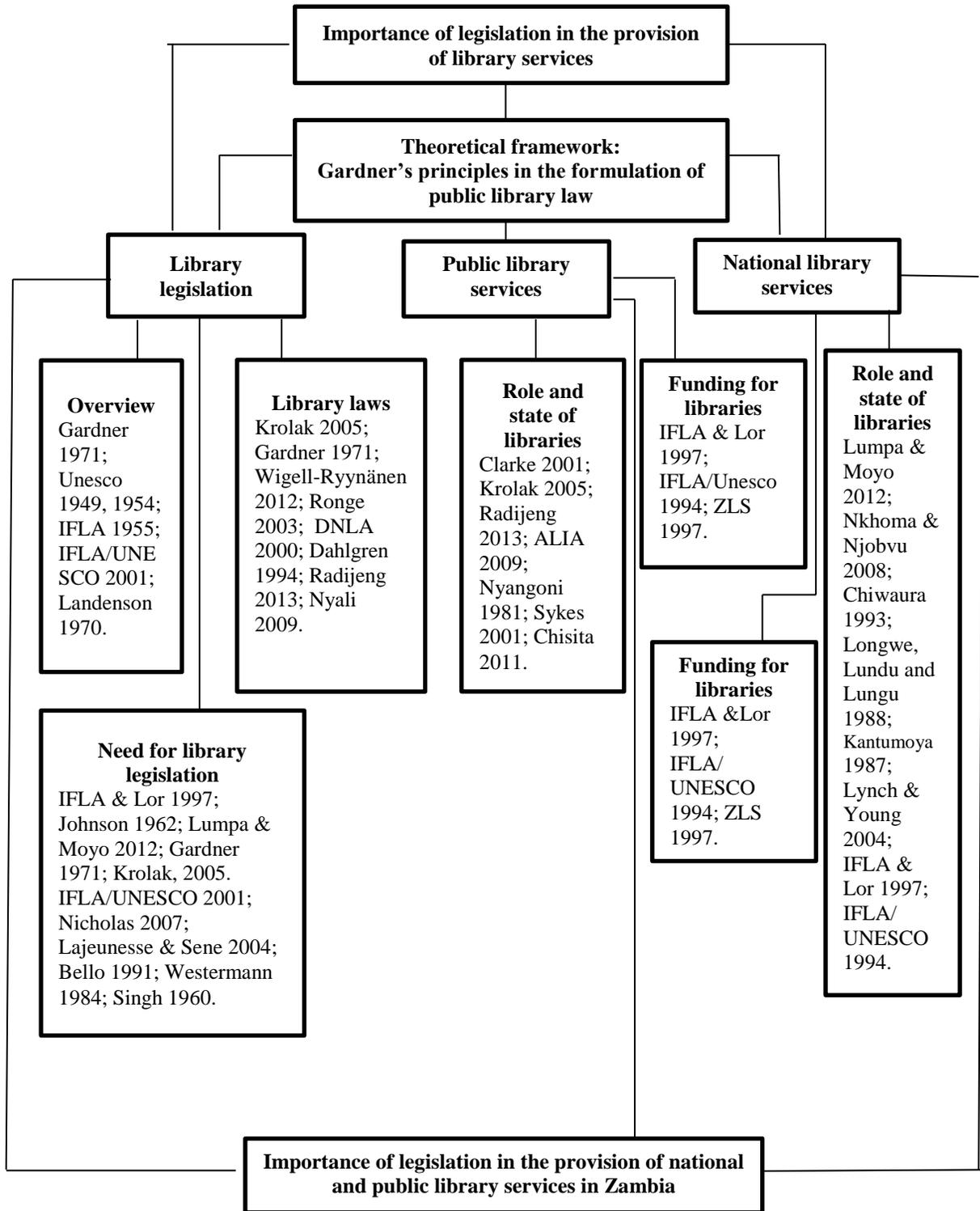


Figure 2.1 Literature review map

Source: Researcher

2.4 Theoretical framework

Sinclair (2007) stated that a theoretical framework can be thought of as a map or travel plan, which, when planning a journey in an unfamiliar country, people seek as much knowledge as possible about the best way to travel, using previous experience and the accounts of others who have been on similar trips. Sinclair (2007) further stated that at the start of any research study, it is important to consider relevant theory underpinning the knowledge base of the phenomenon to be researched. Theories are formulated to explain, predict and understand phenomena and, in many cases, to challenge and extend existing knowledge, within the limits of the critical bounding assumptions, and thus, a theoretical framework is a structure that can hold or support a theory of a research study (University of Southern California 2004).

Theoretical frameworks provide a particular perspective, or lens, through which to examine a topic, and are usually used by historians to bring new dimensions of their topic to light (Trent University 2014). In this study, a theoretical framework is considered as a group of ideas that provides guidance to a research project, and can be used to examine a topic from a number of different perspectives and set parameters of a study in order to seek answers to topical questions.

This study was informed and based on Gardner's 22 principles in the formulation of a public library law (Gardner 1971:276-280). Gardner's principles stipulate, inter alia, (see Appendix 1) that:

A public library Act should state the purpose of the Act; the responsible minister or department for the implementation of the Act; the creation of an independent body, which could be a Libraries Council or Board; the specification and publication of standards of service and the units of local responsibility if the state as a whole is not to be the unit. The Act should have provisions for financial assistance by central government; library cooperation and inter-lending between libraries, preferably supervised by the national library; some definition of the materials to be provided by a public library and the service to be given to the users; and the amalgamation of institutionally owned public libraries into the general public library system. Use of the public library service should be free and open

to all; there should be a general permission for services to be provided by other agencies such as libraries in hospitals, library services to the blind, the disabled people, the armed forces or seamen. There should be power to raise money for capital expenditure such as buildings, furniture and equipment; and the responsible minister for public library service should have the power to make regulations governing standards of service, minimum tax contributions, and such matters as qualifications and salaries of staff.

As stated in Chapter One, Gardner's principles envisage either a single authority or tier of authorities, controlled by a department of state, assisted by an advisory body and with a central secretariat. These principles were used to recommend what provisions may be included in the legislation on national and public library services in Zambia.

2.5 Link between theoretical framework and research problem

The research problem for this study indicates that there is no library legislation in Zambia, and as such the provision of public library facilities and services in the country have generally been poor and uncoordinated. It is believed among librarians and other professionals that the absence of national library service legislation has greatly contributed to the mediocre performance of public libraries in Zambia. Furthermore, the lack of an institution in Zambia designated to perform all the functions of a national library is also attributed to the absence of library legislation.

Gardner (1971:274) stated that it is generally true to say that while the developing countries require public library legislation and a system of public libraries based on it, so also do many countries which are advanced by any standards. A number of authors (Lumpa & Moyo 2012; Nkhoma and Njobvu 2008; Nicholas 2007; Lajeunesse & Sene 2004; Bello 1991; Lungu 1988) stressed the importance of library legislation to national and public library services. The 1949, the Unesco manifesto on public libraries, the 1953 Unesco Ibadan seminar on public libraries in developing countries and the 1955 IFLA memorandum on the development of public libraries (details of these events are given under the overview of library legislation section below) acknowledge the importance of library legislation in ensuring the realisation of people's right of access to information, and

the growth of the library through mandatory funding by government authorities for both collection and infrastructure development.

Kantumoya (1987:43) used Gardner's principles to investigate and justify the need for a public library law in Zambia that would lay the foundation for the provision and development of public library services. According to Gardner (1971:276), it is always difficult to make a new law without the experience of the effects of previous legislation, but fortunately now, a sufficient body of law exists to enable a particular country to use it and adapt it to its own conditions. Gardner (1971) devised the 22 principles to point out significant provisions and stipulations which are expected to be included when formulating public library legislation. Zambia, as stated earlier, does not have legislation on national and public library services, and so Gardner's principles may be helpful in the formulation of such legislation. This study used Gardner's principles to determine and recommend what provisions are appropriate in the proposed legislation for national and public library services in Zambia.

2.6 An overview of library legislation

The history of library legislation in general can be traced through the various public library laws passed by individual countries following strides taken in creating national public library systems. Krolak (2005) stated that, historically, public libraries have a strong tradition in Anglo-American societies, and the United Kingdom passed the first library law in 1850. In the United States of America, small free public libraries were founded in New England in the early 19th century under various forms of permissive legislation and later other states enacted their own legislation on public libraries (Gardner 1971:192). Other countries all over the world apparently followed the same trend, where legislation was passed in tandem with the development of national public library systems. Library legislation has taken on new dimensions as well as a pressing significance in the library world of today so much that many substantive changes have occurred in the library laws over the years (Ladenson 1970).

The importance of library legislation is backed by a number of milestones in the development of public libraries all over the world. The IFLA/UNESCO Public Library Manifesto (1994) stressed the importance of library legislation by stating the following:

The public library shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education. To ensure nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on agreed standards of service. The public library network must be designed in relation to national, regional, research and special libraries as well as libraries in schools, colleges and universities.

In 1953, UNESCO organised a seminar on public libraries in developing countries at Ibadan in Nigeria where 18 countries, mostly in West Africa, were represented. During this seminar, library legislation was one of the primary subjects and in the report (UNESCO 1954:22; Gardner 1971) of the seminar the following statement of principles was included:

Only legislation can empower the appropriate authorities to provide the services and ensure adequate financial support and efficient administration according to a national standard. Only legislation can define the functions of the providing authority, create the conditions in which it may fulfil those functions, and ensure development.

Library law for national schemes should include the following elements:

- General authorization of expenditure without fixing a maximum.
- Compulsory implementation whenever conditions become favourable. The basis of favourable conditions, it is suggested, is the possession of necessary finance and all requisite material by providing authority, the existence of a tested organization and the presence of trained and experienced personnel.

- Compulsory provision is never likely to precede compulsory primary education.
- The obligation to employ only qualified and trained personnel as librarians, and to authorize development only when professional librarians are available to administer the service.
- Service for the entire population in some form or the other.
- The inter-lending of books between libraries so that the book resources of the whole territory shall be available to all.
- The book stock shall embrace every shade of opinion, without prejudice to anyone.
- The national scheme in all its parts shall aim at free service.

In 1955 (Gardner 1971:18-19), the Public Libraries Section of IFLA published a memorandum on the development of public libraries, of which one section was devoted to legislation and stipulated that each state should adopt laws that will include the following provisions:

- a) Appropriate local authorities must be empowered to expend public funds for public library purposes.
- b) The amount of local expenditure should not be limited: local authorities should be able to expend as much as they are willing and able to.
- c) The public library purposes for which funds may be expended shall be so defined as not to restrict development.
- d) Local authorities should be empowered to enter into arrangements with other local authorities for joint schemes for providing the whole or any part of the service, and to contribute to the cost of schemes for cooperation and mutual assistance.
- e) Each local authority should appoint a library committee directly responsible to the local council.

- f) Each local authority should have the power to appoint staff who shall be employed in accordance with the conditions and regulations applicable to other local government officers.
- g) The use of all the services provided must be available to all inhabitants free of any charge whatsoever.
- h) Though each local authority provides services primarily for the use of its own inhabitants and those who work or study in its area, other persons living outside that area should be able to use those services if they wish when adequate library services are provided generally in a country or region; however, they should be available to all, regardless of place of residence, without payment.

The memorandum further stated that as soon as practicable, all appropriate local authorities should be legally obliged to maintain adequate public library services.

The IFLA/UNESCO Public Library Service Guidelines for Development (2001:15) stated that. "Public libraries should be based on legislation which assures their continuance and their place in the government structure. Public library legislation takes various forms [such that] in some countries or regions the legislation is specific to public libraries whereas in others it is part of wider legislation which includes different types of libraries. Public library legislation is also varied in its provisions [and] can be simple, allowing the establishment of public libraries but leaving standards of service to the level of government directly responsible for the library, or more complex, with specific detail on what services should be provided and to what standard". The IFLA/UNESCO Public Library Service Guidelines for Development (2001:15) further stated that legislation governing public libraries should stipulate which level of government is responsible for their provision and how they should be funded and place them in the framework of libraries in the country or region as a whole.

Gardner (1971:11) made a comparative study of library legislation in 14 countries and stated that, although his study was not a complete one, and though it was shown that legislation did not always achieve the effects intended, he also categorically stated that he

found no example of a country which had a successful, effective and nation-wide public library service without a foundation and encouragement in general law, and thus the need for public library law was self-evident. Nkoma and Njobvu (2008) also made similar sentiments by insinuating that public library legislation has not presented a panacea to library ills in Africa. However, they also categorically stated that the legality of any enterprise depends on one form of legislation or another, and that legislation of any kind seeks, among others, to allocate authority and responsibility in a manner that eliminates a clash of interests, confusion and uncertainty, and restores order, stability and sustainability. Considering these observations, it can be stated here that, for a national library service to be successful and effective, the support and backing of appropriate legislation is necessary.

Library legislation is in a constant state of change and evolution, and the periods of greatest productivity are those when new ideas are injected into the social crucible for the production of libraries (Ladenson 1970). In view of this statement, it is justifiable to state that library laws passed in any country should not remain static, but be subject to amendments whenever the need arises in line with the demands or requirements of the clientele and the prevailing socio-economic environment of a particular country.

2.6.1 Library legislation in selected countries outside Africa

As stated earlier, the 1949 Unesco manifesto on public libraries, the 1953 Unesco Ibadan seminar on public libraries in developing countries, the 1955 IFLA memorandum on the development of public libraries and the IFLA/UNESCO Public Library Service Guidelines for Development (2001) stressed the importance of library legislation in the development of national and public library services. To show evidence of the existence of national and public library service legislation in other countries, it was found necessary to review literature on the background of and/or existing legislation in a few countries that the researcher was able to access.

This section looks at public library legislation in six countries outside the continent of Africa. The countries were selected randomly from the available literature and their

inclusion in this review was essential to provide a comparative scenario of the existing legislation in countries outside Africa.

2.6.1.1 United Kingdom

The first library law was passed in the UK in 1850 (Krolak 2005; Gardner 1971) and subsequently amended several times. The Public Libraries Act empowered local authorities to provide public libraries and by 1900, most cities and towns had done so. This Act had two major limitations, which were a limitation on the amount of money that could be spent through local taxation and a limitation of the service to urban areas (Gardner1971:106-107). The Act was amended in 1919 to rectify some of the problems and abolish the tax limitation, thereby and henceforth enabling local authorities to spend what they wished to spend on the public library service. It also gave county councils responsibility for areas not already served.

Nicholas (2007) argued that government-led social legislation inspired by Victorian ideals of paternalistic law-making in the UK was still an appropriate way of intervening to promote citizenship and equity in the information society of the 21st century, and to do so effectively, was more complex than traditional models suggested. Therefore, there was a need for ongoing and energetic participation from the library and information services profession to ensure that good laws were legislated.

The British Library is the National Library for the UK. As regards legislation The British Library Act was passed in 1972 by Parliament, bringing the library into operation in 1973 (British Library 2014). Under this Act the following institutions were administratively combined to form the British Library: the library departments of the British Museum (which included the National Reference Library of Science and Invention), the National Central Library, and the National Lending Library for Science and Technology (the centre for interlibrary lending, located at Boston Spa in Yorkshire). In 1974 the British National Bibliography and the Office for Scientific and Technical Information joined the UK's new

national library. The India Office Library and Records, and the British Institute of Recorded Sound became part of the British Library in 1982 and 1983, respectively.

2.6.1.2 United States of America

Government in the US is based on statute law and public libraries are covered under this fundamental conception (Gardner 1971:191). Small free public libraries were founded in New England in the early years of the 19th century under various forms of permissive legislation, but the founding of the Boston Public Library in 1847 gave impetus for other states to enact legislation on public libraries. For instance, New Hampshire passed a law in 1849 that permitted towns to tax for the support of libraries. New England enacted the first state legislation on municipal public libraries in 1850. Massachusetts followed in 1851 and this set the pattern for the rest of the country (Gardner 1971:192).

The Act passed by the federal government to promote public library service was the Libraries Services Act of 1956, which promoted the further extension by the several states of public libraries to rural areas without such services or with inadequate services. According to Gardner (1971:198), the Library Services Act was a landmark in the history of public library legislation. It was the first entry of the federal government into support of public libraries, and it represented the culmination of a long struggle by the American Library Association.

In 1964, an amending Act, the Library Services and Construction Act (Gardner 1971:199), was passed, which substantially extended the Act to cover urban library service with no restriction placed on geographic location. This Act also authorised payments to states for the construction of public libraries. In 1966, the Act was further amended to enhance extension of public library services and construction of public libraries. The 1966 Act added new programmes to cater for library cooperation, services to state institutions and services to people with physical disabilities.

Legislation for the National Library of the US, the Library of Congress, was passed much earlier in 1800 when President John Adams had signed a bill providing for the transfer of the seat of government from Philadelphia to the new capital city of Washington. The legislation initially described a reference library for Congress only, containing such books as may be necessary for the use of Congress – and for putting up a suitable apartment for containing them therein (Library of Congress 2014a). Shortly after this, Thomas Jefferson offered his personal library of books which he had accumulated over a period of 50 years, which included everything which related to America, and indeed whatever was rare and valuable in every science. His library was considered to be one of the finest in the United States. His collection included books in foreign languages and volumes of philosophy, science, literature and other topics not normally viewed as part of a legislative library.

However, realising that his collection was diverse, Jefferson (library of Congress 2014a) stated, as he was offering his collection, that there was in fact no subject to which a Member of Congress may not have occasion to refer to. Congress accepted Jefferson's offer in 1815 and appropriated \$23,950 for his 6 487 books, and a foundation was laid for a great national library (Library of Congress, 2014a). The Jeffersonian concept of universality, the belief that all subjects are important to the library of the American legislature, is the philosophy and rationale behind the comprehensive collecting policies of today's Library of Congress. The copyright law was passed in 1870, resulting in a flood of books, pamphlets, maps, music, prints and photographs, and creating a shortage of shelf space which led to the authorisation of the new building for the library in 1886.

Today, the library of Congress simultaneously serves as a legislative library and the major research arm of the US Congress, the copyright agency of the United States, a centre for scholarship that collects research materials in many media and in most subjects from throughout the world in more than 450 languages, a public institution that is open to everyone over high school age and serves readers in 22 reading rooms, a government library that is heavily used by the executive branch and the judiciary; a national library for the blind and physically handicapped, an outstanding law library, one of the world's largest providers of bibliographic data and products, a centre for the commissioning and

performance of chamber music, the home of the nation's poet laureate; the sponsor of exhibitions and of musical, literary and cultural programmes that reach across the nation and the world, a research centre for the preservation and conservation of library materials, and the world's largest repository of maps, atlases, printed and recorded music, motion pictures and television programmes (Library of Congress 2014b).

2.6.1.3 New Zealand

Public library services in New Zealand are provided under the Local Government Act of 2002, which initially provided that "if a local authority or a council-controlled organization provided a library for public use, the residents in the district or region were entitled to join the library free of charge" (New Zealand Parliament 2012). This Act was amended in 2012 to ensure that local authorities provided for libraries and that there was no charge for library services, including books, digital information and access to the Internet. The purpose of the Amendment Bill, 2012, was to expand the public library services that the local authorities were required to provide for free by stipulating that a local authority must provide for a library and library services for public use on the following minimum terms:

- The residents in the districts or region of the local authority are entitled to join the library free of charge.
- The library shall not charge any resident of the authority's district or region for the use of library material, including books, non-print resources and digital information.
- The library shall not charge any resident of the authority's district or region for access to the Internet, in accordance with requirements for reasonable use.

The National Library of New Zealand is administered under the National Library Act of 2003 and is headed by a director who is also called the National Librarian (National Library of New Zealand 2014). The National Library develops and maintains a comprehensive collection of documents, both published and unpublished, relating to New Zealand and its people. Published collections include books, magazines and journals, pamphlets, newspapers, maps, music, websites and other items that are published. Unpublished

collections include original manuscripts, oral histories, photographs, paintings, drawings, prints and cartoons, organised by format.

Among the functions of the National Library of New Zealand are the following:

- Building and managing comprehensive collections across all formats. Collecting, preserving and protecting documents, particularly those relating to New Zealand, and making them accessible for all the people of New Zealand, in a manner consistent with their status as documentary heritage.
- Arranging and describing items in the unpublished collections.
- Providing access and research advice for the library's collections.
- Producing the annual research publication for the library's record.
- Administering New Zealand's Legal Deposit Scheme, which requires two copies of every item published in New Zealand to be deposited with the National Library.
- Administering the Public Lending Right to New Zealand's Authors' Scheme, which compensates authors for items held in New Zealand libraries.
- Administering the New Zealand agencies for standard numbers for books and serials.
- Contributing to international authoring control programmes.
- Contributing to the development of Maori Subject Headings.
- Providing resources to support literacy and learning.
- Developing services that provide digital access to New Zealand's heritage and connect New Zealand's libraries with national and global knowledge networks.
- Supplementing and furthering the work of other libraries in New Zealand.
- Working collaboratively with other institutions that have similar purposes, including those forming part of the international library community.

The National Librarian and the Minister responsible for the National Library are advised by two advisory bodies established under the National Library Act 2003, namely the Library and Information Advisory Commission, and the Guardians Kaitiaki (National Library of New Zealand 2014).

2.6.1.4 Finland

The first Libraries Act was passed in Finland in 1928 (Gardner 1971:52) and came into force in 1929 (Wigell-Ryynänen 2012). This Act authorised assistance to public libraries on a specified scale and confirmed the establishment of the State Library Bureau. The library Bureau was set up as the central institution for supervision and development of the library service, with a library director and seven inspectors, among whom the country was divided into regional districts. The Act still provided for local government control and the system of state grants greatly forwarded the creation of library services. Citizens' right to services of quality, regardless of domicile or financial standing, was emphasised, as well as the fact that library services were free of charge and amendments of the Act as signals of social change and new paradigms (Wigell-Ryynänen 2012).

The Libraries Act was amended in 1962 (Garner 1971:52) to give new impetus to the improvement of the public library service. In this regard, Wigell-Ryynänen (2012) stated that the Library Act indicated the emerging welfare situation where state subsidies were allocated for constructing new library buildings and for acquiring mobile libraries, giving rise to the establishment of provincial libraries in Finland. When the Library Act of 1999 came into force, the knowledge society was already well on its way as public libraries had been developing virtual services since 1995 with substantial support from the Ministry of Education and Culture.

Library and information services are obligatory services in the municipality, along with comprehensive education, health and rescue services which are evaluated annually by the State Provincial Offices (Wigell-Ryynänen 2012). Municipalities maintain public libraries, but state subsidies cover about 35% of the total expenditure while substantial state grants are allocated annually for local and regional projects, for developing contents and services on the web, for in-service training and for the updating of systems and services. The provincial state administration administers grants for construction or renovation of library buildings and acquisition of mobile libraries, as well as the grants for service development.

