GUIDELINE FOR PROVISION OF WEB-BASED CURRENT AWARENESS SERVICES
FOR LDC LIBRARY

BY

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A PROJECT REPORT SUBMITTED IN PARTIAL FULLFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF BACHELOR OF
LIBRARY AND INFORMATION SCIENCE OF MAKERERE UNIVERSITY

AUGUST 2018
DECLARATION

I AWONDI INNOCENT, declare that the work presented in this project is entirely my original work and it has never been submitted for any academic award at any university or other institution of learning.

Signature………………………………………

Date………………………………………

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APPROVAL

This Project report has been submitted for examination to the East African School of Library and Information Science, College of Computing and Information Science, Department of Library and information science with the approval of my supervision.

Signature...........................................
Date...................................................

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Makerere University
DEDICATION

I dedicate this work to my late grandmother Mrs. Regina Otim and my parents Mr. Olaa JB p’Aryemo and Mrs. Iris Olaa for the care, moral and financial support that they have rendered me during my academic life.
ACKNOWLEDGEMENTS

I wish to extend my gratitude to the almighty God for enabling me finish the project and my supervisor Dr. Omona Walter who guided me from the beginning to the completion of this work. I would like to also send my gratitude to my close family members i.e., my parents Mr. Olaa JB, Mrs. Iris Olaa, my brothers and sisters. I would also like to send my heartfelt gratitude to my course mates with whom we had a family like bond i.e., Ken, Kelvin, Faith, Aggie, Isabella, Sabbiti and Darmalie. I would like to acknowledge some of my close friends like Preacher, Asia, Fortunate, Audrey, Rhona, Rita, Van, Maya Angelou, and many other friends that I could not mention. I would like to say thank you for all that you have done for me, without you all I would not have made it. God bless you all.
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<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tr>
<td>API</td>
<td>Application programming interface</td>
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<tr>
<td>CAS</td>
<td>Current awareness service</td>
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<tr>
<td>CD-ROM</td>
<td>Compact Disk Read Only Memory</td>
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<tr>
<td>COCIS</td>
<td>College of Computing and Information Science</td>
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<td>EASLIS</td>
<td>East African School of Library and Information Science</td>
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<tr>
<td>ICTs</td>
<td>Information and communication technologies</td>
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<tr>
<td>LAN</td>
<td>Local Area Network</td>
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<tr>
<td>LDC</td>
<td>Law Development Center</td>
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<tr>
<td>PC</td>
<td>Personal Computer</td>
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<tr>
<td>RSS</td>
<td>Really simple syndication</td>
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<tr>
<td>SDI</td>
<td>Selective dissemination of information</td>
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<tr>
<td>URL</td>
<td>Universal Resource Locator</td>
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<tr>
<td>WAN</td>
<td>Wide Area Network</td>
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ABSTRACT

The study was carried out at Law Development Center Library. The aim of the study was to design a guideline for provision of web-based current awareness services in order to improve on the current methods used by the institution to help patrons get easy access to alerts about new publications brought to the library at their convenience. The objectives that guided the project were to identify different library resources at LDC library Uganda, to examine current web-based CAS at LDC library, to examine challenges facing the provision of web-based CAS at LDC library and to design guidelines for provision of web-based current awareness services that would address challenges associated with the current system.

The researcher used a qualitative research design and this sought to describe the findings in details. The researcher interviewed a total of six library staffs and they all responded. The methods used to collect data included interviews and observation accompanied by their respective instruments it also involved data analysis and ethical considerations.

Major findings of the study were identified according to the respondent’s views over library services provided for example electronic resources, manual book, web-based current awareness services provided by the library e.g. personalized services and email alerts, challenges faced with the provision of web-based current awareness system for example poor internet network, poor power supply and lack of enough IT skills and the benefits of having a web based current awareness service e.g. getting Facebook alerts on users Facebook page.

The proposed guidelines for web-based current awareness system for LDC library was designed following the findings from chapter four. Conclusions were drawn according to the research findings of the study whereby majority of the respondents said that the web-based current awareness system would benefit them since it is online based. The researcher recommended that LDC library should adopt the proposed guidelines.
CHAPTER ONE
INTRODUCTION TO THE STUDY

1.0. Introduction
This chapter presents the background of the study, introduction, statement of the research problem, purpose of the study, objectives of the study, research questions and significance of the study.