The National Library of Finland is the oldest and largest scholarly library in Finland, as well as one of the largest independent institutes at the University of Helsinki (National Library of Finland 2014). This library is part of the University of Helsinki and was called the University of Helsinki Library until 1 August 2006 when the name changed to The National Library of Finland as provided by the amendment to the Universities Act. It is responsible for the collection, description, preservation and accessibility of Finland's printed national heritage and the unique collections under its care. The National Library also serves as a national service and development centre for the library sector and promotes national and international cooperation in the field.

2.6.1.5 Norway

The first library Act was passed in Norway in 1935 and this Act, together with directives from the Ministry of Cultural and Church Affairs, constituted the basis for the Norwegian Directorate for Public Libraries which was established in 1949 (Ronge 2003).

According to Gardner (1971:61), it was evident to those drafting the first Norwegian library law in 1935 that the small public libraries in rural areas found it difficult, even though they were better subsidised, to satisfy from their own resources their readers' needs for a wide range of books. A small grant had already been given by the state and this was increased under the Act to publicly owned libraries which employed a librarian and kept the library open to the public free of charge. The core of the Act was the provision for regional central libraries.

The Norwegian library law was amended in 1947, but became operational in 1949. This Act provided for grants to be made available for one new regional library each year. The Act took important steps forward in the creation of a nation-wide public library service which stipulated that the provision of a public library was obligatory for every municipality and that every primary school should provide a school library. A standard for public libraries was created and state grants were fixed, and a special fund was set up for the benefit of Norwegian authors.

Gardner (1971:63) stated that while the 1947 Act was greeted as a milestone, its provision soon became out of date owing to the constantly increasing use of libraries and the general rise in prices, prompting an amendment Act which was passed and came into operation in 1955. This Act stipulated that in each municipality there was to be a public library (with subsidiary branch libraries if appropriate) which had to receive a regular minimum annual grant from the municipality towards the cost of the books and remuneration of the librarian. Further amendments to the Public Library Act were made in 1985, but some sections of the legislation were later reviewed leading to the enactment of the new, revised law in 2003 (Ronge 2003).

The National Library of Norway was first established in 1889 with the opening of a department in Rana, 1 000 kilometres away from the Capital, Oslo (Brygfjeld 2002). At about the same time, revised legislation was introduced which stipulated the requirements for legal deposit and influenced the work of the National Library from its early days. Later it was extended to include a department in Oslo and the office of the National Librarian.

2.6.1.6 Denmark

The first Danish Library Act of 1920, established for the first time a fixed amount of state aid that could be given to public libraries (Gardner 1971:76). In 1931, amending legislation ensured that children's libraries which in Denmark were independent, although housed on the same premises with the same librarian, were given state aid, and the amount of state grant generally was improved. In 1936, state aid was extended to libraries which were not directly supported by the communes, so long as they conformed to the general regulations on free access and other standards (Gardner 1971:77).

In 1946, a further amendment was passed, which reserved a proportion of the grant aid for central projects, such as library cooperation and cataloguing and bibliographical services. It also set up the fund for Danish authors. In 1950 and 1959, further amendments revised the grants for libraries. In 1964 (Gardner1971:78) a new Act which became law in 1965 was passed to consolidate the previous legislation on libraries. This Act stipulated that the purpose of public libraries was to promote the spread of knowledge, education and culture

by making books and other suitable materials available free of charge. The Danish National Library Authority (DNLA 2000) is the Danish government's central administrative and advisory body to the public libraries and research libraries, and is an independent agency under the Ministry of Culture.

According to the DNLA (2000), the most important subsequent revisions of the Act took place in 1983 when the government grants earmarked for public libraries were changed into block grants, turning the public libraries into purely municipal institutions, and late in 1993 the county library function became government subsidised. The Danish Library Act prescribes that there must be a library in every municipality with separate departments for adult literature and children's literature, free and equal access for citizens, and access to all kinds of media, including free Internet access. The public libraries are the most used cultural institution in Denmark with more than two-thirds of all Danes making use of the libraries existing in all parts of the country.

The National Library of Denmark is called the Royal Library. The Royal Library has a double function as the largest university library in Denmark and as the Danish national library which holds and maintains the Danish national collections of published material. The collections are primarily based on legal deposit, a practice that has existed in Denmark since 1697 (EFGAMP 2014). The Royal Library administers the national cultural heritage of both Danish and foreign origin in terms of published works (books, periodicals, newspapers, leaflets), manuscripts, documents, maps, pictures, photographs and music in conventional or digital form. The institution provides optimal access to the collections on present day conditions for the purpose of research, studies and experiences, while at the same time making sure that the collections are preserved, secured and handed over for posterity. As university library the institution is the main library for the University of Copenhagen and delivers professional and scholarly library service at the very highest level in support of education and research (EFDAMP 2014).

2.6.2 Library legislation in selected countries in Africa

This section looks at public library legislation in six countries within the continent of Africa. Like in section 2.6.1 above, these countries were selected randomly from the available literature.

2.6.2.1 Ghana

Ghana was the first African country to create a public library system based on legislation (Gardner1971:222). The Gold Coast⁴ Library Board Ordinance was passed by the Legislative Council on 21 April 1949. Although the country's name changed to Ghana after independence in 1957, the Act remained virtually unchanged.

Among its clauses, the Act stated that, "It shall be the duty of the board to establish, equip, manage and maintain libraries in Ghana and to take all such steps as may be necessary to carry out such duty. The funds of the board shall include: (a) all moneys raised for the general purpose of the board; (b) all moneys accruing to the board either from the Government of Ghana or from any town council by way of either grant-in-aid or endowment or otherwise; (c) all charges, dues or amounts recovered by the board; (d) all interest on moneys invested by the board (e) all donations accruing to the board for general purposes of the board from any sources other than the sources specified in the ordinance; (f) any other moneys accruing to the board in the course of operations of the board. The funds of the board shall be applied by the board towards the furtherance of its purposes as provided for in the ordinance".

Gardner (1971:225) stated that this Act was simple and that its very simplicity commended it to other governments in Africa because, with very minor changes, it was the basis of the library law of Sierra Leone, Tanzania and Eastern Nigeria. In January 1970 (Gardner 1971:230), an amending bill was presented to Parliament, which reflected the independent status of Ghana and provided a more up-to-date law for the management and control of

⁴ Ghana was called Gold Coast before independence. The country was the first West African country to become independent in 1957.

public libraries in the country. Upon passing all parliamentary stages, the bill became law shortly after.

2.6.2.2 Tanzania

Tanganyika, one of Zambia's neighbours, achieved full self-government on 9 December 1961, when it became an independent member of the Commonwealth (Gardner 1971:233). In 1964, Tanganyika and Zanzibar combined to form the United Republic of Tanzania although, administratively, the two territories remained separate.

In 1963, the Tanganyika Library Services Board Act was passed, empowering the board by law to promote, establish, manage, maintain and develop libraries in mainland Tanzania (Dahlgren 1994; Gardner 1971). Tanganyika was the first East African country to pass legislation and establish its library services. In 1975, a new Act replaced the 1963 Tanganyika Library Services Board and established the Tanzania Library Services Board (Dahlgren 1994). The Tanzania Library Services Board is a national institution under the Ministry of Education and Vocational Training which has the role of ensuring that it provides information to all groups of people, including children, youth, adults and disadvantaged groups. In carrying out the above responsibilities the board acquires, organises and distributes books, non-book materials and other forms of information materials to individuals, schools, institutions and the public in general.

According to Dahlgren (1994), the new Act broadened the power of the centralised Tanzania Library Service (TLS) by its supervision of documentation services, the training of librarians, control and supervision over public libraries, promotion of literacy campaigns, stimulation of public interest in Tanzanian literature, promotion and development of indigenous literature and other allied functions in relation to libraries and literature.

The TLS performs the following national functions (Dahlgren 1994):

- (i) It conducts the National Library Assistants' Certification course.
- (ii) It conducts higher standard library examinations for the civil service.

- (iii) It has established the Tanzania National Documentation Centre, which is responsible for producing Agricultural Abstracts, Industrial Abstracts, and Education Abstracts.
- (iv) It houses an East African collection, a reference and research collection.
- (v) It compiles the Tanzania National Bibliography.
- (vi) It acts as an advisory council to the government on library and information policy, legislation and training.
- (vii) It is a depository library for the publications of a number of international organisations.

The National Central Library in Dar-es-Salaam, which is the largest public library in Tanzania, has a reference service and a free lending service for both adults and children (Dahlgren, 1994). It provides administrative and accounting services such as planning, development and administration of a nationwide public library service including staff planning, recruitment, placement, training and development; accounting, budgeting and financial control; printing and purchasing of stationery for service points; and purchasing of furniture and equipment.

The National Central Library also provides professional services such as centralised book purchasing, centralised subscription to periodicals, centralised classification, cataloguing and processing of books and non-book materials, and exchange of publications with other libraries locally and overseas.

2.6.2.3 Botswana

Botswana, another neighbour of Zambia, was formerly the Bechuanaland Protectorate, and became independent as a sovereign republic within the British Commonwealth on 30 September 1966 (Gardner 1971:244). The Botswana National Library Service Act No 29 was passed in 1967 to make provision for the establishment of a National Library Service.

Among its provisions were the following:

- The president after consultation with the board may establish such library facilities

to be called the National Library Service, as in his opinion are desirable in order to further the provision of an efficient library service throughout Botswana.

- The administration of the National Library Service shall be vested in the Minister [responsible] who shall perform his functions under this Act in consultation with the board.

- There shall be established a board to be called the National Library Service Board.

- The Minister shall in particular have regard to the desirability of: (a) securing by the keeping of adequate stocks, by arrangement with libraries other than those administered by National Library Service, and by other means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, and other materials, sufficient in number, range and quality to meet the general requirements of both adults and children; (b) encouraging both adults and children to make full use of library facilities, and providing advice as to its use and making available such bibliographical and other information as may be required by persons using them; and (c) securing full cooperation between persons supplying library service in Botswana.

The first public library was officially opened by the first president of the Republic of Botswana the late Sir Seretse Khama on 8 April 1968 (Radijeng 2013). Radijeng (2013:3) stated that “Over the past few years libraries in Botswana have been undergoing massive transformation. Several new structures have recently been completed across the country and some old libraries refurbished. The new and refurbished libraries have given communities renewed interests in library services. The refurbishment and newness to the buildings make them visible and attractive to visit”.

2.6.2.4 Namibia

Namibia, which is also a neighbour to Zambia, became independent in 1990, and in 2000 it passed the Namibia Library and Information (NLIS) Service Act, No. 4 of 2000. This Act provides for the establishment of the Namibia Library and Information Service, the National Library and the Namibia Library and Information Council; and the implementation of legal deposit (Namibia, Government Gazette 2000).

The Act states that, “There shall be a component in the Ministry, to be known as the Namibia Library and Information Service, and it shall consist of all constituent libraries.” Constituent libraries are any other libraries established and funded by the state for an office, agency or ministry, a school or a college of education. Under this definition the National Library is also a constituent library. The National Archives of Namibia, like all constituent libraries, also resorts under the NLIS which is referred to as the Service. The NLIS is headed by a director and is assured of funding under the Act, which provides for the establishment of the Namibia Library and Information Fund consisting of moneys appropriated by Parliament for the realisation of the objectives of the Service, donations or grants received by the Service and moneys lawfully accruing to the Fund from any other source. All the moneys of the Fund shall be utilised for the promotion of the development and use of library resources within the Service for the benefit of the people of Namibia.

The Act stipulates that if the producer of a document is a government office, the producer shall deposit 20 copies of the document with the National Archives or, if not a government office, the producer shall deposit five copies of the document with the National Library. In both cases, the cost of depositing has to be met by the producer of the document. As regards funding of the NLIS, the Act also stipulates that “there is hereby established a fund to be known as the Namibia Library and Information Fund which shall consist of moneys appropriated by Parliament and [other sources] for the realization of the objectives of the Service”.

2.6.2.5 Malawi

Malawi, also Zambia's neighbour, got independence in 1964, and in 1967 passed the Act of Parliament No. 31 of 1967, which established the Malawi National Library Service (MNLS). According to Phiri (2012), the MNLS Act is a powerful tool for the expansion of the public library service as it empowers the MNLS to build or develop new libraries, and the government of Malawi has made the Ministry of Education, the line ministry for the MNLS, one of nine priority ministries. The main task of the MNLS is to operate nationwide public library and information services to promote, establish, equip, manage, maintain and develop libraries in Malawi.

According to Nyali (2009)⁵ the following are the types of services offered by the MNLS:

- a) Providing simple books, newspapers, magazines and other materials for people to browse through, read at the library or information centre or borrow books for home reading.
- b) Providing services for children, schools and special groups.
- c) Stimulating reading for recreation.
- d) Providing reference and information services, giving answers to specific questions.
- e) Providing referral services, that is, referring the expressed needs and complaints of the people to the appropriate government functionaries, groups or individuals who are in a position to do something about them. Inviting such 'resource people' to visit the community and explain the situation to villagers.
- f) Reading books and printed material on request to those who cannot read on their own.
- g) Translating into Chichewa [local language] popular materials that are written in English or other languages.
- h) Providing facilities for group or individual listening to radio and pre-recorded readings and programmes.

⁵ As of 2009, Mr Gray Lesten Nyali has been the National Librarian for the Malawi National Library Service.

- i) Organising discussions around some local problems and providing opportunities for chatting in a relaxed atmosphere on current events.
- j) Acting as a repository for locally generated information and as centre for the documentation of the traditional social values of the people.

2.6.2.6 Zimbabwe

Zimbabwe, another neighbour to Zambia, became independent in 1980 and in 1985 the country established the Zimbabwe National Library and Documentation Service (ZNLDS) through an Act of Parliament in 1985, which was implemented in 1988 (National Library and Documentation Service Act Chapter 25:10 no. 11 of 1985). This Act repealed the National Free Library Act and incorporated the Library and Government Library Service into one National Library Service. Under the ZNLDS Act of 1985, the ZNLDS is assured of mandatory funding from the government of Zimbabwe as it stipulates that there should be a Director of the Service in whom the management of the affairs of the Service shall vest, and that his functions and duties shall be in terms of the Act; that the funds of the Service shall consist of (a) moneys appropriated by Act of Parliament for the purpose of the Service; (b) donations, grants and bequests to the Service which have been accepted by the Service with the approval of the Minister responsible for finance; (c) any fees, fines or other moneys paid to the Service; and (d) any other moneys that may vest in or accrue to the Service, whether in terms of this Act or otherwise.

The Act also stipulates that functions of the ZNLDS shall be to promote the widespread enjoyment in Zimbabwe of publications of an educational, scientific, cultural, recreational or sporting value; ensure, maintain and develop a high standard of library facilities; operate a documentation facility and an inter-library loan facility; train librarians and ensure, maintain, coordinate and develop a high standard of librarianship; and provide, maintain, coordinate and develop facilities for consultation by and the free lending to the public of the publications for reading, research, recreation and study.

2.7 Need for legislation on national and public library services

IFLA (1997) and Lor (1997) mentioned three underlying concerns reflected in the various arguments that have been advanced for national library legislation as follows:

- a) Relationship with the state: This is to clarify the aims and functions of the national library vis-à-vis the state. A national library is too important an organ for its aims, functions and survival to be dependent on mere administrative decisions. It should be established by the legislature. If this is done, the legislature can hold the management of the national library accountable for the manner in which it pursues its enacted aim and carries out its statutory functions, while the management of the national library has a firm basis on which it can approach the legislature for the funding it needs to carry out its functions. Thus, legislation provides a more stable basis for the library's relationship with the state, and particularly for an adequate and reliable flow of funding.
- b) Authority: This is to provide a basis for the national library's relationship with other libraries and institutions. In order to carry out key national functions which entail, for example, cooperation with other institutions, initiating and coordinating national library and information programmes, encouraging standardisation, and carrying out national and international liaison tasks, the national library needs statutory recognition which gives it the necessary authority vis-à-vis other libraries.
- c) Autonomy: This is to gain a greater degree of autonomy for the national library, with particular emphasis on the competence of its management to determine priorities and allocate resources in a flexible way in response to changes taking place in the library's environment.

It should be noted here that, although these concerns were advanced with regard to national libraries, they may equally be applicable to national public library services. Owing to the stipulations of the legislation passed in a particular country on national and public libraries, coordination and standardisation of public libraries may be assured and achieved.

IFLA (1997) and Lor (1997: 5) stated that a sound legislative framework for a country's national library, which gives expression to legislators' commitment to the institution, would appear to be a prerequisite for the allocation of resources and powers, and such an institution needs to carry national functions in a reliable and affective way. IFLA/UNESCO (2001) stated that, in order to maintain the level of service required to fulfil their functions, public libraries should be supported by legislation.

In the words of Johnson (1962:1), "Library laws provide the legal basis on which a library authority can carry out its functions, provide financial support, empower the authority to appoint trained staff and define the objectives of the service. Legislative enactment cannot itself ensure that the library service will be progressive, but failure to adopt the necessary legal provisions can subject the service to administrative and financial strain and limit its usefulness to the community. Experience in Western countries has shown the need for sound legislation, and the principles governing library laws are well defined, though a fair degree of flexibility is necessary to provide for local circumstances".

Lumpa and Moyo (2012) stated that Zambia seriously needed a comprehensive library service provision and infrastructure through a legal framework because the current situation reveals a huge gap in the provision of adequate services to the majority of citizens in the country. Kantumoya (1987) stressed the urgency of the need for public library legislation to create the administrative and financial basis for the development of library services in Zambia which he observed were inadequate and inappropriate for the information needs of society.

According to Krolak (2005), the United Kingdom passed the first library law in 1850 and libraries were first introduced in the North-American colonies with the aim of educating the settlers in the new world. As early as the 1890s, the public library in the United States responded to the language and literacy needs of a large influx of immigrants, providing English and citizenship classes in many urban libraries. At the beginning of the 20th

century, libraries were part of an awakening consciousness that saw education as an instrument for social change.

Nicholas (2007) argued that in order for libraries and information organisations to provide better services that would be inclusive for all users, there is a need for effective laws to be passed as an appropriate way of intervening to promote citizenship and equity in the information society of the 21st century.

Lajeunesse and Sene (2004) studied the situation regarding legislation on library and information services for a period of 20 years in 24 French-speaking African countries by examining primarily national libraries and documentation centres. In their review, they noted a definite improvement in documentation systems which they attributed largely to trained professionals in library science faculties and colleges, who continue to promote the need for adequate legislation to ensure well-performing institutions.

Bello (1991) stressed the importance of a national library service in nation building and believed that before a national library can effectively carry out its functions, it must be backed by strong legislation. Bello (1991) also stated that legislation is essential to the continued existence of a library. On the importance of library legislation, Westermann (1984) stated that “the introduction of a library Act for Greenland in 1978 --- changed the library system to one of independent, municipal libraries with a National Library in Nuuk.” The 1978 Act made the provision of children’s services mandatory in each library, required the National Library to build a Greenlandica collection and ordered publishers to deliver three copies of each item to the National Library.

Singh (1960) stated that the main purposes of library legislation are that it should: (i) clearly define the government’s responsibility in the matter of public libraries; (ii) lay down the constitution and functions of the library authority; (iii) provide for access by the library authority to the resources of a public library service including finance; (iv) lay down in outline and in clear terms the public library system; and (v) provide for participation by the representatives of the public in the work of the public.

2.8 Importance of public libraries to society

The role of public libraries is to acquire, organise and disseminate information. Public libraries like any other types of libraries arrange and organise their information materials in a systematic manner to enable timely retrieval of information and knowledge to satisfy user requests, demands and needs. In the words of Clarke (2001:72), “A traditional assumption in the design of information and retrieval systems is that users will want to find all and only relevant items, in response to a particular query. Similarly, with alerting services, only wanted items should be routed through to the user”.

Krolak (2005) further said that today the role of libraries and professional librarians is changing worldwide. They are no longer passive keepers and preservers of books; rather, they have evolved to become facilitators of information and lifelong learning opportunities with an emphasis on service, identifying user needs and communicating solutions.

Harande (cited in Radijeng 2013) stated that information is the lifeblood of any society and is vital to the activities of both government and the private sector. Public libraries are a vital part of the community; they provide a neutral space for community engagement; they share vital information relevant to the development of the community; they provide a space for recreational activities such as play grounds, art festivals and cultural games for the community’s children and the youth; and they promote community culture by collecting and preserving cultural information as well as providing a space for cultural activities (Radijeng 2013). Public libraries are in fact agents of social change and development, and, hence, they can be utilised by government to attain its various activities, programmes and above all national vision. The Australian Library and Information Association (ALIA 2009:31) stated that, “Public libraries create a vibrant, productive local economy; assist people to improve their life chances and businesses to become more competitive; and help people develop the skills companies need”.

A public library service is an integral part of a country’s general progress. It is one of the most efficient means of acquiring, organising and making available, on a democratic basis,

information and educational materials. This is particularly applicable to a nation, the population of which has had little or no formal educational opportunity; for these are the people who, to a large degree, must make their new governments work and must understand and control the great social and technological changes taking place so rapidly (Nyangoni 1981).

Since public libraries are aimed at enabling people to have free access to information and knowledge, they can assist the less privileged in society to keep abreast of information of national interest by providing current and up-to-date information. Information is a strategic asset that must be managed in order to help organisations improve their productivity, their competitiveness and overall performance, hence the need for current, reliable indications of the types of information required by knowledge workers in our organisations (Sykes 2001; ALIA 2009).

Public libraries play the most important role worldwide in helping to bridge the information and communication technologies, particularly the Internet, and are inclusive as they build bridges between individuals at the local level and the global level of knowledge (Krolak 2005). Therefore it can be stated that libraries provide opportunities and an atmosphere conducive to the less privileged in society accessing information and knowledge, either free of charge or at affordable charges. Public libraries are places where both children and adults are free to mingle with friends and peers to discuss the information and knowledge derived from books or other resources and share a common understanding.

Chisita (2011:2) stated that, “From a historical dialectical materialistic perspective, the public library has remained and still is the foremost cultural institution that belongs to the superstructure as an institution for the pursuit of knowledge and personal discovery, [and thus] falls in the same category as political, legal, religious and cultural institutions.” Chisita (2011) also said that the foundation of a public library is built on supporting literacy. Jones (cited in Chisita 2011) noted that the ability to construct and understand narratives in order to contribute to and function within society is hinged upon one’s ability

to read and write. In this vein it can be stated here that a public library is a perfect place that can sustain literacy skills for both children and adults, including the new adult literates.

ALIA (2009) stated that public libraries add an extra dimension to library and learning throughout childhood and teenage years, reaching reluctant learners as well as star pupils giving them a better start in life. In fact, universal elementary education and public libraries are complementary to one another so much that without the existence of either of them, the other one is bound to fail (Singh 1960). For young adults, libraries support both academic and vocational training, helping to create opportunities for young people and enabling them to achieve economic independence.

Libraries are important in terms of offering a neutral welcoming community space, holding large stocks of material and access to IT facilities, providing a venue for a wide range of services, such as supporting literacy through adult education or children's activities, and providing the services of trained librarians who can help members of the public find the information or resources they need (ALIA 2009; Macdonald 2011). Public libraries are essential during economic recessions and countries striving to address challenges such as illiteracy, poor education, unemployment, housing, poverty, health and other socio-economic issues can rely on them to a certain extent as they contribute to community development by helping people to cope or adapt to their different predicaments (Mnkeni-Saurombe 2010).

2.9 The status of public libraries in Zambia

The role and importance of libraries as explained above cannot be overemphasised. Libraries provide all sorts of information ranging from national, economic, political, cultural, religious and human development either free of charge or at nominal or affordable charges. Therefore, the state of libraries needs to be conducive, attractive, welcoming and favourable in terms of both infrastructure and services. In Zambia, however, the state of libraries is generally poor and unfavourable (Lumpa & Moyo 2012; Nkhoma & Njobvu 2008; Chiwaura 1993; Longwe 1988; Lundu 1988; Lungu 1988; Kantumoya, 1987).

The draft National Library Policy document (2012) stated that the current library situation in Zambia cannot adequately meet the information needs of various users due to a lack of capacity precipitated by a dilapidated infrastructure which is limited only to urban and provincial capitals. The importance and need to improve library services in Zambia is also acknowledged in the policy document on education (1996:88), which states that the MoE will improve funding to the ZLS to enable the organisation to increase access to the rural areas and facilitate the establishment of more libraries all over the country to facilitate the establishment of more public libraries.

Lynch and Yang (2004) stated that UNESCO encourages national and local governments to support and actively be engaged in the development of public libraries. They also stated that in the 1990s local public libraries, particularly in the U.K. and U.S., were influenced by their local governments' interests in the management practices of the for profit sector. Modigh (2003) stated that libraries serve as intellectual and democratic free zones and are information bureaus as well as cultural meeting places that provide an educational environment to many students. In the wake of the media's and the Internet's growth rate, the bulk of information still remains text based. The risk of a new class of society emerging where failing competence in information retrieval can become the main segregating factor, unless the libraries start paying more serious attention to their duties as part of the information sector.

2.10 Funding for libraries

In attempting to answer whether a country can do without a national library, IFLA (1997) and Lor (1997) stated that, "The majority of countries have national libraries and it is quite generally assumed that each country should have one. Unfortunately, in many of the countries which do have a national library, it is prevented by a variety of factors (chief among them lack of funds and effective powers) from performing the national functions which are assumed to be its *raison d'être*. Many national librarians believe that this situation can be remedied, at least in part, by appropriate legislation".

According to IFLA/UNESCO (Public Library Manifesto 1994), “The public library shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education”.

The ZLS annual report (1997) pointed out low funding, lack of transport and lack of general support as some of the problems the ZLS was facing in its efforts to provide library services and hence the low esteem the Service had from members of the public. Mwanakatwe (1992) also recognised the constraints of funding to public libraries and so concluded that for a period of 10 years, there was virtually no funding which mercilessly starved the Zambian public of library services.

2.12 Related studies

A number of studies on the subject of library legislation in general have been undertaken and opinion papers have been written both locally and internationally. For instance, Nebenzahl (1996) examined the process of enacting the Israeli Public Libraries Law, identifying the factors, organisations and personalities that influenced the development of public libraries and assessing their role in the enactment process.

Lajeunesse and Sene (2004) reviewed the situation regarding legislation on library and information services in French-speaking African countries. Lumpa and Moyo (2012), Nkhoma and Njobvu (2008), and Chiwaura (1993) wrote papers on the poor state of public libraries in Zambia and the lack of library legislation. However, major studies on which this study was based were done by Gardner (1971) and Kantumoya (1987). These two studies were found to have had a direct bearing on this study, although the methodologies employed are different.

2.12.1 Gardner's study

Gardner (1971) undertook a comparative study of public library legislation in 14 countries – 10 of which developed and four of which developing. The countries were chosen to show different aspects of existing laws with particular attention given to Europe and Africa where rapid development was taking place, and the basic legislation had important lessons for other countries. Gardner's study was carried out on behalf of IFLA under the sponsorship of UNESCO to help developing and developed countries alike in drafting library legislation. It was hoped that Gardner's study would be of some value, not only to students, but also to librarians and administrators considering new and improved legislation.

2.12.1.1 Sample size and methodology

Gardner (1971) covered 14 countries, 10 in developed countries, namely Finland, Norway, Denmark, Sweden, England and Wales, Ireland, Czechoslovakia, Hungary, Canada and the United States of America; and four in developing countries, namely Ghana, Tanzania, Botswana and India. Twenty Acts were considered because legislation is restricted to the states in some federal countries. Gardner (1971) visited all the countries studied and reviewed different pieces of library legislation existing in those countries. In choosing the examples of legislation for the study, one essential criterion was that each country should have been visited, not only for personal discussion and gathering of information, but because a piece of legislation is not an end in itself (Gardner 1971:9). Gardner interviewed librarians and other stakeholders but did not administer a questionnaire.

The use of a questionnaire is common in survey research and it enables the researcher to collect data in a standardised format (Marshall 2006:125). Denscombe (2007:154) stated that a questionnaire can be used when there is need for standardised data from identical questions without requiring personal face-to-face interaction; and when the social climate is open enough to allow full and honest answers. Questionnaires are highly structured methods of data collection just as interview schedules and are cheap to administer. It is for these reasons that the current study found it appropriate to use both the questionnaire and interview schedule methods of data collection (see Chapter Three for details).

Gardner concluded that developing countries, as well as developed ones, require public library legislation and a system of public libraries based on it. Gardner also noted that while legislation differed from country to country, similar problems eventually tended to produce similar solutions, and similarity in government structure imposed a pattern. Therefore, Gardner advanced 22 principles (see Appendix 1) in the formulation of a public library law which can be found in most library legislation, covering specific issues of concern.

2.12.2 Kantumoya's study

Kantumoya (1987) investigated and justified the need for a public library law in Zambia to lay a foundation for the provision and development of public library services. Kantumoya hoped that his study would catch the attention of the Zambian government and encourage the Zambia Library Association to renew its campaign for the advancement of Zambia Library and Information Service Bill.

2.12.2.1 Research problem

Kantumoya (1987) noted that the urgency of the need for a public library legislation stemmed from the fact that public library services in Zambia were both inadequate and inappropriate for the information needs of society. Kantumoya further stated that the inadequacy and inappropriateness of library services in Zambia had their roots in the failure by relevant authorities to define the role of public libraries to meet the challenges of the present day society.

2.12.2.2 Sample size and methodology

Kantumoya (1987) entirely relied on secondary data to make an evaluation pertaining to the need for public library legislation in Zambia. Kantumoya did not employ any sampling procedures, nor carried out any field work, questionnaire administration and interviews, but instead used content analysis to carry out objective analyses of the contents from documents that he used.

Kantumoya (1987) concluded that only a public library law would create the administrative and financial basis for the development of public library services in Zambia, and that the public library law should contain a provision for the establishment of a national library.

2.13 Synthesis of the literature review

The literature reviewed indicated that public libraries should be based on legislation which assures their continuance and their place in the government structure (IFLA/UNESCO 2001; IFLA 1997; Lor 1997; UNESCO 1994; UNESCO 1954). Although library legislation is not an end in itself or a panacea for library ills, there has not been an instance of a country from all over the world that has exhibited a successful national public library system without an appropriate library law (Gardner 1971:9; Nkhoma and Njobvu 2008). Library legislation is in a constant state of change and evolution, and is subject to revision and amendment to suit the current conditions affecting users and their needs (Ladenson 1970; Gardner 1971; Nicholas 2007; Wigell-Ryynänen 2012). It is only legislation that can define the role and functions of, and ensure a vibrant and coordinated national public library network, assured of mandatory funding and support from relevant authorities (IFLA/UNESCO 1994; IFLA/ UNESCO 2001; UNESCO 1954; Gardner 1971; IFLA and Lor 1997; Johnson 1962; Kantumoya 1987; Bello 1991; Westermann 1984).

A national library (and indeed a national public library service) requires a good relationship with the state for it to exercise authority in relation with other libraries and enjoy autonomy, and this can be achieved by legislation (IFLA/Lor 1997; Johnson 1992; Lumpa & Moyo 2012; Kantunoya 1987; Singh 1960). Public libraries, as well as national libraries acquire, organise and disseminate information and knowledge to meet the needs of users, and are agents of social change and development (Clarke 2001; Krolak 2005; ALIA 2009; Nyangoni 1981; Chisita 2011).

Zambia lacks library legislation and the status of public libraries is generally poor with no coordination, since there is no institution designated to perform the functions of a national library (Lumpa & Moyo 2012; Nkhoma & Njobvu 2008; Chiwaura 1993; Longwe 1988; Lundu 1988; Lungu 1988; Kantumoya 1987). Previous studies (see section on related

studies) considered for this study revealed gaps which this study has attempted to address. In the previous studies, no definite target group was defined and there was no questionnaire administration and interview schedules. Furthermore, the fact that up to now no library legislation has been passed in Zambia is a gap in itself, and hence the necessity for this study.

2.14 Summary

Chapter Two focused on available literature on library legislation in general and a number of laws existing in some countries outside and within Africa. The chapter also reviewed literature on the need for legislation on national and public library services, the role and state of libraries, funding for libraries and the necessity of library legislation.

Although it was noted that library legislation in itself may not always be the solution to a vibrant, efficient and effective national library system, it was also established that no country had successful, effective and nationwide library service without appropriate legislation. Other factors such as political will, well-trained librarians and the general support of the members of the public are also important. Legislation provides a more stable basis for the library's relationship with the state, particularly for an adequate and reliable flow of funding; mandates a national library service to cooperate with other libraries and institutions; and more importantly, gives the national library service a greater degree of autonomy in its management, as well as in the determination of priorities and allocation of resources. National and public libraries acquire, arrange, organise and disseminate information and knowledge in a systematic and timely manner in order to meet the needs of all users regardless of age, status in society, gender or creed, thus are an integral part of a country's national and economic progress.

The 1949 Unesco manifesto on public libraries, the 1953 Unesco seminar on public libraries in developing countries held in Ibadan in Nigeria, the 1955 IFLA memorandum on the development of public libraries, and the 2001 IFLA/UNESCO Public Library Service Guidelines for Development all placed significant emphasis on the importance of

legislation for the realisation of an effective and nationwide public library service. Library laws passed in any country should not remain static but should be subject to amendments whenever the need arises in line with the demands or requirements of the clientele, and the prevailing socio-economic environment of a particular country.

Review of the pieces of library legislation in the selected countries mentioned above portrays that library laws, albeit being under different evolutionary circumstances, in these countries, has played a significant role in the development and to some extent the coordination of nationwide library services. National and public libraries are agents of social change and development, and hence they can be utilised by government to attain its various activities, programmes and national vision. These libraries provide all sorts of information and knowledge in various formats ranging from national, economic, political, cultural, religious and human development either free of charge or at nominal or affordable charges. The literature reviewed indicates that it is imperative for a country to pass appropriate library laws for it to develop and enhance the provision and delivery of national and public library services. Chapter Three represented the research methodology employed in this study.

CHAPTER THREE

RESEARCH METHODOLOGY: EXPLAINING THE RESEARCH PROCESS

3.1 Introduction

Chapter Two presented a review of literature used for this study and the discussions advanced in the various literature sources. This chapter presents, explains and justifies the methodology that was used to undertake the necessary investigation to address the questions raised in this study. Research methodology refers to the framework associated with a particular set of paradigmatic assumptions that are used to conduct research namely scientific method, ethnography and action research (O'Leary 2004:85). It can be stated here that research methodology implies a collection of both paradigmatic assumptions in research, as well as the methods used for data collection and analysis. Therefore, research methodology is important to determine what framework should be used to conduct a particular study and which techniques to adopt for data collection.

This chapter covers the research approach used in this study, identifying qualitative, quantitative and mixed methods as major approaches and explains the philosophical paradigms these approaches are associated with. The chapter also explains the research design; research methods i.e. survey research, key variables, population, sampling, data collection tools including questionnaires and interview schedules, data analysis, and reliability and validity in research as applied in this study. The methodology used in the study was chosen to ensure that observable and measurable data were collected and standardised procedures in research were adhered to which would produce accurate results without bias.

3.2 Research approaches and their associated philosophical paradigms

There are three major research approaches, namely qualitative, quantitative and mixed methods. Qualitative research investigates aspects of social life which are not amenable to quantitative measurement (Jupp 2006:248; Creswell 2003:13); quantitative research involves the collection of data in numerical form for quantitative analysis (Jupp 2006:250);

and mixed methods research refers to a combination of both qualitative and quantitative approaches of doing research (Jupp 2006:179). Although this study is largely quantitative, it also embraces qualitative aspects from interviews using triangulation of data (see the Research Design section for details).

Fielding (2012), Jack and Rathuri (2006), and Punch (2005:240) agreed that the strengths of quantitative and qualitative methods can compensate for the weaknesses of each approach.

According to Creswell (2003:15), researchers recognised that all research approaches had limitations; therefore they felt that biases inherent in any single approach could neutralise or cancel biases of other approaches. In the same regard, Punch (2005:240) stated that: “At a general level, the reasons for combining [qualitative and quantitative methods] are to capitalize on the strengths of the two approaches, and to compensate for the weaknesses of each approach. At the same time the specific reasons for combining the approaches should be considered in particular situations in the light of particular circumstances and context of the research”.

Qualitative research is associated with interpretivism; quantitative research is associated with positivism; while mixed methods research is associated with pragmatism. These research approaches and associated philosophical paradigms are distinguished by different features as explained in the following sections. A paradigm is a cluster of beliefs and dictates which, for scientists in a particular discipline influences what should be studied, how research should be done and how results should be interpreted (Bryman 2008:696). It is a complex term which means a set of assumptions about the social world, and about what constitutes proper techniques and topics for inquiry (Punch 2005:27). According to Neuman (2012:46), a paradigm is an integrated set of assumptions, models of doing good research, and techniques for gathering and analysing data, which organises concepts, theoretical frameworks and research methods.

3.2.1 Qualitative research

Jupp (2006:249) gave distinctive features for qualitative research as follows:

- (i) Qualitative research is often based on interpretivism, constructivism and inductivism. It is concerned with exploring the subjective meanings through which people interpret the world, the different ways in which reality is constructed (through language, images and cultural artefacts) in particular contexts.
- (ii) Social events and phenomena are understood from the perspective of the actors themselves, avoiding the imposition of the researcher's own preconceptions and definitions.
- (iii) The methods used in qualitative research are often open-ended aiming at exploring participants' interpretations, which allow the collection of detailed information in a relatively close setting. These methods include depth interviewing, ethnography and participant observation, case studies, life histories, discourse analysis and conventional analysis.
- (iv) Qualitative research is often small-scale or micro-level.

The philosophical paradigm associated with qualitative research approach is interpretivism. Interpretivism is a philosophical paradigm which perceives social reality as having a subjective component, and as arising out of the creation and exchange of social meanings during the process of social interaction (Monette, Sullivan & Dejong 2011:40). Interpretivism acknowledges and explores the cultural and historical interpretations of the social world, and is also associated with constructivism which claims that meaning does not exist in its own right, but rather that it is constructed by human beings as they interact and engage in interpretation (O'Leary 2004:10). According to Monette, Sullivan and Dejong (2011:40), interpretivists argue that the objective quantitative approaches of positivism miss a very important part of the human experience: the subjective and personal meanings

that people attach to themselves and what they do. Reality is seen as something emergent and in constant flux that arises out of the creation and exchange of social meanings during the process of social interaction. Rather than seeing reality as something apart from human perceptions, interpretive social science sees reality as created out of human perception and the interpretation of meaning.

Although there are notable differences between positivism and interpretivism, Monette, Sullivan and Dejong (2011), however, contended that the important point is that both methods provide an understanding of the world, and both are a part of the scientific enterprise. Some of the major differences between the two paradigms include the following (Monette, Sullivan & Dejong 2011; O'Leary 2004; Neuman 2012):

- (i) Interpretive research methods provide an understanding through empathy or feeling, whereas positivist methods provide understanding through abstract explanation.
- (ii) Interpretivism attempts to gain access to that personal, subjective experience of social life, but positivism, on the other hand, questions whether the subjective interpretations have scientific validity.
- (iii) Interpretivists consider their qualitative observations and conclusions to be no less systematic or scientific than the more positivistic quantitative research techniques.
- (iv) Positivists argue that subjective meaning is difficult to quantify and study objectively, but interpretive researchers argue that the subjective meaning is, nonetheless, a key part of the human social reality.
- (v) Positivists argue that scientists merely discover what exists in the world, some interpretivists claim that scientists actually help create social reality through their scientific work. As researchers make observations, gather data and draw conclusions, their activities contribute to the construction of patterns of

meanings. Furthermore, scientific principles and laws about social behaviour become another aspect of reality that influences people's behaviour.

3.2.2 Quantitative research

Jupp (2006:250) gave distinctive features for quantitative research as follows:

- (i) Quantitative research tends to be associated with the approach to knowledge that maintains that the real world exists, is knowable and that the real world causes our experiences.
- (ii) Quantitative research argues that real things exist and these can be measured, and have numerical values assigned as an outcome measure, and these values are meaningful.
- (iii) Quantitative research posits that numerical materials facilitates the measurement of variables and also allows statistical tests to be undertaken.
- (iv) Changes over time can be more easily tracked using quantitative methods, as measures of the same properties can be taken at several points during an intervention.

The philosophical paradigm that is associated with quantitative research is positivism. Positivism assumes that social phenomena can be approached with scientific method and the goal of research is describing what is experienced through observation and measurement in order to predict and control the forces of the surrounding (O'Leary 2004:5). Positivism argues that the world exists independently of people's perceptions of it and that science uses objective techniques to discover what exists in the world since the natural and social world is governed by natural and social rules and regularities that give it pattern, order and predictability (Monette, Sullivan & Dejong 2011:39).

O'Leary (2004) stated that positivism makes a number of assumptions about the world and the nature of research, which include the following:

- (i) Positivists believe that the world is knowable – that what we do not know will be uncovered in the future as technology improves and science evolves; predictable – that there are laws, theories and maxims that regulate the world; and singular in truth and reality – that there is a truth out there that is applicable to all.
- (ii) Positivists believe that social research is a purely scientific endeavour that needs to follow set rules and procedures. Social research is empirical as it involves exploration of those things that can be seen, felt, heard, tasted and smelled as grounds for all scientific knowledge.
- (iii) Positivists believe that research is a specialist activity that needs to be undertaken by trained and qualified scientists. These scientists should have appropriate experience and always be objective to produce knowledge not contingent on the researcher's beliefs, desires or biases.
- (iv) Positivists believe that methods are defined sets of procedures that need to be carried out with exacting detail. The methodologies are usually: deductive – researchers test a theory and look for confirmation through observations; hypothesis-driven – researchers propose a tentative statement that they attempt to prove/disprove; reliable – researchers use methods that will give the same results under repeated trials; and reproducible – methodological procedures can be repeated by other scientists who will glean similar findings.
- (v) Positivists generally want their findings to have broad applicability to the whole population. Findings are generally quantitative – represented through numerical data; statistically significant – results are shown to be true beyond mere chance; and generalizable – findings are applicable to a population beyond a sample.

3.2.3 Mixed methods research

The Sage dictionary of social research methods (2006) gives distinctive features for mixed methods research as follows:

- (i) Mixed methods research draws upon both quantitative and qualitative methodological approaches to answer a particular research question.
- (ii) Quantitative data collection and analysis are undertaken first, followed by qualitative data collection and analysis, or vice versa.
- (iii) Data collection can be done simultaneously using both quantitative and qualitative approaches, such as in administering a questionnaire that contains both closed-ended and open-ended questions.
- (iv) Both quantitative and qualitative approaches have their own distinctive strengths and weaknesses and can be usefully combined to complement one another.

Pragmatism is the philosophical paradigm that is associated with mixed methods research. According to Creswell (2003:12), pragmatism opens the door to multiple methods, different world views, and different forms of data collection and analysis, and provides a basis for the following knowledge claims:

- (i) Pragmatism is not committed to any one system of philosophy and reality. This applies to mixed methods research in that inquirers draw liberally from both quantitative and qualitative assumptions when they engage in their research.
- (ii) Individual researchers have a freedom of choice. They are free to choose the methods, techniques and procedures of research that best meet their needs and purposes.

- (iii) Pragmatists do not see the world as an absolute unity. In a similar way, mixed methods researchers look to many approaches to collect and analyse data rather than subscribe to only one way.
- (iv) The truth is what works at the time; it is not based in a strict dualism between the mind and a reality completely independent of the mind. Thus, in mixed methods research, investigators use both quantitative and qualitative data because they work to provide the best understanding of a research problem.
- (v) Pragmatist researchers look to the “what” and “how” of research based on its intended consequences – where they want to go with it. Mixed methods researchers need to establish a purpose for their “mixing”, a rationale for the reasons why quantitative and qualitative data need to be mixed in the first place.
- (vi) Pragmatists agree that research always occurs in social, historical, political and other contexts. In this way, mixed research methods studies may include a postmodern turn, a theoretical lens that is reflexive of social justice and political aims.
- (vii) Pragmatists believe that we need to stop asking questions about reality and the laws of nature. They would simply like to change the subject.

3.3 Research design

Research design is a strategy that justifies the logic, structure and the principles of the research methodology and methods, and how these relate to the research questions, hypothesis or proposition (Jupp 2006:265). A research design involves a set of decisions regarding the topic to be studied pertaining to population, the research methods and the purpose by providing the overall structure for the procedures the researcher follows, the data the researcher collects and the data analysis done (Babbie 2004:112).

According to Bryman (2008), a research design provides a framework for the collection and analysis of data, and a choice of research design reflects decisions about the priority being given to a range of dimensions of the research process which include the importance attached to: expressing causal connections between variables; generalising to larger groups of individuals than those actually forming part of the investigation; understanding behaviour and the meaning of that behaviour in its specific social context; and having a temporal appreciation of social phenomena and their interconnections.

From the foregoing explanations, in this study a research design is considered as implying a series of actions that are undertaken in order to address the research questions during the research project, and guide the conditions for collection and analysis of data. A research design ensures that the data collected is sufficient in answering the research questions. Furthermore, an appropriate research design can enhance reliability and validity of the findings.

This study used triangulation of data to embrace data categories of both qualitative and quantitative research through the administration of questionnaires and interview schedules. This method was also used by Wachira (2013:76) who explored support services and resources for remote library users in selected public university libraries in Kenya. Wachira (2013) used triangulation to collect both quantitative and qualitative data from primary and secondary sources.

Bryman, cited in Punch (2005:241), stated that the findings of one type of study can be checked against the findings deriving from the other type to enhance validity of the findings. The term *triangulation* is used to refer to the observation of the research issue from at least two different points (Sage dictionary 2006:305). According to Bryman (2008:379), triangulation is used to entail using more than one method or source of data in the study of social phenomena.