1.1. Background of the study
An institution library is the academic and research heart of the institution academic system and its basic purpose is to provide students, staffs, researchers and other library users with materials, assistance and providing an enabling environment that would facilitate teaching, learning and research and it will be a reference point of information for other organization and government agencies. Chisita (2011) noted that the library and information professional have a great deal of learning if they are to effectively meet the information needs of indigenous people and manage indigenous knowledge in an appropriate way. The major purpose of an academic library is to support the university curriculum and to support research of the academic institution and for the students.

Hamilton (1995) also noted that current awareness service is a service which provides the recipient with information on the latest developments within the subject areas in which he or she has a specific interest or need to know. Within the era of the internet we need to reconsider defining CAS for example, Fourie (2001) defined CAS as a selection of one or more systems that provide notification of the existence of new entities added to the system’s database or of which the system took note (e.g. documents, websites, events such as conferences, discussion groups, editions of newsletters). CAS automatically notifies users or allows users to check periodically for updates. The entities can be specified according to user’s subject interests or according to the type of entity (e.g. books or newsletters). Although CAS is widely available on the Web, it is difficult to find a comprehensive book (or other document) on these services, because of the fleeting nature of the Internet. Articles on the subject are frequently published in e-magazines and journals for law librarians (such as The Law Librarian), usually highlighting a useful or new service. No study with the goal of evaluating these services in general for legal professionals,
and the value thereof in practical situations, could however be traced. We searched Library and Information Science Abstracts, Emerald, Science Direct and Westlaw.

1.2. Background of LDC library.

LDC library was established in 1970 with the establishment of the center and the library has been able to expand over the years and it has been moved to a new library building which has a bigger space and is fully stocked with new reading materials and is divided into 5 sections: reading room; section 1; section2; computer laboratory; and archive. LDC library exists to facilitate the academic, training, law reporting and research functions of the center by providing relevant and timely legal information in both print and electronic format. The library is stocked with 15000 volumes of books which include; law reports, bulletins, text book, periodicals, laws both local and foreign, research papers. The library is open to students from universities offering law as legal fraternity including advocates, judges, magistrates, scholars/researchers and government officials. LDC library has an online public access catalogue which enables electronic and non-electronic materials and the E-resources include; OPAC, lexis library, Cambridge e-books, Jstor, Uganda online law library and Uganda law library. LDC library is opened from 8:00am-5:00pm and from 5:00pm-10:00pm during weekdays up to Saturday and on Sundays it opens from 9:00am-1:00pm and from 2:00pm-4:00pm. During public holidays the library remains closed but it can be opened on special request.

1.3. Statement of the problem.

The current existing CAS at LDC library is basically traditional where awareness on current issues in the library is done on papers, by displaying of newly acquired materials on the display racks in the library, displaying of table of contents of newly acquired books and pasted on the notice boards, arrangements of newspaper cuttings in an album, alerting head of department at the institution when new materials in special law areas for some departments are acquired and compilation of bibliographies, reading list, indexing and abstracting of books although the library applies a few web-based techniques of providing CAS at LDC library like; personalized services and e-mail alerts but still this has slowed down the communication of vital information to the right users because the services are provided without following guidelines. It is the responsibility of the library users at LDC to follow up by retrieving information relevant to their area of study or interest and this makes it very complex for library users at LDC to retrieve the information they need and information is not used effectively. There is need to come up with guidelines for
provision of web based current awareness services available to make current information easily accessible and this will be possible coming up with guidelines.

1.4. Aim of the study
The aim of this project is aimed to come up with guidelines for provision of web-based current awareness services for LDC library in order to make the CAS have guidelines on how its users can get notified using the web services.

1.4.1. Objectives of the study
The objectives of this study were;
   i. To identify the different library resources at LDC library
   ii. To examine the current web-based CAS at LDC
   iii. To examine the challenges affecting the provision of web-based CAS at LDC library.
   iv. To propose guidelines for provision of web-based CAS for LDC library.