Triangulation is used in qualitative as well as quantitative research and in the context of combining both (Jupp 2006:305-306). The term is most often equated with applying

different methodological approaches. For instance, triangulation of data was used in this study. The following are different forms of triangulation:

- (i) Triangulation of data which combines data drawn from different sources and at different times, in different places or from different people.
- (ii) Investigator triangulation uses different observers or interviewers to balance out the subjective influences of individuals.
- (iii) Triangulation of theories approaches data from different theoretical angles which are used side by side to assess their usefulness.
- (iv) Methodological triangulation which is employed 'within-method' or 'between-method'.

3.4 Research methods

Research methods are techniques used to collect data that include surveying or participative observation (O'Leary 2004:85). Creswell (2003:17) referred to research methods as being specific methods of data collection and analysis, which could be predetermined instrument-based questions such as performance data, attitude data, observational data and census data statistical analysis as in quantitative research methods; emerging methods open-ended questions such as interview data, observation data, document data and audio-visual data, text and image analysis as in qualitative research methods; and both predetermined and emerging methods involving both open-ended and closed-ended questions, multiple forms of data drawing on all possibilities, statistical and text analysis as in mixed methods research. For this study the survey research method was found to be appropriate.

3.4.1 Survey research

Survey research can be defined as a cross-sectional design in relation to which data are collected predominantly by self-completion questionnaire or by structured interview on

more than one case and at a single point in time in order to collect a body of quantitative or quantifiable data in connection with two or more variables which are then examined to detect patterns of relationship between variables (Bryman 2008). Survey research provides techniques for studying units of analysis which, apart from typically being people, they might also be families, cities, states, nations companies, industries, clubs, governmental agencies, and so forth (Babbie 1990:54). The units of analysis can be described on the basis of their components. For instance, libraries as units of analysis may be described in terms of their services, facilities or collections. According to Neuman (2012:172), features of social reality can precisely be measured to convert it into quantitative data, and then statistics can be used on data to test casual relationships that exist in social reality. The current study used survey research because this method was found to be cost-effective and reliable to allow the researcher to collect data from different parts of the country at one point in time, using the questionnaire and interview schedules. Hence, a cross-sectional survey was undertaken in July 2014 to collect raw data from respondents to the questionnaire and participants in the interviews.

Punch (2005:75) stated that the word survey can be used to describe any research which collects data (quantitative or qualitative) from a sample of people; and a survey in which variables are not used is called a “normative survey” or “status survey” or “descriptive survey” and its purpose is mainly to describe some sample in terms of proportions and percentages of people who respond to this or that to different questions. The word correlation survey is used to stress the study of relationships between variables. This study aimed at measuring the relationship between “importance of legislation” and “provision of library services”, thus the correlation survey method of data collection was employed.

3.5 Key variables

Jupp (2006:316) defines variables as “units of data that can change between different cases”. According to Bryman (2008:33), a variable is an attribute on which cases vary, and cases can be people, households, cities, organisations, schools and nations. The different values that a variable can take affect the type of analysis that can be made, which may be

“univariate analysis” – analysis on its own, “bivariate analysis” – analysis with one other variable, and “multivariate analysis” – analysis with a number of other variables. The most basic distinction is between independent variables and dependent variables for which the former are deemed to have causal influence on the latter.

In this study, two key variables were identified as follows:

(i) Independent variable

“Importance of legislation”.

(ii) Dependent variable

“The provision of library services in Zambia”.

As stated earlier, it is believed that the lack of library legislation may be the cause for the poor and uncoordinated state of public library services in Zambia. It is also believed that the absence of legislation has caused the country not to have a national library or designated institution that should perform all the functions of a national library service. This study used SPSS version 16.0 to calculate chi-square and measure correlation between “importance of legislation” and “the provision of library services in Zambia”. A chi-square χ^2 test is a statistical test of significance which is used to compare observed frequencies with expected frequencies, and is used to analyse data where one has counted the frequency in different categories (Jupp 2004). If a researcher is concerned with whether there is a relationship between the independent and dependent variables, for instance, whether there is a relationship between “importance of library legislation” and “the provision of library services”, the chi-square test can be used to answer such a question. The test involves calculating the frequencies, known as the expected frequencies, which could be found if there were no relationship between the variables and comparing them with observed frequencies. If the difference between the expected and observed frequencies is big enough, it can be concluded that there is a relationship between the variables (Jupp 2004). Correlation refers to the linear relationship between variables. The correlation coefficient is a measure of the association between two numerical variables, usually denoted as x and y. It is a symmetrical relationship such that, if x is correlated with y, y is correlated with x

(Jupp 2006:43). The value of the correlation coefficient lies between +1 and -1. A positive coefficient indicates that a high value of x tends to be associated with a high value of y and a negative coefficient indicates that as the value of x increases the value of y is likely to decrease. A coefficient of +1 is a perfect positive correlation between x and y, while a coefficient of -1 is a perfect negative correlation, sometimes referred to as an inverse correlation. A coefficient of 0 means that there is no relationship between the two variables. In this study, since the key variables involved a possible relationship between two variables, the chi-square was employed to measure correlation between “the importance of legislation” and “the provision of library services in Zambia”.

3.6 Population

Population can be described as units of analysis which, apart from just being individuals, can also be groups, programmes or any other possible cases that can comprise units of analysis which the researcher is interested in studying (Monette, Sullivan & Dejong 2011:135). Population has a much broader meaning than the everyday use of the term, whereby it tends to be associated with a nation’s entire population, thus the term *units*, which includes nations, cities, regions, firms and other cases, is often employed because it is not necessarily people who are subjects of study (Bryman 2008:168). Finch and Hayes (cited in Bryman 2008:168), for instance, based a part of their research upon a random sample of wills, hence, their population was a population of wills.

Defining the population for the study is a significant step in the research process which enables the researcher to select an appropriate and representative sample. Kish (cited in Monnette, Sullivan & Dejong 2011:136) stated that the definition of a population should specify four things as follows:

- (i) **Content:** This refers to the particular characteristics that the members of the population have in common.

- (ii) **Unit:** This indicates the unit of analysis which could be individuals, nations,

regions, organisations or other cases.

(iii) **Extent:** This refers to the population's spatial coverage.

(iv) **Time:** This refers to the temporal period during which a unit must possess the appropriate characteristics to qualify for the sample.

Failure to clearly define the population from which to draw the sample can make generalising from the sample observations highly ambiguous and result in inaccurate conclusions (Monette, Sullivan & Dejong 2011:136). Homogeneity and heterogeneity of the population is another issue that needs to be considered before a sample can be selected. When a sample is very heterogeneous, like a sample of a whole country or city, the population is likely to be highly varied, and when it is relatively homogeneous, such as a population of students or of members of an occupation, the variation is less (Bryman 2008:182).

The population for this study consisted of libraries and other institutions providing national and public library services in Zambia, units of analysis identified under this population were public libraries run by the ZLS and local government authorities spread around the country, the UNZA Library; the NISIR Documentation and Scientific Information Centre and the NAZ whose common characteristics were that these institutions were either providing public library services or performing national library functions. Institutions included in this population were those that were operational at the time at which the researcher was collecting data. Although data were collected from the individuals working in these institutions, the ZLA, ZALICO and government officials, the focus was on the provision of national and public library services in Zambia, hence, all the units of analysis were the institutions themselves and not the individuals. At the time of the cross-sectional survey in July 2014, the ZLS had 25 functional public libraries in six provincial towns and 19 districts, therefore, all these libraries were included in the study.

Efforts were made to phone some council libraries in the rural areas, as well as in the urban areas along the country's main line of rail. It was found that most council libraries in the rural areas were not functional and only a few councils in urban areas along the main line of rail were functional. Determining the number of functional council libraries around the whole country was not possible due to inadequate financial resources.

However, two council libraries in Kabwe and Lusaka were conveniently included as they were within reach of the researcher in terms of distance. Moreover, these libraries were functional at the time of the survey. The population of the study was heterogeneous in nature as the units included were either providing national or public library services. Respondents to the questionnaire were drawn from institutions providing national or public library services, while participants in the interviews were from the ZLA, ZALICO and the MoE. The inclusion of this array of respondents and participants was aimed at ensuring that the findings of the study were generalised without unnecessary ambiguity and inaccuracy.

Table 3.1 shows the distribution of the questionnaire. The questionnaire was administered to all library staff members in the 25 ZLS libraries who, according to records at the ZLS headquarters, ranged on average between two to six in each provincial library and one to four in each district library, respectively. It was also administered to the library staff of the two local authority (council) libraries in Kabwe and Lusaka, UNZA, NISIR and the NAZ.

Name of library	No. of libraries / institution	No. of questionnaires / library	Total
ZLS Headquarters	1	9	9
ZLS Provincial Libraries	6	2	12
ZLS District Libraries	19	1	19
Kabwe Council Library	1	2	2
Lusaka Council Library	1	2	2
UNZA Library	1	2	2
NISIR	1	2	2
NAZ	1	2	2
Total			50

Table 3.1: Distribution of questionnaires

The interview schedules were administered to government officials responsible for planning, budgeting and administration of public library services in Zambia, and to ZLA and ZALICO executive members. Both the questionnaire and interview schedules were administered during a cross-sectional study in July 2014.

3.7 Data collection tools

Data were collected through document analysis, questionnaire administration and interview schedules. The questionnaire and interview schedules were developed after a comprehensive review of literature relevant to the objectives of this study.

3.7.1 Document analysis

O’Leary (2004) defines document analysis as collection, review, interrogation and analysis of various forms of text as a primary source of research data. The Sage Dictionary (2006) defines document analysis as the detailed examination of documents produced across a wide range of social practices, taking a variety of forms from the written word to the visual image. The significance of the documents may be located in the historical circumstances of production, in their circulation and reception of the item and also the social functions, interpretations, effects and uses that may be associated with them.

Available documents, including annual reports, institutional minutes and old files on past studies of legislation on national and public library services were referred to, and statistics of the use and patronage in ZLS libraries, as well as two council libraries in Lusaka and Kabwe, were consulted in order for the researcher to develop insight into the degree of usage and relevance of the library collections. Other relevant records and grey materials such as in-house reports, files and memorandums from libraries, the ZLA, ZALICO and government were also consulted with permission without compromising research ethics vis-à-vis confidentiality.

3.7.2 Questionnaire

The Sage Dictionary (2006) defines the word questionnaire as a set of carefully designed questions given in exactly the same form to a group of people in order to collect data about some topic(s) in which the researcher is interested. Bryman (2008) defined a questionnaire as a collection of questions administered to respondents. Questionnaires provide an excellent means of collecting large-scale quantitative data, and when used on their own, they are usually referred to as “self-completion” or “self-administered” questionnaires. A questionnaire contains recorded questions that people respond to directly on the questionnaire form itself, without the aid of an interviewer (Monette, Sullivan & Dejong 2011:164). A questionnaire can be handed directly to a respondent, can be mailed or sent online to members of a sample, who then fill it out on their own and send it back to the researcher, or can be presented via a computer after the respondent has recorded answers using the mouse and keypad.

Denscombe (2007:154) pointed out the following scenarios under which a questionnaire can be used:

- When used with large numbers of respondents in many locations.
- When what is required tends to be fairly straightforward information – relatively brief and uncontroversial.
- When the social climate is open enough to allow full and honest answers.
- When there is a need for standardised data from identical questions – without requiring personal face-to-face interaction.
- When the respondents can be expected to be able to read and understand the questions – the implications of age, intellect and eyesight need to be considered.
- When time allows for delays caused by production, piloting, posting and procrastination before receipt of a response.
- When resources allow for the cost of printing, postage and data preparation.

A number of researchers using different methods have employed the use of a questionnaire in their data collection. For instance, Wachira (2013:76) used triangulation and employed

the questionnaire and interviews to explore and observe the aspects of and areas related to support services for remote users from several perspectives involving university librarians, library section heads, systems librarians and periodical librarians. Gyimah (2011:55) used the quantitative method and employed the questionnaire to investigate the use of the library in a Teacher's College of Education in Botswana. Sullivan (2012:79) also used the questionnaire in a correlational research design to partially collect data for examining the relationship between perceptions of supervisors' transformational leadership style and the job satisfaction of social workers with at least six months' experience in social work, among members of the new Social Worker Magazine online subscribers throughout the United States.

To construct the questionnaire for the study, the general questionnaire format was designed as advised by Babbie (1990:135) who stated that the format of a questionnaire can be just as important as the nature and wording of the questions asked, and that as a general rule, the questionnaire should be spread out and uncluttered. The format for presenting responses such as the use of boxes, contingency questions requiring the use of "Yes" or "No" responses, matrix questions requiring Likert-type responses such as Strongly agree, Agree, Strongly disagree, Disagree, and others were adhered to. In view of this, a semi-structured questionnaire seeking to collect data on the importance of legislation on national and public library services in Zambia (see Appendix 3) was designed and administered to ZLS and Council library staff, UNZA, NISIR and the NAZ.

The questions on the questionnaire were tailored to address all the objectives of the study and answer the research questions raised (see Appendix 2). The questionnaire was pre-tested on the members of staff at Kwame Nkrumah University College of Education Library who completed the instrument on their own after which it was collected by the researcher. Their responses assisted the researcher to identify some omissions, errors and questions that were ambiguous. Necessary amendments to the questionnaire were made after pretesting it.

Copies of the questionnaire were then distributed to all six the ZLS provincial libraries and 19 district libraries through contact persons at the ZLS. Respondents were assured of utmost confidentiality and were requested to kindly complete the questionnaire within a period of one week. The collected data were entered into the computer using SPSS version 16.0. To ease the entering of the data into the computer using the SPSS software, the questionnaire was pre-coded and numbered as shown in Appendix 3.

The questionnaire used to collect data for this study comprised seven sections which requested information on the following:

- Section 1, general information: The position of the respondent in the library and the length of service in that position, terms of employment, training in librarianship, the number of years in the profession and the level of the training.
- Section 2, library legislation: The necessity of library legislation; existence of any legislation and/or policies on national and public library services in Zambia; and whether library legislation can increase government funding to public libraries, increase donor support, enhance coordination and integration of public library services in Zambia, and help establish or identify an institution that will perform all the functions of a national library.
- Section 3, library facilities: The availability of public libraries in different places in Zambia; the condition of physical facilities of public libraries including buildings, space, shelves, seating arrangement, general environment and facilities for the disabled people; the availability of electronic facilities in public libraries such as fax, Internet, printers, projectors, scanners, binding machines, photographic equipment, copying machines, micro-card readers, telephone and CD-ROM; and how important it is for public libraries to provide electronic facilities.

- Section 4, library services: The availability of essential services in public libraries including reference services, lending services, indexing and abstracting, inter-library loan service, ICT services and special services for the blind.
- Section 5, resources: The availability of various resources in public libraries such as printed books, electronic books, printed periodicals, electronic periodicals and software; and whether public libraries in Zambia provided adequate and up-to-date resources.
- Section 6, staffing in public libraries: The attitude of staff towards users, what professional qualification the staff needed, whether the staff in public libraries in Zambia possessed qualifications in librarianship, whether the poor state of libraries can be blamed on the lack of qualified staff.
- Section 7, comments: This section was open ended to allow the respondents to give their views of or comments on any information and issues that might not have been covered in the questionnaire.

The questionnaire employed in this study was administered to the ZLS, council libraries, UNZA, NISIR and the NAZ. At the time of the survey, the ZLS had 25 functional libraries, as already stated, and since this number of libraries was reasonably small, all 25 the libraries were surveyed, with one questionnaire distributed per library, using contact persons at the ZLS Headquarters.

For council libraries, it was difficult to establish how many of these were functional since different cities, towns or districts operated autonomously, and their modus operandi as well as their jurisdictions varied respectively. Moreover, as indicated in the literature review for this study, many council libraries were either closed or converted into offices (Draft National Library 2012). Using the telephone to get to some contact people who could provide the required information did not yield any positive results, and it was not feasible to embark on a countrywide tour, for obvious reasons, as such an exercise could be very

expensive and time-consuming. Therefore, the convenience sampling method was used to include two council libraries in Kabwe and Lusaka, as these were functional and within reach of the researcher in terms of distance.

3.7.3 Interviews

An interview involves an interviewer reading questions to a respondent and recording his or her answers either in person or telephonically (Monette, Sullivan & Dejong 2011:164). It is a method of data collection, information or opinion gathering that specifically involves asking a series of questions, typically representing a meeting or dialogue between people where personal and social interaction occur, although developments in computer and information technology have resulted in other formats like Internet interviews (Sage 2006:157). The interview method is one of the main data collection tools in qualitative research, which is a very good way of accessing people's perceptions, meanings, definitions of situations and constructions of reality (Punch 2005:168).

In fact, interviews can be associated with both quantitative and qualitative research and are often used together with other methods (Sage Dictionary 2006: 157). Although interviews can generally be defined and have some commonality of meaning, they can vary enormously in terms of the extent or setting in which they are carried out, the purpose they serve, as well as how they are structured and conducted. Most commonly, interviews are conducted on a face-to-face basis and they can take a variety of forms such as "unstructured", "structured" and "semi-structured".

The advantages of interviews are that they enable the interviewer to follow up and probe responses, motives and feelings, and their potential value is that the recording of nonverbal communications, facial expressions and gestures can enrich the qualitative aspects of the data (Sage Dictionary 2006:157).

3.7.3.1 Unstructured interviews

The traditional type of unstructured interview is the non-standardised, open-ended, in-depth interview, sometimes called the ethnographic interview, which is used as a way of understanding the complex behaviour of people without imposing any a prior categorisation which might limit the field of inquiry (Punch 2005:172). The unstructured interview can be used in social research as well as other fields, and is capable of producing rich and valuable data since it has characteristics of a prolonged and intimate conversation. In an unstructured interview, the interviewer typically has only a list of topics or issues, often called an interview guide, that are to be covered, and the style of questioning is usually informal, while the phrasing and sequencing of questions can vary from interview to interview (Bryman 2008:196).

3.7.3.2 Structured interviews

In structured interviews, the respondent is asked a series of pre-established questions with present response categories, giving little room for variation in response, though open-ended questions may sometimes be used while all respondents receive the same questions in the same order, delivered in a standardised manner so that the interviewer can play a neutral role (Punch 2005:170). A structured interview, sometimes called a standardised interview, entails the administration of an interview schedule by an interviewer whose aim is for all interviewees to be given exactly the same context of questioning, implying that each respondent receives exactly the same interview stimulus as any other (Bryman 2008:193). The structured interview is commonly used in survey research.

3.7.3.3 Semi-structured interviews

The term semi-structured interview typically refers to a context in which the interviewer has a series of questions that are in the general form of an interview schedule but is able to vary the sequence of questions which are somewhat more general in their frame of reference from that typically found in a structured interview schedule (Bryman 2008:196). The semi-structured interview schedule contains a mixture of both open-ended and closed-

ended questions, giving the interviewer the motivation to ask further questions in response to what may be seen as significant replies.

For this study, two semi-structured interview schedules were developed to carry out face-to-face interviews with senior government officials in the MoE in Zambia, and executive members of Zambia Library Association (ZLA) and Zambia Library Consortium (ZALICO). Since this cadre of respondents comprised senior officials, the interview method of data collection was found suitable to enable the researcher to immediately follow up and probe responses in order to determine their value. The interview schedules were developed, largely on the basis of the questions in the questionnaire for library staff, and in line with the objectives of the study and research questions raised. The differences of the questions in the respective schedules were made in accordance with the relevance of the two categories of the respondents and their anticipated knowledge pertaining to the topic of study.

The interview schedule for government officials (see Appendix 4) sought to solicit information on the following:

- Necessity of legislation; the existence of any legislation on national and public library services in Zambia; how the Zambia Library and Information Service Bill was presented to government authorities and why it was rejected each time it was submitted; participants' views on the current status of public libraries in Zambia and whether their availability was adequate to meet users' needs; whether resources in public libraries are adequate and up-to-date; state of physical facilities in public libraries; the extent to which libraries are included in government plans and policies; government funding to public libraries; and whether library legislation can increase funding and enhance coordination and integration of public library services.

The interview schedule given to ZLA and ZALICO executive members (see Appendix 5) requested information on the following:

- The existence of any legislation on national and public library services in Zambia; how the Zambia Library and Information Service Bill was presented to government authorities and why it was rejected each time it was submitted; advocacy efforts currently going on to push for the Bill; the necessity for the establishment of a national library in Zambia and how such an institution should be established; participants' views on the current status of public libraries in Zambia and whether their availability was adequate to meet users' needs; whether resources in public libraries are adequate and up-to-date; state of physical facilities in public libraries; and government funding to public libraries.

The interviews were conducted in July 2014 at the same time as the questionnaire was administered. The purposive sampling method was employed to interview three MoE senior members of staff, two executive members of the ZLA and two executive member from ZALICO. The three targeted interviewees at the MoE were the Permanent Secretary, the Director and the Chief Education Officer of Teacher Education and Specialized Services (TESS) who are responsible for public libraries through the ZLS.

The inclusion of these senior government officials was done on the assumption that they would provide valuable information stating the government's point of view regarding the issue of national and public library legislation, reasons why the Zambia Library and Information Service Bill was rejected by government and how the government viewed the role played by public libraries in Zambia. The ZLA and ZALICO executive members were included with the anticipation that these played a leading role in library development in Zambia and thus could provide information on any issues regarding libraries.

3.8 Data analysis

Data analysis involves unlocking the information hidden in the raw data and transferring it into something useful and meaningful (Monette, Sullivan & Dejong 2011:10). The process of data analysis provides an opportunity to the researcher to make sense of the data after collecting it from the respondents and to learn whether the researcher's ideas are confirmed

or refuted from empirical evidence. Data may be analysed qualitatively or quantitatively or concurrently in a research project that involves triangulation of data, embracing both qualitative and quantitative data categories (Creswell 2003). Qualitative data analysis employs inductive reasoning by pursuing the collection of data through specific observations in order to make universal explanations of phenomena (Bryman 2008:539).

Quantitative data analysis, on the other hand, uses deductive reasoning which entails a general set of propositions that can be used to deduce further, more concrete relationships between the elements of the theory (Monette, Sullivan & Dejong 2011:10). In other words, quantitative data analysis begins with a theory or hypothesis, and derives interpretations and makes conclusions from it. In mixed methods research (and indeed triangulation), data analysis occurs both within the quantitative approach and the qualitative approach, and often between the two approaches as in “data transformation”, “explore outliers”, “instrument development” and “examine multiple levels” (Creswell 2003:220-221).

- In **data transformation**, the researcher may quantify the qualitative data by creating codes and themes qualitatively, then counting the number of times they occur in the text data. The researcher can compare quantitative results with the qualitative data.
- Under **explore outliers**, an analysis of quantitative data in the first phase can yield extreme or outlier cases to provide insight about why they diverged from the quantitative sample.
- **Instrument development** entails the researcher obtaining themes and specific statements from participants in an initial qualitative data collection, and then using these statements as specific items and the themes for scales to create a survey instrument that is grounded in the views of the participants. Thereafter, the instrument can be validated with a large sample representative of a population.

- Under **examine multiple levels**, the researcher can conduct a survey at one level to gather quantitative results about a sample, and at the same time collect qualitative interviews to explore the phenomenon with specific individuals.

This study employed the “examine multiple levels approach” to concurrently collect and analyse quantitative and qualitative data. To analyse the data, researchers often make use of statistical tools that can range from simple percentages to complex statistical tests which aid in communicating the findings of the researchers to others (Monette, Sullivan & Dejong 2011:10). The special language and interpretations of statistics can be more effective in communicating research findings in a clear and concise manner than when using conventional English. To process the statistical pieces and presentation of data, the use of the computer and the SPSS software version 16.0 was found suitable and convenient to facilitate the sorting of data and computing of frequencies, sums, percentages and interpreting relationships between variables. In using the SPSS software version 16.0, data from the pre-coded semi-structured questionnaire used in this study were entered into the computer after defining the variables in line with the assigned codes.

Qualitative data from the interviews were categorised and compared to the data generated from the questionnaire to enable the researcher to undertake an inclusive analysis of the entire project data for final interpretation. The use of SPSS for analysis of data from the questionnaire and the categorisation and comparison of qualitative data were also used by Gyimah (2011) who analysed data from interviews and compared the data from the questionnaire to avoid repetitions in investigating the use of the library in a Teachers’ College of Education in Botswana.

3.9 Reliability and validity

Reliability is premised on the notion that there is some sense of uniformity or standardisation in what is being measured, and that methods need to consistently capture what is being explored (O’Leary 2004:59). Babbie (1990:132) stated that reliability is a matter of whether a particular technique, applied repeatedly to the same object, would yield

the same result each time. Neuman (2012:121) stated that reliability means dependability or consistency, and that repeated stable outcomes are the same under identical or similar conditions. According to the Sage dictionary (2006:262), reliability refers to the extent to which a measuring instrument gives consistent results.

Validity on the other hand is premised on the assumption that what is being studied can be measured or captured, and seeks to confirm the truth and accuracy of these measured and captured data, as well as the truth and accuracy of any findings drawn from the data (O’Leary 2004:61). Babbie (1990:133) defined validity as referring to the extent to which an empirical measure adequately reflects the real meaning of the concept under consideration. Nueman (2012:121) defined validity as referring to matching a construct or conceptual definition with a specific measure, telling us how well an idea about social reality fits with actual empirical reality. Jupp (2006:311) defined validity as the extent to which conclusions drawn from research provide an accurate description of what happened or a correct explanation of what happens and why. Jupp (2006:311) further stated that the assessment of the overall validity of conclusions drawn from a research project can be made by providing the following three aspects:

(i) Validity of measurement

This involves asking whether a research instrument, for example a questionnaire, measures what it purports to.

(ii) Validity of explanation

Validity of explanation also referred to as internal validity involves asking whether the explanations and conclusions derived from research are the correct ones for the specific subjects or contexts that have been studied.

(iii) Validity of generalisation

Validity of generalisation sometimes referred to as external validity involves asking whether the conclusions drawn from a particular study can be generalised to other people and other contexts.

In this study, the choice of triangulation of data research design, and the pre-testing and use of the questionnaire and interview schedules were found suitable to ensure reliability and validity of the research findings and conclusions made. Errors on the questionnaire were corrected and some questions were rephrased after pre-testing to make them easier for the respondents to understand.

3.10 Ethical considerations

The researcher complied with the Unisa policy on research ethics (2007) in collecting the data for the research (See Chapter One for details). Hence, to collect data from the ZLS, the researcher physically sought permission from the Chief Librarian who gave authority for the questionnaires to be distributed to the staff in all their libraries using the staff at the ZLS headquarters, as well as provincial libraries. Permission was also physically sought from the head librarians or directors at council libraries, the UNZA Library, NISIR and the NAZ. The dignity, privacy and confidentiality of the respondents were respected and protected by ensuring that the respondents remained anonymous and that they were not coerced into completing the questionnaire. For interviews, the targeted interviewees were reached through getting permission from their secretaries.

3.11 Research evaluation

Generally, the survey was carried out smoothly. Respondents to the questionnaire participated voluntarily and were able to complete the instrument within the one week they were requested to complete it. Out of 50 copies of the questionnaire distributed, 41 were returned. Participants in the interviews were also cooperative and willing to be interviewed. However, some challenges were experienced during the course of the study. For instance, the researcher had to rely on contact persons at the ZLS to distribute the copies of the questionnaire to district libraries around the country. For council libraries, it was not possible to establish the actual number of functional libraries although telephonic efforts were made to contact a number of councils. For interviews the researcher experienced some challenges in securing appointments with the targeted interviewees as scheduled. Six out of

the seven targeted interviewees were interviewed. The initial intention and goal was to make the report as inclusive as possible and also to make it adequately representative of all stakeholders' views. However, securing an appointment with the seventh interviewee proved to be difficult, as this particular one was always either busy or out of office each time an appointment was sought. Hence, the analysis from the interviews was done without this interviewee.

3.12 Summary

In this chapter, the methodology used in the study was presented, giving the reasons why the different methods or techniques in the process of research were adopted. The three major research approaches, namely qualitative, quantitative and mixed methods research, as well as their associated paradigms, namely interpretivism, positivism and pragmatism were explained. The reasons for the choice of the triangulation of data research design used in this study were given. Furthermore, the choice of the triangulation of data research design, the pre-testing and the use of the questionnaire and interview schedules were suitable to ensure reliability and validity of the research findings and conclusions made. Key variables identified in this study were, "Importance of legislation" as the independent variable and "The provision of library services in Zambia" as the dependent variable.

The SPSS version 16.0 was used to calculate chi-square test to measure correlation between the variables. A cross-sectional survey was undertaken in July 2014 to collect raw data from respondents. Qualitative data from the interviews were categorised and compared to the data generated from the questionnaire to enable the researcher to undertake an inclusive analysis of the entire project data for final interpretation. The study employed the "examine multiple levels approach" to concurrently collect and analyse quantitative and qualitative data. The population for the study consisted of all libraries and other institutions providing national and public library services in Zambia and units of analysis identified were ZLS libraries, council libraries, the UNZA Library, NISIR and the NAZ. The next chapter presents and analyses the raw data collected from the field.

CHAPTER FOUR

PRESENTATION AND ANALYSIS OF DATA

4.1 Introduction

Chapter Three presented, explained and justified the methodology that was used to undertake the necessary investigation to address the questions raised in this study. This chapter presents and analyses the data collected from the field. Presentation and analysis of data is important as it reveals the raw data collected from the field by translating it into meaningful information. Monette, Sullivan and Dejong (2011) stated that data analysis is what unlocks the information hidden in the raw data and transforms it into something useful and meaningful, and that during data analysis, researchers learn whether their ideas are confirmed or refuted by empirical reality. In view of this, the analysis of the data in this study was made in line with the objectives to ensure that all the issues and questions raised in the study were adequately addressed. Primary data were gathered by the use of the questionnaire and interview schedules.

4.2 Response rate and participants' profiles

Copies of the questionnaire were distributed to the respondents at the ZLS, council libraries and the UNZA Library, NISIR and the NAZ after pre-testing it on Kwame Nkrumah University College of Education Library staff within the vicinity of the researcher, for reliability and validity by ascertaining that it was free from errors, omissions, distortions and ambiguities. Respondents were given one week in which to voluntarily complete the questionnaire and all responses were treated as confidential and used only for purposes of the study. According to Babbie and Mouton (2001:261), in survey research, a response rate of 50% is considered enough for analysis, 60% is considered good, while 70% is considered very good. Mangione (cited in Bryman 2008) classified the response rate to postal questionnaires as over 85% being excellent, 70-85% very good, 60-69% acceptable, 50-59% barely acceptable and below 50% not acceptable. Response rates are important because, the lower a response rate, the more questions are likely to be raised about the representativeness of the achieved sample (Bryman 2008). Moreover, a low response rate is

likely to have a greater risk of biasness in the findings. In this study, a total of 50 questionnaires were distributed and 41 were completed and returned, representing a response rate of 82% which the researcher deemed adequate to proceed with data analysis.

4.2.1 Response rate by gender

The aim of capturing statistics on the response rate by gender was to enable the researcher to have a clear picture of the representation of both sexes in the library profession in Zambia. As reflected in Figure 4.1, out of the 41 questionnaires returned, 18 (44%) were males while 23 (56%) were females. Although the response rate indicates that the females were more than the males, both the sexes can be said to have been fairly represented. However, the disparity in the response rate by gender can be construed as portraying that there are more female employees than males in libraries in Zambia. Thus, the views gathered from the respondents can be considered as representing the general views of both male and female librarians in Zambia.

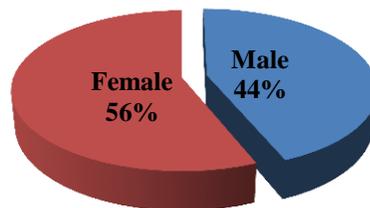


Figure 4.1: Response rate by gender

4.2.2 Response rate by position

Considering the positions held by the respondents, Figure 4.2 portrays that 19% (8) were Librarians, 5% (2) were Sub-librarians, 10% (4) were Assistant Librarians, 32% (13) were Senior Library Officers while 34% (14) were Library Officers. These data indicated that all the respondents held substantive professional positions in librarianship and not supporting positions such as clerks, secretaries, drivers, cleaners or other peripheral positions in libraries.

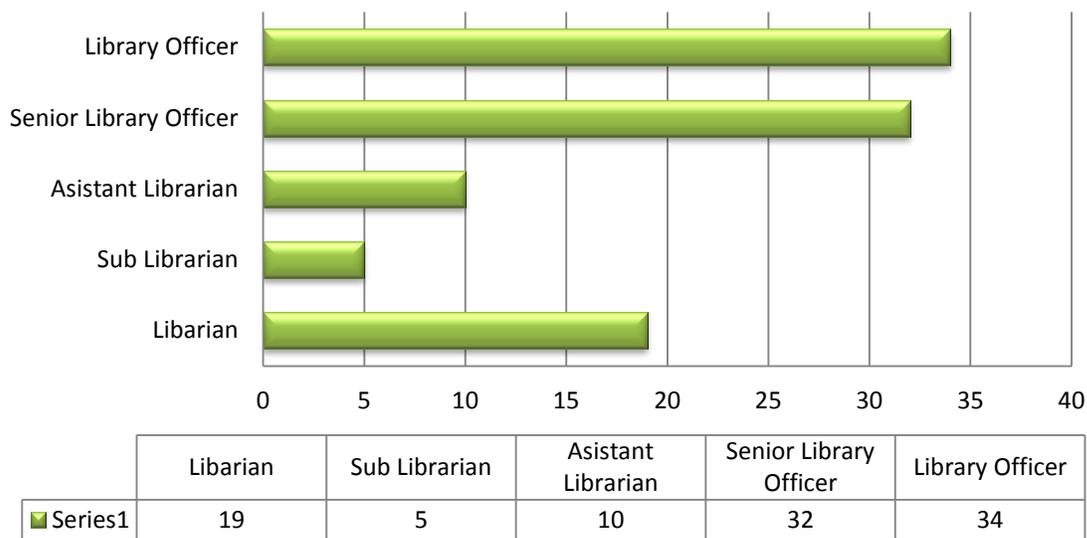


Figure 4.2: Response rate by position

According to Table 4.1, the data also indicate that the majority of the respondents 58% (24) had five years’ and more experience in their positions while 22% (9) had between three to five years of experience. On the terms of employment, 73% (30) were permanently employment and 27% (11) were employed on contract.

Length of experience	5 years and more	3-5 years	1-2 years	Less than 1 year	Nil
Experience in the position	24 (58%)	9 (22%)	3 (7%)	-	5 (12%)
Experience in librarianship	24 (58%)	10 (24%)	2 (5%)	-	5 (12%)
Training in librarianship	Yes	No	-	-	-
No. of respondents	36 (88%)	5 (12%)	-	-	-
Level of training	Post-graduate	Undergraduate	Diploma	Certificate	Nil
No. of respondents	3 (7%)	9 (22%)	14 (34%)	10 (24%)	5 (12%)

Table 4.1: Experience and training in librarianship

As regards training in librarianship, the majority (36 (88%)) were trained, while the rest (5 (12%)) were not trained. Twenty-four (58%) trained respondents had professional

experience of five years and more and 10 (24%) had between three to five years of experience. Only 2 respondents (5%) had between one and two years of experience in librarianship, while 5 (12%) never indicated having any experience. The level of training of the trained respondents ranged from post-graduate (3 (7%)), undergraduate (9 (22%)), diploma (14 (34%)) and certificate (10 (24%)).

4.3 Data presentation

The data in this section is presented and analysed according to the themes of the objectives of the study. The analysis was made after the responses from the respondents were processed using SPSS version 16.0, and responses from the interviews were categorised and compared with the output from the questionnaires. Necessary documents such as in-house reports, memorandums and other grey literature were also consulted. As outlined in Chapter One, the specific objectives of the study were as follows:

- (i) To assess the quality of public library facilities, services and collections in Zambia.
- (ii) To determine the current status of public library facilities, services and collections in the absence of legislation.
- (iii) To determine the existence of legislation and policies that govern current library and information services in Zambia.
- (iv) To investigate why previous attempts to enact national library service legislation in Zambia failed.
- (v) To assess the strength of advocacy efforts made on national library service legislation.
- (vi) To determine the placement of National Library Services.
- (vii) To determine whether the ZLA and ZALICO agree on the need for national library service legislation.

4.3.1 Quality of public library facilities, services and collections

This study assessed the quality of public library facilities, services and collections in Zambia, in order for the researcher to gauge the extent to which public library services fulfilled the needs of their users. The gauging was made on the premise that the higher the quality of public library facilities, services and collections was, the better the library service as a whole was to fulfil the needs of the users. To this effect, respondents were asked to rate the condition of physical facilities of public libraries in Zambia in terms of buildings, space within the buildings, shelves, seating arrangement for the users, clean environment and facilities for the disabled; and state whether they thought electronic facilities such as fax, Internet, printers, projectors, scanners, binding machines, photographic equipment, copying machines, micro-card readers, telephone and CD-ROM were available in most public libraries in Zambia; and how important it was for public libraries to provide electronic facilities.

Respondents were also asked to state whether members of staff in the public libraries they had visited were friendly and helpful; what qualifications they thought people running public libraries in Zambia required; whether they thought the staff in the public libraries in their area possessed qualifications in librarianship; and whether poor library service delivery in Zambia could be blamed on a lack of qualified staff.

4.3.1.1 Physical library facilities

Figure 4.3 shows that all the respondents indicated that buildings, space, shelves and seating arrangement in public libraries in Zambia were not very good. In fact, the majority of respondents (21 (51%)), (20 (49%)) and (24 (58%)) stated that the buildings, space, shelves and seating arrangement were not satisfactory.

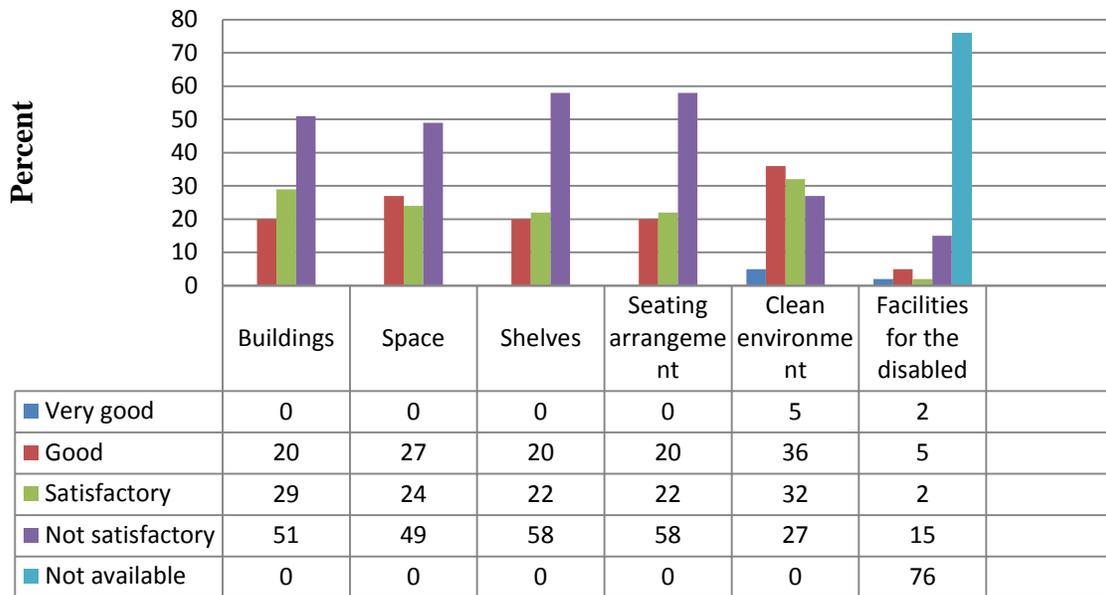


Figure 4.3: Physical library facilities

However, 8 respondents (20%) stated that the buildings, shelves and seating arrangement for the users were good and 11 respondents (27%) stated that the space was good. Those who stated that the buildings, space within the buildings, shelves and seating arrangement for the users were satisfactory were 12 (29%), 10 (24%) and 9 (22%), respectively. Responses on whether the environment was clean were 15 (36%) indicating good, 13 (32%) satisfactory, 11 (27%) not satisfactory and 2 (5%) very good. As regards facilities for the disabled, the majority of respondents (31 (76%)) stated that these facilities were not available, 6 (15%) stated that the facilities were not satisfactory, 2 (5%) stated that they were satisfactory, 1 (2%) stated that the facilities were satisfactory, while 1 (2%) stated that they were very good. On the status of libraries in Zambia, all participants interviewed stated that libraries were poor.

4.3.1.2 Electronic library facilities

Responses showing the state of electronic services in public libraries in Zambia as revealed by the survey are shown in Table 4.2. According to Table 4.2, it is only the telephone that the majority of the respondents (36 (88%)) reported that they thought it was available in most public libraries in Zambia. For other electronic facilities, namely Fax, Internet,

printers, projectors, scanners, binding machines, photographic equipment, copying machines, and micro-card readers, most respondents reported that they thought these were not available in most public libraries in Zambia.

Electronic facility	Yes	No
Fax	9(22%)	32(78%)
Internet	16(39%)	25(61%)
Printers	16(39%)	25(61%)
Projectors	3(7%)	38(93%)
Scanners	6(15%)	35(85%)
Binding machines	4(10%)	37(90%)
Photographic equipment	6(15%)	35(85%)
Copying machines	13(32%)	28(68%)
Micro-card readers	2(5%)	39(95%)
Telephone	36(88%)	5(12%)
CD-ROM	11(27%)	30(73%)

Table 4.2: Electronic facilities

Figure 4.4 shows that the majority of the respondents (30 (73%) indicated that electronic facilities were extremely important in public libraries

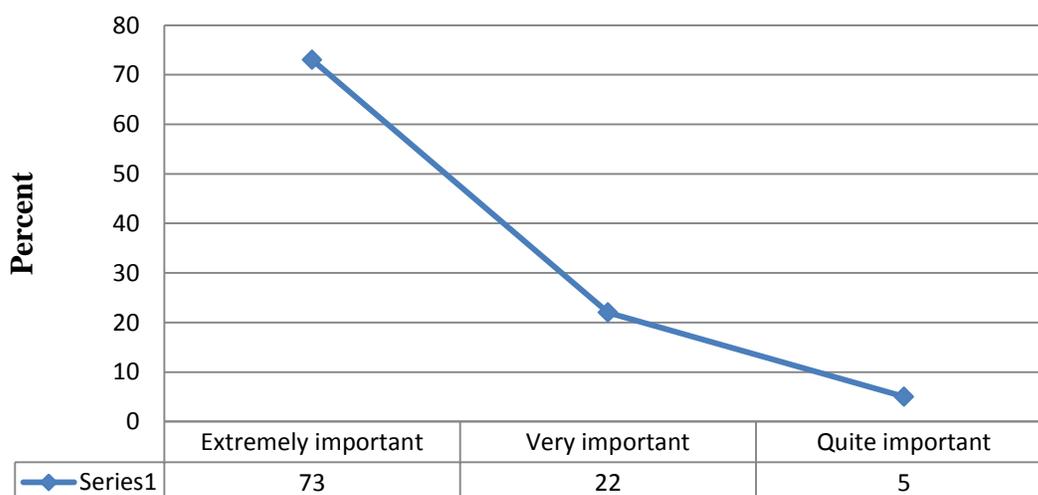


Figure 4.4: Importance of electronic library facilities

4.3.1.3 Staffing in public libraries in Zambia

The results from the survey, as revealed in Figure 4.5, showed that the majority of the respondents (38 (93%)) believed that members of staff in public libraries need to possess qualifications in librarianship as opposed to (3 (7%)) who stated that the staff could possess any qualifications. The majority (23 (56%)) also believed that the members of staff in the public libraries in their areas possessed qualifications in librarianship, while 18 (44%) stated that the staff did not possess qualifications in librarianship.

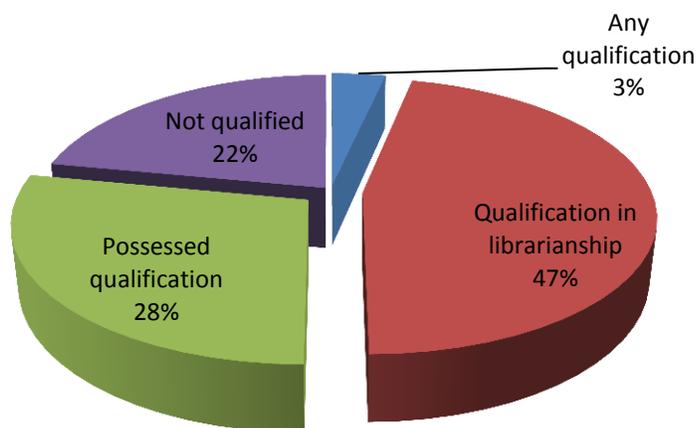


Figure 4.5: Qualifications for public library staff

Figure 4.6 shows that 27 respondents (66%) indicated that they agreed that the staff in the libraries they had visited were friendly and helpful, 4 (9,8%) strongly agreed, while 8 (19%) disagreed and 2 (5%) strongly disagreed. As to whether poor library services in Zambia could be blamed on a lack of qualified staff, the majority (21 (51%)) disagreed with this statement, 7% strongly disagreed, while 8 (20%) agreed and strongly agreed. One (2%) respondent indicated not being sure.