1.5. Research questions
The following research questions were formulated to guide the study;
   i. What are the different library resources at LDC library?
   ii. How is the current CAS system used at LDC library?
   iii. What are the challenges affecting the provision of web-based CAS at LDC library?
   iv. What are the guidelines for provision of web-based CAS for LDC library?

1.6. Scope of the study
1.6.1. Conceptual scope
This project was limited to designing guidelines for provision of web-based current awareness service for Law Development Center library. It is centered on the concept of current awareness service guidelines at LDC library as a way of improving access to current information materials through the internet.

1.6.2. Time scope
The project was to run for a period of three months as stated by the East African School of Library and Information Sciences (EASLIS)

1.6.3. Geographical Scope
The study was carried out at Law Development Center library located in Kampala, Uganda’s capital city.
1.7. Significance of the project

The primary beneficiaries of this project will be:

i. Law Development Center library. The library will be able to serve many clients at the same time by posting new arrivals of information materials on the website following its new guidelines on what item to post and who to get the notifications. This will make selective dissemination of information much easier to the LDC library.

ii. Library users. When the library CAS get a new guideline, it will help users to be better informed about current information materials in the library as the system will be generating automatic alert mails depending on the information needs of the user. The mails contain links to the document itself and users can access documents using their PCs at their place and time of convenient. Users will also share with librarians about information materials of interest to them online at anytime and anywhere while using the discussion forums that follows guideline.

iii. Law society. Lawyers and other law bodies will get access to the latest information regarding law around the globe that the LDC library has acquired on the website and this will boost the judicial sector of the whole nation. And other law schools can use the LDC library CAS to view latest development on law around the globe.

1.8. Definition of operational basic concepts

1.8.1. Current awareness

University of Walden defined CA as a system of notifying users on a periodic basis of the acquisition, by a central file or library, of information (usually literature) which should be of interest to the users.

1.8.2. Current awareness service

Hamilton (1995) noted that current awareness service is a service which provides the recipient with information on the latest developments within the subject areas in which he or she has a specific interest or need to know.

1.8.3. Selective dissemination of information

According to Arjaian (2), H, P. Luhn, defines SDI as that service within an organization which concerns itself with the channeling of new items of information from whatever source to those points within the organization where the probability of its usefulness in connection with current works of interest.
1.8.4. Academic library
Gupta, Jyotsna (Dr.) (2012) defines academic library as a library which is associated or attached with any educational institution to support its educational programs. Academic library is an integral part of formal education system which provides time bound education from primary school level to university level.

1.8.5. Library resources
IJLA defines library resources as those materials, both print and non-print, found in libraries which support curricular and personal information needs. Print items include books, magazines, newspapers, pamphlets, microfiche or micro film. Non-print items include films, disc records, film strips, slides, prints, audiotapes, videotapes, compact discs, and computer software.

1.8.6. ICT
Ogunsola & Aboyade define ICT as the set of activities which are facilitated by electronic means the processing, transmission and display of information.

1.8.7. Guideline
A guideline is a principle or rule to be followed and guard decisions in order to achieve rational outcomes. (Wikipedia, 2018)
CHAPTER TWO
LITERATURE REVIEW

2.0. Introduction
This chapter focused at related literature that is analyzed on the guidelines for current awareness system of academic libraries which is web-based. The researcher examined the concept of current awareness services of an academic library, library resources in academic libraries, guidelines for web-based current awareness system of an academic library. Shunda & Nicholas (2007) defines literature review as an overview of research on a given topic and answers to related research questions.

2.1. Library resources in academic libraries
According to Gupta (2012) academic library is defined as a library which is associated or attached with any educational institution to support its educational programs. Academic library is an integral part of formal education system which provides time bound education from primary school level to university level. An academic library works as a base for teaching, learning, research etc. academic libraries can be categorized into three categories; school libraries, college libraries and university libraries. The primary objective of the library is to provide resources to enrich and to support the educational program of the school and also to promote meaningful resource-based and process-based activities and inquiry that will enable students to become “effective users of ideas and information” (Information Power, 1998) and responsible lifelong learners.