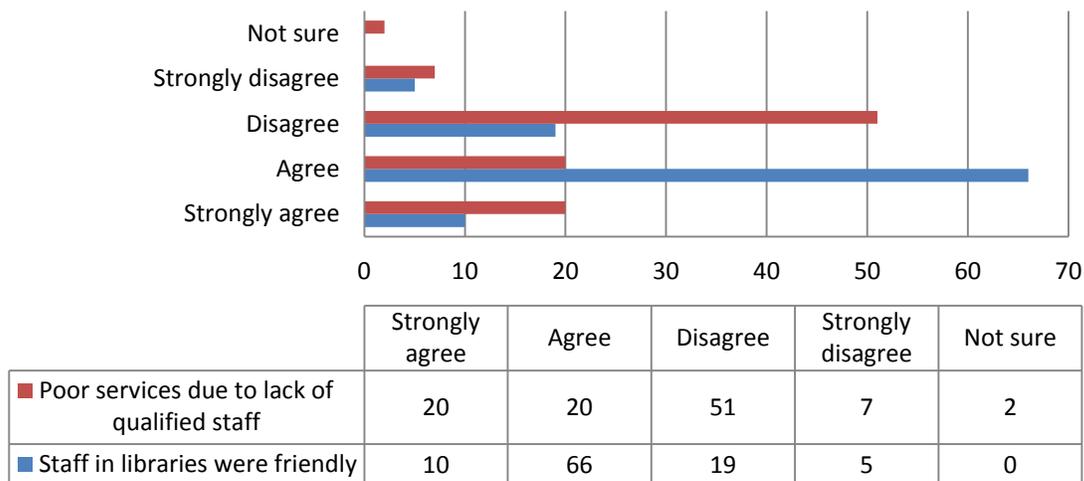


Figure 4.6: Staffing in public libraries in Zambia

4.3.2 Current status and availability of public library facilities, services and collections

To assess the current status and availability of public library facilities, services and collections in Zambia, respondents were asked to indicate what public library was most prominent in their area, what services were available in the public libraries in their area, what resources were available and whether public libraries in their area provided adequate and up-to-date resources.

4.3.2.1 Library services

On the question of what library was most prominent in their area, 24 respondents (58%) indicated that the ZLS was, 12 (29%) indicated a council library, 4 (10%) indicated foreign mission and only 1 (2%) indicated the NGO. With regard to the availability of library services in public libraries, Table 4.3 reveals that there were reference services in all the public libraries in the areas where the respondents lived. For lending services, 39 (95%) indicated that these services were available. Indexing and abstracting services had 26 respondents (63%) stating their availability, while Current Awareness Services (CAS) had 23 respondents (56%). Selective Dissemination of Information (SDI) had only 9

respondents (22%) stating their availability, inter-library loan services had 6 (15%) and ICT services had 11 (27%), while special services for the blind had 6 (15%).

Library services	Yes	No
Reference services	41(100%)	0
Lending services	39(95%)	2(5%)
Indexing and abstracting	26(63%)	15(37%)
Current Awareness Services	23(56%)	18(44%)
Selective Dissemination of Information	9(22%)	32(78%)
Inter-library loan services	6(15%)	35(85%)
ICT services such as online databases, email, CD-ROM search	11(27%)	30(73%)
Special services for the blind such as braille	6(15%)	35(85%)

Table 4.3: Library services

4.3.2.2 Library resources

The data as shown in Table 4.4 reveal that print resources were predominant in public libraries in Zambia as compared to electronic ones. Thirty-seven (90%) and 38 (93%) respondents respectively reported that print books and periodicals were available in public libraries in their areas. For electronic resources 6 (15%) and 7 (17%) reported that electronic books, periodicals and software were available.

Library resources	Yes	No
Print books/ monographs	37(90%)	4(10%)
Electronic book/ monographs	6(15%)	35(85%)
Print periodicals	38(93%)	3(7%)
Electronic periodicals	6(15%)	35(85%)
Software	7(17%)	34(83%)

Table 4.4: Library resources

Furthermore, Figure 4.7 shows that the majority, 15 (37%) and 19 (46%), respectively, disagreed and strongly disagreed that public libraries in their areas contained up-to-date information resources, while the majority 16 (39%) and 15 (36%) disagreed and strongly disagreed that the libraries provided adequate resources.

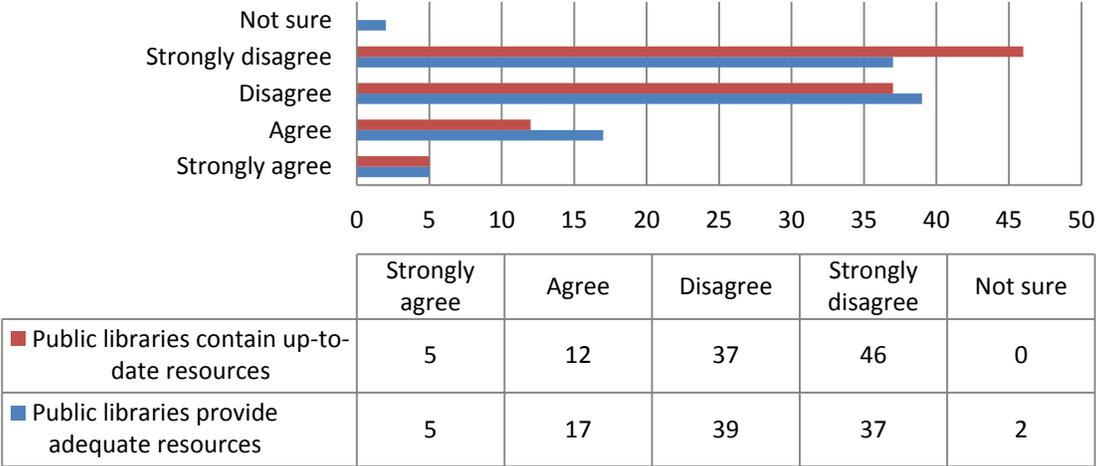


Figure 4.7: Size and quality of library resources

4.3.3 Library legislation and policies

To determine the existence of legislation and policies that govern current library and information services in Zambia, respondents were asked to state whether they were aware of any policies on national and public library services in Zambia, whether they were aware of any legislation in place for national and public library services in Zambia, whether library legislation was necessary and reasons why they thought legislation was necessary. The respondents were also asked to state whether they agreed or disagreed that library legislation could increase government funding for public libraries in Zambia, increase donor support to public libraries, enhance coordination and integration of public library services, help establish or identify an institution that would perform all the functions of a national library and whether poor library service delivery can be blamed on a lack of library legislation in Zambia.

4.3.3.1 Views on library legislation and policies in Zambia

On whether they were aware of the existence of any policies on national and public library services in Zambia, only 6 respondents (15%) stated that they were aware, while 35 (85%) stated that they were not aware. Those who stated in the affirmative mentioned the Draft National Library Policy had 4 (10%), the National Education Policy had 1 (2%) and the National ICT Policy had 1 (2%). For awareness of any legislation in place for national and public library services, 5 (22%) stated in the affirmative, while 36 (88%) stated that they were not aware. Of those who stated that they were aware, 4 (10%) mentioned the Local Government Act, while 1 (2%) did not mention any legislation at all.

On the necessity of legislation, all 40 (98%) but 1 (2%), stated that legislation for national and public library services was necessary in Zambia. Reasons given by respondents for the necessity of legislation for national and public library services in Zambia included the following:

- All libraries should be guided by law.
- Legislation would ensure accountability and improvement of library services.
- Legislation would help coordination and integration of libraries.
- Legislation would increase government support and lay a foundation for the establishment of more libraries countrywide.
- Legislation would increase government funding for libraries.

Figure 4.8 shows respondents' views on the importance of library legislation. Twenty-seven respondents (66%) stated that they strongly agreed that legislation could increase government funding to public libraries in Zambia, 13 (32%) agreed and only 1 (2%) strongly disagreed. Eighteen (44%) strongly agreed that there could be more donor support to public libraries, 19 (46%) agreed, while 3 (7%) disagreed and 1 (2%) strongly disagreed. As to whether library legislation could enhance coordination and integration of public library services in Zambia, 25 (61%) strongly agreed, 15 (37%) agreed and only 1 (2%) disagreed. Those who stated that library legislation could help establish a national library

were 29 (71%) stating strongly agree, 9 (22%) stating agree, 1 (2%) stating strongly disagree, while 2 (5%) were not sure. On the question of whether poor library service delivery in Zambia could be blamed on lack of library legislation, 22 (54%) strongly agreed, 16 (39%) agreed and only 3 (7%) disagreed.

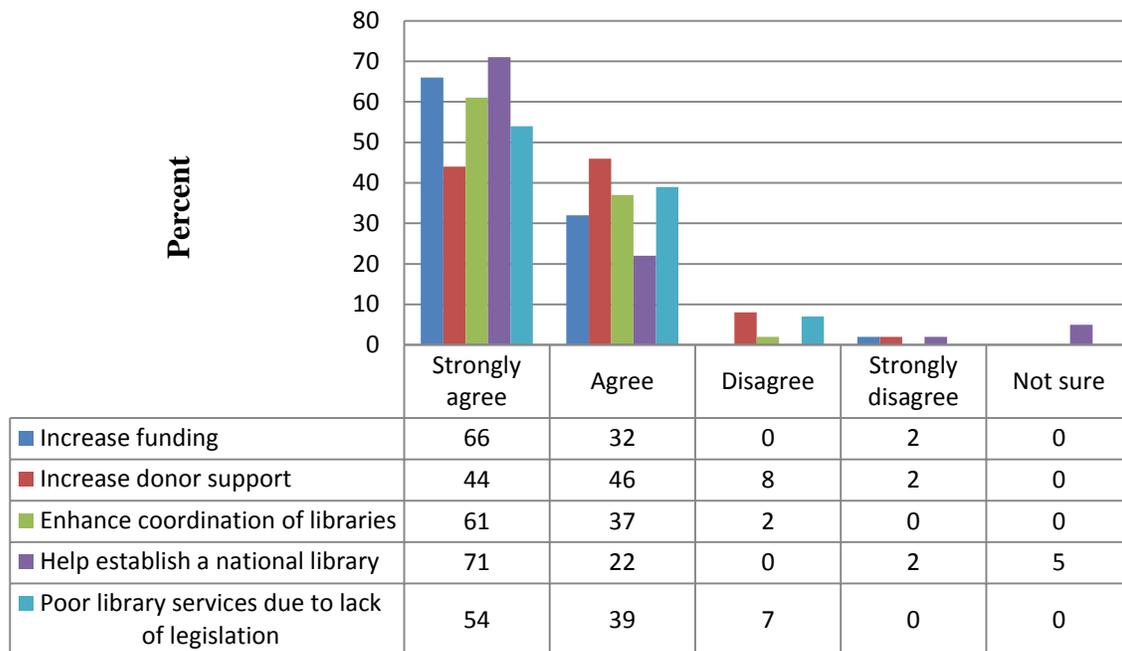


Figure 4.8: Importance of library legislation

4.3.3.2 Efforts to enact national library service legislation

To investigate why previous attempts to enact national library service legislation had failed, respondents were asked to explain how the Zambia Library and Information Service (ZLIS) Bill was submitted to government in 1976, 1977 and 1998; and what they thought the reasons were for its rejection by government. Responses were targeted to be derived from face-to-face interviews with senior government officials, and ZLA and ZALICO executive members.

On how the ZLIS Bill was presented to government, it was clear from all the participants interviewed that the Bill was presented to government through the MoE. Responses attempting to answer the question on why the Bill was rejected were interesting. The ZLA

and ZALICO felt there was not much political will in the past to seriously facilitate the enactment of the proposed Bill, while government officials, on the other hand, blamed the library fraternity for not having done much to push for the enactment of the Bill. The government officials also felt that the involvement and sensitisation of the general members of the public were not adequate to instigate government's realisation pertaining to the urgency of enacting the Bill.

4.3.3.3 Advocacy and lobbying efforts for national library service legislation

To investigate the level of current advocacy and lobbying efforts for library legislation in Zambia, respondents were asked to state whether they were aware of any advocacy and lobbying efforts currently being made to push for library legislation. Table 4.5 shows that those who stated that they were aware were 17 (41%), while those who stated that they were not aware were 24 (59%).

Advocacy & lobbying efforts required	Frequency	Percent	Valid Per cent	Cumulative Per cent
Yes	17	41	41	41
No	24	59	59	100.0
Total	41	100.0	100.0	

Table 4.5 Advocacy and lobbying efforts for national library service legislation

Lobbying efforts which were mentioned were: that ZLA Annual General Meetings were providing a platform for the library fraternity to strategise and exchange ideas, information and knowledge on how to push for library legislation; that the ZLS and the ZLA have been active in advocating for and lobbying government to enact library law; and that the ZLS, with the involvement of other stakeholders, is currently revising the draft National Library Policy in preparation for resubmission. Interviews with ZLA and ZALICO executive members also confirmed that efforts were currently being made to push for library legislation in Zambia.

4.3.4 Placement of National Library Services

To get views regarding the placement of national library services in Zambia, respondents were asked to indicate whether it was necessary to establish a national library and whether they thought the best option for its establishment was to construct a new building or to designate an existing institution. Table 4.6 shows that almost all 40 (98%) indicated that it was necessary to establish a national library in Zambia.

Establishment of national library	Frequency	Per cent	Valid Per cent	Cumulative Per cent
Yes	40	98	98	98
No	1	2	2	100.0
Total	41	100.0	100.0	

Table 4.6: Necessity of a national library

On what respondents thought was the best option for establishing a national library in Zambia, Figure 4.9 shows that 30 (73%) indicated that the best option was to construct a new building, while 11 (27%) indicated that the best option was to designate an existing institution. Responses from the interviews also expressed that the best option would be to construct a new building. The national library would be a government institution under the Zambia Library and Information Service in the MoE.

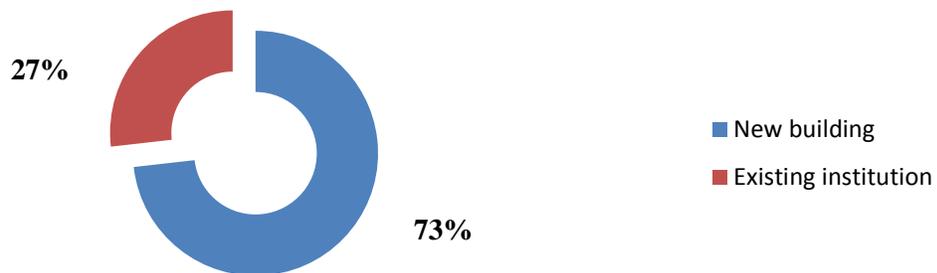


Figure 4.9: Option for establishment of a national library

4.3.5 Views of the ZLA and ZALICO on the need for national library service legislation

From the interviews, all the participants interviewed stated that library legislation was necessary in Zambia. Hence, it is clear that both the ZLA and ZALICO share the same views on the need for legislation on national and public library services in Zambia. Both these bodies believe that due to a lack of legislation, libraries and their development are inadequately included or considered in government plans and policies. As a consequence, public libraries are very few and scarcely distributed to meet the country's information needs. The current status of public libraries in Zambia is rated as being poor, and resources in these libraries, such as books, periodicals and other library materials in both print and electronic format are inadequate and not up to date.

Both the ZLA and ZALICO believe that due to a lack of legislation, there is no national library in Zambia. They also believe that establishing a national library in the country is necessary to enhance the provision of library services, as well as coordination of libraries. Furthermore, both the ZLA and ZALICO believe that, should legislation on national and public library services be passed in Zambia the type of legislation has to be mandatory and not permissive.

4.3.6 Measuring key variables using Chi-Square

To measure the relationship, using chi-square test of association, between the independent variable, "Importance of legislation" and dependent variable, "The provision of library services in Zambia", question 15 "Is library legislation necessary?" from the questionnaire was identified and used to represent the independent variable, while for representation of the dependent variable, four questions were used. The four questions used were number 19 "Legislation can increase government funding to public libraries"; 20 "With legislation in place, there would be more donor support for public libraries"; 21 "Legislation can enhance coordination and integration of public library services"; and 22 "legislation will help establish a national library". The identified variables were cross-tabulated, and the chi-square was calculated using SPSS version 16.0.

4.3.6.1 Library legislation can increase government funding to public libraries

Table 4.7a shows that after cross-tabulating “necessity of library legislation” with “legislation to increase funding to public libraries”, the result was 65,9% strongly agreed, 29,3% agreed, while only 2,4% strongly disagreed. This result depicts that, generally, librarians in Zambia strongly agree and agree that library legislation can increase government funding to public libraries.

Variables		Legislation to increase funding			Total	
		Strongly agree	Agree	Strongly disagree		
Necessity of legislation	Yes	Count	27	12	1	40
		% within Necessity of legislation	67.5%	30.0%	2.5%	100.0%
		% within Legislation to increase funding	100.0%	92.3%	100.0%	97.6%
		% of Total	65.9%	29.3%	2.4%	97.6%
	No	Count	0	1	0	1
		% within Necessity of legislation	.0%	100.0%	.0%	100.0%
		% within Legislation to increase funding	.0%	7.7%	.0%	2.4%
		% of Total	.0%	2.4%	.0%	2.4%
Total		Count	27	13	1	41
		% within Necessity of legislation	65.9%	31.7%	2.4%	100.0%
		% within Legislation to increase funding	100.0%	100.0%	100.0%	100.0%
		% of Total	65.9%	31.7%	2.4%	100.0%

Table 4.7a: Crosstab for necessity of legislation with legislation to increase funding for public libraries

Table 4.7b shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2(1) = 2.352$, $P = 0.332$. This portrays that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between necessity of legislation and increase of government funding to public libraries in Zambia. Therefore, the assumption that library legislation is necessary to increase government funding to public libraries in Zambia, as expressed on the questionnaire, is accepted.

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.208 ^a	2	.332
Likelihood Ratio	2.352	2	.309
Linear-by-Linear Association	.967	1	.325
N of Valid Cases	41		

a. Four cells (66.7%) have expected count less than 5. The minimum expected count is .02.

Table 4.7b: Chi-square tests for necessity of legislation with legislation to increase funding for public libraries

Furthermore, Table 4.7c shows that the Phi and Cramer's V test of the strength of association is, Value = 0.232, and Approximate significance = 0.332. This shows that the strength of association between the variables is strong. Therefore, the assumption that library legislation is necessary to increase government funding to public libraries in Zambia is also accepted using the Phi and Cramer's V test of association.

Tests	Value	Approx. Sig.
Nominal by Phi	.232	.332
Nominal Cramer's V	.232	.332
N of Valid Cases	41	

Table 4.7c: Symmetric Measures for necessity of legislation and increase of funding for public libraries

4.3.6.2 Library legislation can increase donor support to public libraries

Table 4.8a shows that after cross-tabulating “necessity of legislation” with “legislation to increase donor support”, the result is 43,9% strongly agree, 43,9% agree, while 7,3% disagree and 2,4% strongly disagree. This result also portrays that, generally, librarians in Zambia strongly agree and agree that library legislation can increase donor support for public libraries.

Variables			More donor support				Total
			Strongly agree	Agree	Disagree	Strongly disagree	
Necessity of legislation	Yes	Count	18	18	3	1	40
		% within Necessity of legislation	45,0%	45,0%	7,5%	2,5%	100,0%
		% within More donor support	100,0%	94,7%	100,0%	100,0%	97,6%
		% of Total	43,9%	43,9%	7,3%	2,4%	97,6%
	No	Count	0	1	0	0	1
		% within Necessity of legislation	0%	100,0%	0%	0%	100,0%
		% within More donor support	0%	5,3%	0%	0%	2,4%
		% of Total	0%	2,4%	0%	0%	2,4%
Total	Count	18	19	3	1	41	
	% within Necessity of legislation	43,9%	46,3%	7,3%	2,4%	100,0%	
	% within More donor support	100,0%	100,0%	100,0%	100,0%	100,0%	
	% of Total	43,9%	46,3%	7,3%	2,4%	100,0%	

Table 4.8a: Crosstab for necessity of legislation with legislation to increase donor support for public libraries

Table 4.8b shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2(1) = 1.567$, $P = 0.756$. This portrays that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between necessity of legislation and increase of donor support for libraries in Zambia. Therefore, the assumption that library legislation is necessary to increase donor support for public libraries in Zambia, as expressed on the questionnaire, is accepted.

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.187 ^a	3	.756
Likelihood Ratio	1.567	3	.667
Linear-by-Linear Association	.197	1	.657
N of Valid Cases	41		

a. 6 cells (75,0%) have expected count less than 5. The minimum expected count is .02.

Table 4.8b: Chi-square tests for necessity of legislation with legislation to increase donor support for libraries

Furthermore, Table 4.8c shows that the Phi and Cramer's V test of the strength of association is, Value = 0.170 and Approximate Significance = 0.756. This shows that the strength of association between the variables is strong. Therefore, the assumption that library legislation is necessary to increase donor support for public libraries in Zambia, as expressed on the questionnaire, is also accepted using the Phi and Cramer's V Test of Association.

Tests	Value	Approx. Sig.
Nominal by Nominal Phi	.170	.756
Cramer's V	.170	.756
N of Valid Cases	41	

Table 4.8c: Symmetric measures for necessity of legislation and increase of donor support

4.3.6.3 Library legislation can enhance coordination of public libraries

Table 4.9a shows that after cross-tabulating “necessity of legislation” with “legislation to enhance coordination of public libraries”, the result is 58,5% strongly agree, 36,6% agree, while 2,4% disagree. This result also implies that generally librarians in Zambia strongly agree and agree that library legislation can enhance coordination of public libraries.

Variables			Enhance coordination			Total
			Strongly Agree	Agree	Disagree	
Necessity of legislation	Yes	Count	24	15	1	40
		% within Necessity of legislation	60,0%	37,5%	2,5%	100,0%
		% within Enhance coordination	96,0%	100,0%	100,0%	97,6%
		% of Total	58,5%	36,6%	2,4%	97,6%
	No	Count	1	0	0	1
		% within Necessity of legislation	100,0%	0%	0%	100,0%
		% within Enhance coordination	4,0%	0%	0%	2,4%
		% of Total	2,4%	.0%	.0%	2,4%
Total		Count	25	15	1	41
		% within Necessity of legislation	61,0%	36,6%	2,4%	100,0%
		% within Enhance coordination	100,0%	100,0%	100,0%	100,0%
		% of Total	61,0%	36,6%	2,4%	100,0%

Table 4.9a: Crosstab for necessity of legislation with legislation to enhance coordination of public libraries

Table 4.9b shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2(1) = 1.005$, $P = 0.720$. This portrays that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between necessity of legislation and legislation to enhance coordination of public libraries in Zambia. Therefore, the assumption that library legislation is necessary to coordinate public libraries in Zambia, as expressed on the questionnaire, is accepted.

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.656 ^a	2	.720
Likelihood Ratio	1.005	2	.605
Linear-by-Linear Association	.590	1	.442
N of Valid Cases	41		

a. 4 cells (66.7%) have expected count less than 5. The minimum expected count is .02.

Table 4.9b: Chi-square tests for necessity of legislation with legislation to enhance coordination of public libraries

Furthermore, Table 4.9c shows that the Phi and Cramer's V test of the strength of association is, Value = 0.126 and Approximate Significance = 0.720. This shows that the strength of association between the variables is strong. Therefore, the assumption that library legislation is necessary to enhance coordination of public libraries in Zambia, as expressed on the questionnaire, is also accepted using the Phi and Cramer's V Test of Association.

Tests	Value	Approx. Sig.
Nominal by Phi	.126	.720
Nominal by Cramer's V	.126	.720
N of Valid Cases	41	

Table 4.9c: Symmetric measures for necessity of legislation and enhance coordination of public libraries

4.3.6.4 Library legislation can help establish a national library

Table 4.10a shows that after cross-tabulating “necessity of legislation” with “legislation to enhance coordination of public libraries”, the result is 68,3% strongly agree, 22% agree, while 2,4% strongly disagree and 4,9% not sure. This result also implies that, generally, librarians in Zambia strongly agree and agree that library legislation can help to establish a national library.

Variables			Help establish national library				Total
			Strongly agree	Agree	Strongly disagree	Not sure	
Necessity of legislation	Yes	Count	28	9	1	2	40
		% within Necessity of legislation	70,0%	22,5%	2,5%	5,0%	100,0%
		% within Help establish national library	96,6%	100,0%	100,0%	100,0%	97,6%
		% of Total	68,3%	22,0%	2,4%	4,9%	97,6%
	No	Count	1	0	0	0	1
		% within Necessity of legislation	100,0%	0%	0%	0%	100,0%
		% within Help establish national library	3,4%	0%	0%	0%	2,4%
		% of Total	2,4%	0%	0%	0%	2,4%
Total	Count	29	9	1	2	41	
	% within Necessity of legislation	70,7%	22,0%	2,4%	4,9%	100,0%	
	% within Help establish national library	100,0%	100,0%	100,0%	100,0%	100,0%	
	% of Total	70,7%	22,0%	2,4%	4,9%	100,0%	

Table 4.10a: Crosstab for necessity of legislation with legislation to help to establish a national library

Table 4.10b shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2 (1) = 0.703$, $P = 0.935$. This depicts that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between necessity of legislation and legislation to help to establish a national library in Zambia. Therefore, the assumption that library legislation is necessary to help establish a national library in Zambia, as expressed on the questionnaire, is accepted.

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.424 ^a	3	.935
Likelihood Ratio	.703	3	.873
Linear-by-Linear Association	.242	1	.622
N of Valid Cases	41		

a. 6 cells (75.0%) have expected count less than 5. The minimum expected count is .02.

Table 4.10b: Chi-square tests for necessity of legislation with legislation to help establish a national library

Furthermore, Table 4.10c shows that the Phi and Cramer's V test of the strength of association is, Value = 0.102 and Approximate Significance = 0.935. This shows that the strength of association between the variables is strong. Therefore, the assumption that library legislation is necessary to help establish a national library in Zambia, as expressed on the questionnaire, is also accepted using the Phi and Cramer's V Test of Association.

Tests		Value	Approx. Sig.
Nominal by	Phi	.102	.935
	Cramer's V		
Nominal		.102	.935
N of Valid Cases		41	

Table 4.10c: Symmetric measures for necessity of legislation and legislation to help establish a national library

4.4 Summary

This chapter presented the data collected from the field and analysed it. The data analysis was made in line with the specific objectives of the study and corresponding research questions. Raw data were processed using SPSS version 16.0 and analysed as it were collected from the questionnaires. Furthermore, relevant documents such as in-house reports, correspondence, minutes and other grey literature from the target libraries and institutions were also consulted and analysed accordingly. The data from the interviews were categorised and compared with the data from the questionnaires. The chapter also gave details of the response rate to the survey questionnaire by analysing responses by the gender of the respondents and their position in the library where they worked. The quality of public library facilities, services and collections; staffing in public libraries; current status and availability of public library facilities, services and collections; library legislation and policies; efforts to enact national library service legislation; advocacy and lobbying efforts for national library service legislation; placement of national library services; and views of the ZLA and ZALICO on the need for national library service legislation were all analysed and discussed, respectively. The relationship between key variables was measured using chi-square test of association, which was calculated through the use of SPSS version 16.0. Chapter Five provides discussions of the findings of the study.

CHAPTER FIVE

INTERPRETATION AND DISCUSSIONS OF FINDINGS

5.1 Introduction

Chapter Four presented and analysing the data collected from the field. This chapter provides interpretation and discussions of the findings. The chapter aims at to explain the findings and provide general opinions on what could be the ideal situations regarding the issues raised in the discussions. Interpretation and discussions of the findings are also necessary in order to provide explanations to the research questions of the study. According to Bryman (2008:667), discussions are aimed at reflecting on the implications of the findings for the research questions that have driven the research. In this study, the discussions were made in line with the themes of the objectives.

5.2 Physical library facilities

From the results of the study as presented in Chapter Four, it is abundantly clear that physical library facilities in Zambia are far from meeting the needs of the users. The buildings, space within the buildings, shelves and seating arrangement for the users are not satisfactory, and therefore need to be enhanced if they are to fulfil their purpose of meeting the needs of the users. These facilities are important for creating attractive and conducive atmospheres in libraries. The state of physical facilities determines the amount of usage of a library as a whole, as more people are attracted where these facilities are good or very good. Apart from just providing information resources, libraries should ensure that the buildings, space, shelves and seating arrangement are not only adequate, but also neat, attractive and generally welcoming.

According to Oyedum (2011), the environmental factors such as good ventilation, noise-free reading areas and physical facilities are necessary to achieve adequate use of university libraries. Although this statement was made to refer to university libraries, it can equally be applicable to public libraries. As regards the general environment in public libraries, even though the environment was reported to be good in terms of cleanliness, it is of less impact

or significance when the buildings, space, shelves and seating arrangement are not satisfactory. The facilities for the physically disabled people in public libraries in Zambia were reported to be either not visible or not available at all as is evidenced by the large number of respondents who stated that such facilities were not available. It is important for public libraries and indeed all other types of libraries to ensure that facilities for the physically disabled people are made available if public libraries are to provide inclusive services for all.

5.3 Electronic facilities

Electronic facilities are indeed extremely important to modern public libraries. Their availability enables libraries to keep abreast of constant advances of new technologies and allow them to prove their relevance to the millennial generation and other users who are heavily addicted to the Internet and are dependent on electronic rather than print information resources.

Therefore, it is the task of the librarians to ensure that such clients are adequately accommodated by providing the necessary electronic facilities in the libraries. Chanakira and Shiweda (2014) state that being in touch with library users' interests and habits is more essential to a modern librarian's relevance to the community than ever before. The fact that electronic facilities are lacking in most public libraries in Zambia as portrayed by the results of the study is testimony that the quality of facilities available in these libraries leaves much to be desired.

5.4 Qualifications for staff in public libraries

The importance of qualifications in librarianship for staff running public library services in Zambia cannot be overemphasised. Professionally qualified members of staff are a contributing factor to providing quality services in libraries and indeed in any other organisations for they are trained to uphold the tenets, ethics and etiquette of their profession.

The majority view that the staff were professionally qualified in public libraries in their areas can be attributed to the fact that these staff were found to be friendly and helpful by most respondents, a virtue associated with customer care in professional librarianship. For those who believed that the members of staff were not qualified, as well as those who were not sure, the blame may be attributed to the poor library facilities as established above. On whether poor library services in Zambia could be blamed on a lack of qualified staff, the disagreement to this statement by most respondents depicts that other factors such as lack of or inadequate funding have been at play.

5.5 Library services

Library services are provided to ensure that the users are linked to the wide range of information resources available in libraries and enable the users to have easy and timely access to information and knowledge. Hence, library services need to be both responsive and proactive, aiming at satisfying the information needs of the users. To achieve this, it is imperative for libraries to provide different services including the following that would guide the users to the actual information they need:

- (a) Reference services:** These services allow the users to pose queries to professional staff regarding the information and knowledge they wish to access. Reference services are all the functions performed by a trained librarian employed in the reference section of a library to meet the information needs of patrons (Online Dictionary for Library and Information Science 2014). Reference services are important to library users for they are intended to assist the users to make maximum use of the available information resources a library can offer. The members of staff at the reference section are intermediaries between the users and library materials and thus should be well qualified to provide quality services. The fact that all respondents reported that reference services were being offered in the libraries in their areas confirms the findings of this survey that the majority of the respondents were on substantive professional positions, were trained and had good experience in their profession as well as on their positions (See Chapter Four).

(b) Lending services: Lending services are offered by libraries and other information institutions to enable users to borrow materials from the library. In public libraries, lending services are usually free and members of the public are welcome as members to borrow books, CDs, DVDs, magazines and other information materials. The members of staff in libraries need to be available all the times to provide expert guidance to the users as they select the materials they seek to borrow. Lending services are important as they bring the users closer to the library and build relationships that allow free exchange of views and ideas expressing the information needs of the users.

Lending services also include the lending of materials between libraries. Materials that are not available in one library and are stocked in another, may be borrowed by the seeking library on behalf of the users. The main characteristic of a public library is its provision of lending services, hence, it is interesting to note that 2 (5%) respondents reported that these services were not available. Even though this response rate appears to be small, it is worth to consider it for it is in public libraries that the obligation to serve the general public in society lies. However, the reason for this may be attributed to in-house arrangements of the individual libraries concerned.

(c) Indexing and abstracting: Under these services indexes, abstracts and bibliographies are prepared to assist users to locate the information they need easily. A library can prepare these tools itself and also stock some from other libraries or institutions. Indexing and abstracting services are important because they have good bibliographic control over publications. As information is constantly increasing, it becomes difficult to retrieve and manage. Indexes and bibliographies enable quick retrieval of information, while abstracts enable quick perusal of the information contents of documents. It is gratifying to note that the majority (26 (63%)) reported that these services were available in public libraries. Those who reported that these services were not available must have confined indexing and abstracting services to the preparation of the indexes, abstracts or bibliographies by the concerned libraries themselves, and not the stocking of tools from other libraries and institutions.

(d) Current Awareness Services (CAS): These are services usually provided in the form of publications in order to keep the users abreast of the latest developments in their disciplines. CAS aims at promptly informing the users about the availability of new information as soon as it has been published in primary sources and before it is absorbed into comprehensive secondary sources.

CAS are offered through different methods including the following (Fourie 2001):

- Book displays
- Accession lists
- Preparation and distribution of CAS bulletins
- Circulation of contents page
- Telephoning individuals
- E-mails to individuals
- Publications on the Internet

These CAS tools can be used by both the library and users to keep up to date with the latest professional literature in any field of interest. Although it may not be true to state that the public libraries that were surveyed were offering all or most of the above CAS tools, it is definitely true to say that at least some of them were offered in all the libraries, hence, it is also gratifying that the majority of respondents (23 (56%) reported that CAS were available in public libraries.

(e) Selective Dissemination of Information (SDI): This is a personalised service and a form of CAS which targets particular user groups by identifying information on predetermined needs of such users. The service is aimed at ensuring that the targeted groups are immediately alerted of new information in their fields as soon as it is acquired by the library. Unfortunately, the survey findings reveal that this service is not available in most public libraries in Zambia.

- (f) Inter-library loan service:** This service involves cooperative activities between two or more libraries where seeking libraries can borrow, on behalf of their members, resources which are not in their collections from other libraries. The aim of this service is to satisfy the needs of the users and encourage them to use the library. For this service, it is also unfortunate that most public libraries in Zambia are not cooperating with each other to provide a better service to their members.
- (g) ICT services:** Services such as online databases and email, enable users to access information and knowledge from distant places and exchange ideas with peers from different parts of the world using the Internet. CD-ROM services are computer-based information storage and retrieval media with the capacity to store lots of information on one disc which may require large volumes of books in print. It is unfortunate that these services are not available in most public libraries in Zambia.
- (h) Special services for the blind:** Public libraries exist in order to provide a service to all members of the general public, regardless of age, creed, status or physical conditions of individuals. Thus their collections and services have to be inclusive to cater for the needs of all people in the areas where they exist. The situation for such services in Zambia as revealed by the survey is pathetic.

5.6 Library collections

A library or any other information institution comprises books, periodicals and any other information materials that are stocked for purposes of disseminating information to users. The size of the collection of resources is what determines the size of a library. For a library to satisfy the needs of the users, a good balanced collection of both print and electronic resources is needed for it to be both responsive to expressed needs and predictive to possible user requirements. Unfortunately, the situation as revealed by the survey portrays that there are inadequate, not up to date and unbalanced collections of resources in public libraries in Zambia.

5.7 National and public library policies

It is abundantly clear that there is no policy on national and public library services in Zambia. The draft National Library Policy mentioned by some respondents has not yet been approved. The National Education Policy, also mentioned by one respondent, only covers library activities as administrative guidelines for the ZLS. It does not cover specific issues about library activities in the country, but is instead biased towards education and learning activities which it covers in details. Another respondent mentioned the National ICT Policy, but this policy is also neither specific on library activities nor does it cover libraries, other than just giving statements on the promotion of computers and communication facilities in libraries (Ministry of Communication and Transport 2006).

As regards library legislation, it is also clear that there is no legislation on national and public library services in Zambia as stated by the majority of the respondents. For those who mentioned the Local Government Act, they referred to Chapter 281 of the Laws of Zambia, Section 61, which stipulates that Councils may discharge all or any of the functions set out in the Second Schedule. Libraries are mentioned under Function 36, which states the following, “To establish and maintain art galleries, libraries, museum and film services”. Clearly, this piece of legislation is not mandatory and not specific to library development. On the necessity of library legislation, it is gratifying to note that almost all the respondents stated that it was necessary to have legislation on national and public library legislation in Zambia. Reasons given for the necessity of library legislation as mentioned above are in conformity with (UNESCO 1997: see Chapter One) statements on national library service legislation.

The importance of library legislation was gauged as being very important since the majority of the respondents either strongly agreed or just agreed that library legislation could increase funding to government libraries; increase donor support for libraries; enhance coordination and integration of public library services; and help establish or identify an institution that would perform all functions of a national library. Regarding the state of library services in Zambia, respondents blamed the evident poor state on lack of legislation.

5.8 Zambia Library and Information Service Bill

In posing the question how the ZLIS Bill was presented to government, the researcher sought to solicit informed and concrete responses that would elucidate at what level of government the Bill reached, and whether there was any involvement of Parliament in rejecting it. Through probing the responses presented by the interviewees, it became clear that the highest level the Bill reached was the Cabinet in 1998. It never reached Parliament at all. Apparently, prior efforts (1976 and 1977) to push for the enactment of the Bill were rejected at ministerial level.

The reasons for the rejection of the Bill in both 1976 and 1977 were not clearly given in the interviews. However, as already mentioned in Chapter One, Kantumoya (1987) stated that the government felt that the Bill sought to transform the Zambia library Service (ZLS) into a parastatal, a condition which government, then thought would be costly to embark on and later sustain. The 1998 submission of the ZLIS Bill, which reached the Cabinet, may not be viewed as having being rejected per se. The reason given by the Cabinet for not forwarding it to Parliament was that it lacked the backing of a policy for it to meet the merits of enactment into law. Hence, the library fraternity was advised through the ZLS to first prepare a national library policy. In this regard, as already stated in Chapter One, the draft National Library Policy was submitted to the MoE in 2000. Currently, the ZLS, with the involvement of the library fraternity and other stakeholders in Zambia, is revising the draft National Library Policy in readiness for resubmission.

5.9 Awareness of advocacy and lobbying efforts

The fact that those who stated that they were not aware of any advocacy and lobbying efforts were in the majority (24 (59%)) as opposed to 17 (41%) who stated that they were aware that there is much that has to be done by the library fraternity if their efforts for pushing for the enactment of library legislation can bear any fruits. All respondents to the questionnaire were employees currently working in libraries, and so the logical expectation could be that the majority, if not all, should be abreast of the developments in their profession. Some government officials interviewed mentioned, as already stated, that the

general public was not involved and sensitised to be part of the stakeholders in advocating and lobbying for library legislation, but if the library employees themselves cannot be aware of such efforts, it may be a mere wish to bring the public aboard.

5.10 Establishment of a national library in Zambia

The data reveal that it is necessary to build a new national library in Zambia rather than designating an already existing institution. A national library is important for it is responsible for the acquisition and preservation of the complete collection of publications of a country; national collection management and availability of publications through inter-lending systems; and providing professional and technological leadership and consultancy services to individual libraries and institutions (IFLA & Lor 1997). Hence, it fosters coordination and integration of library and information services and activities of the country. It is therefore gratifying that the majority of the respondents indicated that it was necessary to establish a national library in Zambia.

5.11 Relationship between key variables

The results of the survey revealed that there were relationships between the “necessity of library legislation” and “increase of funding for public libraries”; “necessity of library legislation” and “donor support for libraries”; “necessity of library legislation” and “enhancing coordination of library services”; “necessity of library legislation” and “helping the establishment of a national library”. Since “necessity of library legislation” represented “importance of legislation” while the other variables mentioned above represented “the provision of library services in Zambia” the results of the survey confirm that there is a correlation between “importance of legislation”, and “the provision of library services in Zambia”.

5.12 Summary

This chapter provided discussions of the findings of the study. The discussions were made in line with the themes of the objectives. The results of the survey portrayed that the

majority of the respondents were trained librarians who were in substantive employment and having good professional experience. The findings revealed that physical library facilities in Zambia are far from meeting the needs of the users, and a number of electronic facilities are lacking in most public libraries. Although the members of staff in the libraries were reported as having professional qualifications, quality library service provision cannot be assured in the absence of good buildings, space within the buildings, shelves, seating arrangement for users and electronic facilities.

Library collections in terms of books, periodicals and other information resources were found to be inadequate, not up to date and of unbalanced subject coverage. The survey results made it clear that there is neither any library legislation nor policy on national and public library services in Zambia. However, some efforts to push for a national library policy and legislation are currently being made by the ZLS, the ZLA, ZALICO and other stakeholders. It is anticipated that with a policy and/or legislation in place, the establishment of a national library, which is currently non-existent, can be established. Finally, the results of the survey confirmed that there was a correlation between “importance of legislation” and “the provision of library services in Zambia”. Chapter Six presents conclusions on the findings and gives recommendations for further consideration by relevant authorities, the library fraternity and other stakeholders.

CHAPTER SIX

CONCLUSIONS AND RECOMMENDATIONS

6.1 Introduction

Chapter Five provided discussions of the findings of the study. This chapter presents conclusions from the findings and gives recommendations for consideration and possible future action by relevant authorities, the library fraternity and other stakeholders. The chapter further identifies areas for further research. Conclusions and recommendations are made in order to relate the findings and discussions to the research questions. Williamson (cited in Kalusopa 2011:263) suggested that the following should be considered when writing conclusions and recommendations:

- That they should clearly be related to findings;
- That the researcher should not over-conclude, meaning, unwarranted conclusions and generalisations need to be avoided; and
- That the research questions should be answered.

According to Bryman (2008:667), the conclusions and recommendations should make clear the implications of the findings and make suggestions for which the findings have implications for theories relating to the study.

6.2 Conclusions

The study was undertaken in order to investigate the status of national and public library services in Zambia with a view to advocating for library legislation. It was therefore hoped that the findings of the study would present empirical evidence that would be useful to the relevant authorities, library fraternity, other researchers who are looking into doing similar research, and library and information science students in terms of research methods, in Africa as well as other developing countries similar to Zambia facing the same problem.

Hence, the conclusions and recommendations here are given in line with the objectives of the study.

6.2.1 Assessing the quality of library facilities, services and collections

Library facilities such as buildings, space within the buildings, shelves and seating arrangement for the users were found to be not satisfactory in most public libraries in Zambia; and electronic facilities such as computers, printers, Internet, projectors, scanners, binding machines, photographic equipment, copying machines and CD-ROM were lacking. Although common services like reference, lending and CAS services were reported to have been offered, other, equally important library services including SDI, inter-library loan, ICT services and special services for the blind were not being offered in most public libraries. Library collections were found to be inadequate and not up to date. However, the members of staff in most public libraries were found to be professionally qualified and reasonably experienced.

From the foregoing, it is concluded that the quality of library facilities, services and collections in most public libraries in Zambia is generally below par. This confirms what other authors and researchers have stated before that the performance of public libraries in Zambia is mediocre (Lumpa & Moyo 2012; Chiwaura 1993; Longwe; Lundu; Lungu 1988; Kantumoya 1988). For the buildings, space, shelves and seating arrangement to be not satisfactory in most public libraries, it is concluded that these facilities have either not been renovated, expanded and adapted to accommodate more users and new facilities since their construction many years ago, or that a number of the libraries are still housed in unplanned and not purposely built buildings such as school classrooms converted into libraries. Regarding the lack of electronic facilities in the libraries, it is concluded that funds for the procurement of such facilities have been substantially inadequate or not available at all. This conclusion is justified considering the fact that it was clear from the study that the staff in the libraries were professionally qualified and experienced. Professionally qualified and experienced members of staff are expected to understand the importance of electronic facilities so much that when funds are adequately available, they could definitely ensure that electronic facilities are provided in their libraries.

6.2.2 Status of library facilities, services and collections in the absence of legislation

As already stated in Chapter One and reviewed in literature in Chapter Two, library legislation is important for the provision of national and public library services. Legislation can provide guidelines for government to effectively and efficiently carry out its functions, and it can ensure adequate financial support and efficient administration according to national standards. This study measured the importance of legislation using Pearson chi-square χ^2 . The study proved (see Chapter Four) that legislation can increase government funding to public libraries; increase donor support for public libraries; enhance coordination and integration of public library services; and also help the establishment of a national library. It is thus concluded that the poor quality of library facilities, services and collections in most public libraries in Zambia as explained above, is largely due to the absence of legislation on national and public library services. It is also concluded that to improve the quality of library facilities, services and collections in public libraries in Zambia, library legislation is necessary. Clearly, library legislation plays an important role in the development of national and public libraries as it obliges government to provide the necessary and required support to libraries.

6.2.3 Existence of legislation and policies that govern library services in Zambia

It was made clear during the study that there is neither specific legislation nor policies on national and public library services in Zambia. The Draft National Library Policy has not yet been approved and so it is not yet in force. Some form of legislation governing some library activities identified were the Printed Publications Act (CAP 161) No. 44 of 1969 which mandates the NAZ to perform legal depository functions of a national library (see Chapter One); and the Local Government Act, Chapter 281, Section 61, which allows Councils to establish and maintain art galleries, libraries, museums and film services (see also Chapter Four). However, other than stipulating legal depository functions and the compilation of the national bibliography, the Printed Publications Act does not stipulate any other functions of a national library. The Local Government Act, on the other hand, is not specific to libraries, but is rather permissive legislation under the Act which leaves it to the discretion of individual Councils to decide whether to provide library services or not. It

is thus concluded here that there is a need for specific legislation on national and public library services in Zambia.

6.2.4 Failure to enact library legislation in the past

The study revealed that the submissions of the ZLIS Bill in 1976 and 1977 were rejected at ministerial level. In rejecting the Bill for both instances, the MoE gave the same reason that the Bill sought to transform the ZLS into a parastatal and the government did not have the money to establish and sustain such an organisation. In 1998, the submission of the ZLIS Bill reached the Cabinet, and was not forwarded to Parliament for the reason that it lacked the backing of a policy. Although the Draft National Library Policy was submitted by the ZLS to the MoE in 2000, no action was taken by the ministry, which has now prompted the ZLS to revise the policy in readiness for resubmission. It is concluded that there is a need for the library fraternity to seek other avenues to see to it that the ZLIS Bill reaches Parliament.

6.2.5 Strength of advocacy and lobbying efforts on library legislation

The results of the study revealed that most librarians were not aware of any advocacy and lobbying for legislation on national and public libraries in Zambia. As librarians, it would be anticipated that these professionals would be aware at all times of the developments in their profession. Hence, the fact that most respondents were not aware of current advocacy and lobbying efforts being made by the library fraternity is justification for this study to conclude that advocacy and lobbying efforts on library legislation have not been strong enough.

6.2.6 Establishment of a national library in Zambia

From the literature reviewed and the results of the study, it was revealed that, although there are some institutions which perform some functions of a national library, there is no single institution designated as a national library and performing all its functions. As most respondents indicated, this study also concludes that it is necessary to establish a national

library in Zambia. A national library would foster coordination and integration of libraries in the country.

6.3 Recommendations

To enhance the quality of library facilities, services and collections; and to ensure that appropriate legislation for national and public library services is enacted in Zambia, this study recommends the following.

6.3.1 Assessing the quality of library facilities, services and collections

- There is a need to refurbish old library buildings and expand them to enable them to have enough space to accommodate both the growing population of library users, as well as modern furniture and equipment, including chairs, tables and shelves. There is also a need to construct new libraries across the country so that all people can have access to information and knowledge regardless of their status in society. It is therefore recommended that the Government of the Republic of Zambia takes full responsibility, through responsible ministries, to ensure that funds are made available for refurbishment and construction of libraries. The refurbished and new library buildings should contain all the necessary facilities including facilities for disabled people.

- Electronic facilities and services are important in public libraries if they are to cope with new users such as the millennial library user. The millennial library user comprises the millennial generation and the older generation who have effectively adapted to, embraced and adopted the use of new technologies of information provision and dissemination. The millennial generation is sometimes referred to as “digital natives” who embrace computers and cloud computing techniques in the way they learn and study (Strause & Howe 1997). The millennial generation is characterised by their addiction of seeking information using technologies such as the Internet, YouTube, podcasts, blog platforms, radio, television, cell phones, and other electronic information facilities and resources. It is therefore recommended

that librarians should ensure that electronic facilities are provided in their libraries for them to provide inclusive services and remain relevant to today's challenges of information provision and dissemination.

- Library services such as SDI, inter-library loan, ICT services, special services for the blind and services for people with other physical disabilities are important in public libraries and, hence, librarians should ensure that these services are provided in their libraries. Public libraries should be attractive, welcoming and enjoyable places for all users.
- As they are developing their collections, librarians should ensure that information resources they acquire should be in both print and electronic format and balanced to cater for all kinds of users.

6.3.2 Status of library facilities, services and collections in the absence of legislation

- The Government of the Republic of Zambia through the MoE should immediately create the necessary conditions for and facilitate the enactment of the Zambia Library and Information Service (ZLIS) Bill. It appears that the government has not been serious enough to push for the enactment of the ZLIS Bill. Reasons given by the Government of the Republic of Zambia for the rejection of the ZLIS Bill in 1976 and 1977, that government did not have funds to sustain financial conditions stipulated in the Bill, are a clear testimony of the lack of seriousness on the part of government. This is in sharp contrast with the commitment of other governments in the neighbouring countries on library legislation. For instance, the government of Botswana got their independence in 1966 and passed the Botswana National Library Service Act No. 29 in 1967; Malawi got their independence in 1964 and in 1967, the Malawi National Library Service Act No. 31 was passed; Zimbabwe got their independence in 1980 and passed the National Library and Documentation Service Act No. 11 of 1985; and more recently, Namibia got their independence in 1990 and in 2000, the Namibia Library and Information Service Act No. 4 was passed. Indeed, if the Zambian government, which got its independence in 1964, was

serious about passing library legislation, it would have taken a leaf from other neighbouring countries in this regard. The lack of seriousness by the Zambian government is also evidenced by its inaction on the Draft National Library Policy which was submitted to the MoE in 2000 as a prerequisite for consideration of the ZLIS Bill to be forwarded to Parliament.

- The ZLA, ZALICO and the ZLS should work together and be in the forefront in pushing for the enactment of the ZLIS Bill. Concerted, well-planned and coordinated efforts by these institutions are required to ensure that the cause for the enactment of legislation on national and public library services in Zambia is sufficiently moved forward and duly publicised.

6.3.3 Existence of legislation and policies that govern library services in Zambia

- The library fraternity should seriously work with other stakeholders to push for legislation on national and public library services. For instance, they can involve members of the public and other interest groups such as NGOs, local clubs and others. The lack of seriousness in pushing for the passing of library legislation, as blamed on government above may to some extent be blamed on the library fraternity as well.

6.3.4 Failure to enact library legislation in the past

- The ZLA, ZALICO and the ZLS, in addition to their efforts to push the government (MoE) for the enactment of the ZLIS Bill, should also seek to present the Bill through a Members of Parliament private motion. In doing this, they can approach a few Members of Parliament, in their individual capacities, who may have interest in library development in the country and ask them to take this matter to Parliament and table it as a private motion.

6.3.5 Strength of advocacy and lobbying efforts on library legislation

- It is recommended that the ZLA, ZALICO and the ZLS should embark on a vigorous programme to sensitise all librarians and other stakeholders, and raise their awareness on what is currently being done to push for legislation on national and public library services in Zambia. The general public should be sensitised as well and brought aboard to be part of the movement calling for the legislation on national and public library services.

6.3.6 Establishment of a national library in Zambia

- It is recommended that the Government of the Republic of Zambia should establish a national library as soon as possible. It is also recommended that a new national library building should be constructed rather than designating an existing institution.

6.4 Implications for theory, policy and practice

The research results clearly portray that there is need for legislation on national and public library services in Zambia. The results further indicate that the poor state of public library facilities, services and collections in Zambia can improve when appropriate legislation is passed. Gardner's 22 principles in the formulation of a public library law (Gardner 1971), the IFLA/UNESCO Public Library Service Guidelines for Development (2001) and the UNESCO manifesto on public libraries (1997) should be the basis of the provisions stipulated in the proposed legislation for national and public library services in Zambia. It is therefore incumbent upon the ZLA, the ZLS, ZALICO, the library fraternity as a whole, and other stakeholders to see to it that relevant provisions from these documents are adopted and adapted to the Zambian situation. The enactment of national library legislation may go a long way in facilitating and bringing about an environment where national and public library services can positively contribute to improved access to information and knowledge by the Zambian citizenry.

6.5 Areas for further research

This study investigated the status of public library services in Zambia with a view to advocating for library legislation. In doing this, the study aimed at inducing empirical evidence to explain the importance of legislation in the provision of national and public library services in Zambia, and also in other countries under similar conditions. In this regard the correlation between the “importance of legislation” and “provision of library services” was measured using Pearson Chi-square χ^2 and it was proved that, indeed, a positive relationship existed between these variables. However, in this same vein, there is a need to carry out further investigations to ascertain whether there is empirical evidence to prove positive developments in neighbouring countries where legislation has been passed. For instance, a study can be undertaken to investigate the current status of library facilities, services and collections in selected neighbouring countries where legislation has been passed. There is also a need to investigate procedures followed by neighbouring countries where library legislation was passed and make the necessary comparisons which may be used in advocating and lobbying for library legislation in Zambia.

6.6 Conclusion

The study has provided empirical evidence indicating the importance of legislation in the provision of public and national library services. It was clear from the results that legislation can enhance the provision of public library services, increase government funding to public libraries, increase donor support for public libraries, and help in the establishment of a national library in Zambia. The absence of legislation for public and national library services in Zambia has contributed, to a large extent, to the poor facilities, services and collections in public libraries around the country. Major institutions providing public and national library services such as the ZLS, Councils, UNZA, NISIR and the NAZ have performed below par due to a lack of mandatory legislation, as their roles in carrying out such functions have not been clearly defined. It is therefore necessary that legislation on national and public library services is passed in Zambia as soon as possible. The library fraternity can seek other avenues such as Members of Parliament private motion to push for the enactment of national library service legislation.

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APPENDIX 1: GARDNER'S PRINCIPLES

Gardner's principles in the formulation of a public library law

1. In the preamble, the purpose of the Act should be clearly stated, for instance: "The purpose of this Act is to provide for the establishment of a national library as well as public libraries and provide for their maintenance and the organization of a comprehensive rural and urban library service in the country".
2. A responsible minister or department should be named for the implementation of the Act, with powers to make regulations under it. The department can, for example, be under the ministry of education, home affairs, culture, or any other appropriate ministry depending on circumstances prevailing in different countries.
3. An independent body, namely "Libraries Council or Board", should be created to advise the minister or department on the implementation of the Act. The chairperson and members should be named by the minister, but there should be provision for representation of interested organizations such as library associations, other libraries and stakeholders.
4. The minister should have powers of inspection and powers to specify and publish standards of service, and spearhead the formation of a department of the ministry to assist the libraries council. The secretary of the council should be a senior civil servant, and the secretariat should include qualified librarians as inspectors.
5. The Act should name the units of local responsibility, if the state as a whole is not to be the unit. These units shall be charged with the responsibility of administering the public library service in their areas, and they shall not have the power to delegate that responsibility except by local advisory committees.
6. The powers and duties of the units of local authority should be clearly stated to include all the geographic areas within them.
7. The minister should have compulsory powers in the provision of public library service, but should have latitude, by agreement with the local authority, to apply the provisions of the Act progressively, subject to the central superintendence.

8. There should be authority for taxation by the local authority, the scale of tax to be determined by the central authority and subject to alteration by regulation.
9. There should be provision for financial assistance by central government, with a graduated scale of grant according to the tax capacity of the administrative unit and the rate of progress in meeting the provisions of the Act.
10. The Act should provide for library cooperation and inter-lending between libraries which should preferably be supervised by the national library with funding from central government, and contributions from other libraries and stakeholders.
11. There should be some definition of the materials to be provided by a public library, and the service to be given to the users without limiting the expansion of the service, and extension activities such as lectures, exhibitions, dramatic performances, film shows and other cultural events should be provided.
12. There should be provision for co-operation with other libraries within the local authority units for special purposes, such as the provision of a technical information service.
13. Use of the public library service should be free and open to all, and charges for the loan of non-book material and non-return of books should be subject to the agreement of the minister, and must be covered by appropriate and approved regulations.
14. There should be provision for the amalgamation of institutionally owned public libraries into the general public library system.
15. The Act should be flexible enough to provide for changes in local-government structure, changes in value of money, and educational development.
16. There should be a general permission in the Act for services to be provided by other agencies or for cooperation with libraries already existing to provide such services such as libraries in hospitals, library services to the blind, the disabled people, the armed forces or seamen at both national and local level.
17. According to the circumstances of the country, there should be provision for instance to social education centres, community centres or similar organization, either by the loan of books or the establishment of branch libraries.

18. In permitting such assistance it should be clearly and definitely laid down that the only public library service for the community is that to be created under the terms of this Act, and that no assistance to other agencies shall be given except under agreed terms.
19. There should be power to raise money for capital expenditure such as buildings, furniture and equipment by loan, subject to sanction by the minister.
20. The minister should also have power to make grants to the local authorities for specific and experimental purposes, on the advice of the library council.
21. The minister, on advice of the library council, should have power to make regulations governing standards of service and minimum tax contributions, and on such matters as qualifications and salaries of staff, and on all other matters generally provided for in the Act.
22. The local controlling authorities named in the Act should have powers to make regulations on the governance of the library service, and the library council should be authorized to prepare model regulations for guidance.

APPENDIX 2: SPECIFIC OBJECTIVES

Specific objectives, research questions and sources of data

Objective	Research question (s)	Research method (s)	Respondents	Research instrument & corresponding questions
(i) To assess the quality of public library facilities, services and collections in Zambia	To what extent do public library services fulfil the needs of their users?	-Quantitative	- ZLS staff, UNZA, NISIR, NAZ	- Questionnaire 1, 2, 3, 4, 5, 6, 7, 8, 25, 26, 27, 32, 33, 34, 35.
(ii) To determine the current status of public library facilities, services and collections in the absence of legislation	What is the current status of public library facilities, services and collections in Zambia? Is there any correlation between the availability of legislation and provision of library services?	-Quantitative	- ZLS staff, UNZA, NISIR, NAZ	- Questionnaire 24, 28, 29, 30, 31. 15, 19, 20, 21, 22.
(iii) To determine the existence of legislation and policies that govern current library and information services in Zambia	What legislation is in place for national and public library services? What policies are there for national and public library services?	-Quantitative	- ZLS staff, UNZA, NISIR, NAZ	- Questionnaire 9, 10, 11, 12, 15, 16, 19, 20, 21, 22, 23.
(iv) To investigate why previous attempts to enact national library service legislation failed	How was the Bill presented to government, whether through MPs private motion or through cabinet? What are the reasons behind the rejection?	- Qualitative	- 3 senior government officials at the MoE, 2 Executive members from ZLA and 2 from ZALICO	- Interview schedule 1, 2, 3, 4. 1, 2, 3, 4, 5.
(v) To assess the strength of advocacy efforts made on national library service legislation	Are there any advocacy efforts currently going on to push for this Bill?	-Quantitative - Qualitative	- ZLS staff, UNZA, NISIR, NAZ - 2 Executive members from ZLA and 2 from ZALICO	- Questionnaire 17, 18. - Interview schedule 4, 5.
(vi) To determine the placement of National Library Services in Zambia?	Which organisation or institution should be designated as a National Library Service?	-Quantitative - Qualitative	- ZLS staff, UNZA, NISIR, NAZ - 2 Executive members from ZLA and 2 from ZALICO	- Questionnaire 13, 14. - Interview schedule 6, 7.
(vii) To determine whether ZLA and other bodies agree on the need for national library legislation	What are the views of ZLA and ZALICO on national library legislation?	- Qualitative	- 3 MoE officials, - 2 ZLA and ZALICO members.	- Interview schedule 1, 2, 11, 12, 1, 6.

APPENDIX 3: QUESTIONNAIRE FOR LIBRARY STAFF

The importance of legislation in the provision of national and public library services in Zambia

You have been selected to participate in this survey and you are requested to kindly complete the questionnaire within a period of one (1) week after which it will be collected in person. Many of the questions require you to indicate your responses by ticking [√] in the correct options of the boxes provided. Where you are required to write down comments or responses, be as brief as possible. The questionnaire may take you 20 to 30 minutes to complete. All responses will be treated as confidential.

Section 1: General information

1. Sex						Male	Female
						<input type="checkbox"/> ¹	<input type="checkbox"/> ²
2. What is your position in the library?	Librarian	Deputy Librarian	Sub Librarian	Assistant Librarian	Senior Library Officer	Library Officer	Other, specify
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁶	<input type="checkbox"/> ⁷
3. How long have you been in this position?				Less than 1 year	1-2 years	3-5 years	5 years & above
				<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
4. On what terms were you employed?				Permanent	Contract	Part time	Voluntary
				<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
5. Are you trained in librarianship?						Yes	No
						<input type="checkbox"/> ¹	<input type="checkbox"/> ²
6. If your answer to question 5 is no, please skip to question no. 9							
7. How long have you been in the librarianship profession?				Less than 1 year	1-2 years	3-5 years	5 years & above
				<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
8. What is the level of your training in librarianship?				Postgraduate	undergraduate	Diploma	Certificate
				<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

Section 2: Library legislation

9. Are you aware of any policies on national and public library services in Zambia?		Yes	No		
		<input type="checkbox"/> ¹	<input type="checkbox"/> ²		
10. If yes to question 9, please mention some policies you know.					
11. Are you aware of any legislation in place for national and public library services in Zambia?		Yes	No		
		<input type="checkbox"/> ¹	<input type="checkbox"/> ²		
12. If yes to question 11, please mention the Act(s)/ law(s).					
13. Is it necessary to establish a national library in Zambia?		Yes	No		
		<input type="checkbox"/> ¹	<input type="checkbox"/> ²		
14. What do you think is the best option for the establishment of a national library in Zambia?	Construction of a new building	Designating an existing institution			
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²			
15. In your opinion, is library legislation necessary?		Yes	No		
		<input type="checkbox"/> ¹	<input type="checkbox"/> ²		
16. What are the reasons for your answer in question 15?					
17. Are you aware of any lobbying or advocacy efforts to push for library legislation in Zambia?		Yes	No		
		<input type="checkbox"/> ¹	<input type="checkbox"/> ²		
18. If yes to question 17, please mention them.					
19. Library legislation can increase government funding to public libraries.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
20. With legislation in place there would be more donor support to public libraries in Zambia.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
21. Library legislation can enhance coordination and integration of public library services.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵

22. Library legislation will help establish or identify an institution that will perform all the functions of a national library.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
23. Poor public library service delivery can be blamed on lack of library legislation in Zambia.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵

Section 3: Library facilities

24. What public library is most prominent in your area?	ZLS	Council	Foreign mission	NGO	Other specify
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
25. How do you rate the condition of physical facilities of public libraries in Zambia?	Very good	Good	Satisfactory	Not satisfactory	Not available
- Buildings^a	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
-Space^b	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
- Shelves^c	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
- Seating arrangement^d	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
- Clean environment^e	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
- Facilities for the disabled^f	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
26. Do you think the following electronic facilities are available in most public libraries in Zambia?				Yes	No
- Fax^a				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Internet^b				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Printers^c				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Projectors^d				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Scanners^e				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Binding machines^f				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
- Photographic equipment^g				<input type="checkbox"/> ¹	<input type="checkbox"/> ²

- Copying machines ^h	<input type="checkbox"/>	¹	<input type="checkbox"/>	²
- Micro-card readers ⁱ	<input type="checkbox"/>	¹	<input type="checkbox"/>	²
- Telephone ^j	<input type="checkbox"/>	¹	<input type="checkbox"/>	²
- CD-ROM ^k	<input type="checkbox"/>	¹	<input type="checkbox"/>	²
- Others, please mention them ^l				
27. How important is it for public libraries to provide electronic facilities?	Extremely important	Very important	Quite important	Not important
	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>

Section 4: Library services

28. Are the following services available in public libraries in your area?	Yes	No
- Reference services ^a	<input type="checkbox"/>	¹ <input type="checkbox"/>
- Lending services ^b	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Indexing and abstracting ^c	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Current awareness services ^d	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Selective dissemination of information ^e	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Inter-library loan services ^f	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- ICT services such as online databases, email, CD-ROM search ^g	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Special services for the blind such as braille ^h	¹ <input type="checkbox"/>	² <input type="checkbox"/>

Section 5: Resources

29. Are the following resources available in public libraries in your area?	Yes	No
- Print books/ monographs ^a	<input type="checkbox"/>	¹ <input type="checkbox"/>
- Electronic books/ monographs ^b	¹ <input type="checkbox"/>	² <input type="checkbox"/>
- Print periodicals ^c	<input type="checkbox"/>	¹ <input type="checkbox"/>

- Electronic periodicals ^d	<input type="checkbox"/> ¹	<input type="checkbox"/> ²			
- Software ^e	<input type="checkbox"/> ¹	<input type="checkbox"/> ²			
30. Public libraries in your area provide adequate resources.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
31. Public libraries in your area contain up-to-date resources.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵

Section 6: Staffing in public libraries

32. Members of staff in the public libraries you have been to were friendly and helpful.	Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
33. What qualifications do you think people running public libraries in Zambia should have?				Any qualification ¹	Qualification in librarianship ²
34. Do you think the staff in the public libraries in your area possess qualifications in librarianship?				Yes	No
				<input type="checkbox"/> ¹	<input type="checkbox"/> ²
35. Poor public library service delivery can be blamed on lack of qualified staff.	Strongly Agree	Agree	Disagree	Strongly disagree	Not sure
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵

Section 7: Comments

36. Please give views or comments on any information or issues not covered above.

Thank you.

APPENDIX 4: INTERVIEW SCHEDULE FOR GOVERNMENT OFFICERS

The importance of legislation in the provision of national and public library services in Zambia

1. In your opinion, is library legislation necessary?
2. What legislation is in place for national and public library services in Zambia?
3. In 1976, 1977 and 1998, the Zambia Library and Information Service Bill was submitted to government respectively, do you have information on how the Bill was presented?
4. The Zambia Library and Information Service Bill was rejected each time it was submitted to government, what do you think were the reasons for the rejection?
5. What are your views on the current status of public libraries in Zambia?
Very good [] Good [] Fair [] Poor []
6. Do you think the availability of public libraries in Zambia is adequate to meet the needs of the users? Please explain.
7. Do you think resources in public libraries in Zambia such as books in both print and electronic form are adequate and up-to-date? Please explain.
8. How do you rate the physical facilities in public libraries in terms of buildings, space, shelves and seating arrangement?
Very good [] Satisfactory [] Not satisfactory []
9. To what extent are libraries included in government plans and policies? Please explain.
10. How can you rate government funding to public libraries?
Very good [] Satisfactory [] Not satisfactory []
11. Do you think library legislation can increase government funding to public libraries? Please explain.
12. Do you think library legislation can enhance coordination and integration of public library services? Please explain.

Thank you.

APPENDIX 5: INTERVIEW SCHEDULE FOR ZLA AND ZALICO

The importance of legislation in the provision of national and public library services in Zambia

1. What legislation is in place for national and public library services in Zambia?
2. In 1976, 1977 and 1998, the Zambia Library and Information Service Bill was submitted to government respectively, do you have information on how the Bill was presented?
3. The Zambia Library and Information Service Bill was rejected each time it was submitted to government, what do you think were the reasons for the rejection?
4. Are there any advocacy efforts currently going on to push for the Bill?
5. What do you think is the best option for library legislation in Zambia?
Mandatory Permissive
6. Is it necessary to establish a national library in Zambia? Please explain.
7. What is the best option for the establishment of a national library in Zambia?
Construction of a new building Designating an existing institution
8. What are your views on the current status of public libraries in Zambia?
Very good Good Fair Poor
9. Do you think the availability of public libraries in Zambia is adequate to meet the needs of the users? Please explain.
10. Do you think resources in public libraries in Zambia such as books in both print and electronic form are adequate and up-to-date? Please explain.
11. How do you rate the physical facilities in public libraries in terms of buildings, space, shelves and seating arrangement?
a. Very good Satisfactory Not satisfactory
12. To what extent are libraries included in government plans and policies? Please explain.

Thank you.