IJLA defines library resources as those materials, both print and non-print, found in libraries which support curricular and personal information needs. Print items include books, magazines, newspapers, pamphlets, microfiche or micro film. Non-print items include films, disc records, film strips, slides, prints, audiotapes, videotapes, compact discs, and computer software.

The library is responsible with processing of information materials, shelving and finally disseminating the information to meet the customer needs. Madhusudhan (2008) emphasizes that library and information products and services are now being recognized as commodities that can be sold. In order for academic libraries to attain good height and achieve their goals, they must offer qualitative services and set objectives to such as to achieve high level customer satisfaction and ensure the survival of their institution. This can all be achieved by providing the library users
with the necessary library resources needed for their use. Bamigbola (2013) emphasized that the ever-changing technological innovation has changed library functions and services and technology has influenced library activities ranging from information capture, acquisition, organization, storage and dissemination of information to its clientele. Igbokwe, Ezeji, & Obidike (2014) observes that effective provision of library resources would help to educate some library users who do not know the work of librarians and expose them to the services of the library orientation, user education, reference/ reader services, bindery and reprographic services.

The collection should support the curriculum through information resources, whether in physical or digital formats. In addition, a school library acquires materials for leisure purposes such as popular or graphic novels, music computer games, films, magazines, comics, and posters. These resources should be selected in cooperation with the students to ensure the materials reflect their interests and culture (IFLA, 2015). The utilization of information materials reveals the reason as to why library is there to serve its clients and to meet their information needs. Akande (2003) therefore noted that the use of library resources is uppermost in the minds of the librarians as well as this will enable the management know how best they can serve their users.

Today the library is finding a great use of the internet to offer its information resources such that they can be effectively accessed by the users. However, Iroaganachi & Ilogho (2011) expressed the fear that books with so much information (such as in large reference collection) would disappear and that everyone would be forced to find scholarly information online. Oluwatobi et al., (2014) commented that the rigid nature of the traditional role in providing information services to its respective users have been revolutionized by the advancement in information communication technologies.

Library and information services are services offered to library users and they include; book loan services, current awareness services, references services, scanning services, reading services, exhibition and displays, dissemination of information services (SDI). Onifade (2013) affirmed that academic libraries have to build strong collection of information resources in physical and digital format to carter for knowledge requirements of their users.
2.2. Web-based CAS in academic libraries

Current Awareness is defined as a system of notifying users on a periodic basis of the acquisition, by a central file or library, of information (usually literature) which should be of interest to the user as also cited in (Straus, 2003). (Popoola, 2008)’once users become aware of an information resource, they tend to use it”. As cited in Arif & Meadows (1994, P.29-34). Current awareness services in a web-based context refer to any kind of web service whereby users are made aware of new developments in their fields of interest. (Hamilton, 2015).

According to Whittle (2001), current awareness services in the form of personalized services are provided through e-mail alerts (The user sees only what he/she wants to see, which can include the ‘What's new’ section. In addition, he/she receives through Portals and gateways such as SOSIG's Law which provides gateway that allow lawyers in the United States to open a personalized account, to customize their portal and to receive current awareness services. According to the Merriam Webster’s dictionary (2016). A newsletter is a short-written report that tells about the recent activities of an organization that is sent to the members of the organization for example Find Law’s Newsletter Subscription Center specializes in free subscriptions in respect of general topics, or summarized daily and weekly opinions. Subscribers can sign in for one or all of the 60 newsletters with a US focus. Other examples include Info law which is a current awareness site with free update services relating to civil procedure and family procedure in the UK. Its Law Finder Web feeds delivers dynamically updated and the latest data directly to patrons’ desktop. Also, to be found are newsletters by individual legal practitioners on specific Subjects, such as Simmons & Simmons Elexica. Elexica offers newsletters, bulletins and general round-ups of the latest news and events filed by practice area. According to Zillman (2016) current awareness has become a very timely topic with professionals and business executives/entrepreneurs and those suffering from information overload.

Weblogs or “blogs” have become the fastest growing area of the Internet in the last year! These personal blogs now count in the millions with more bloggers being created daily! Tracking these blogs is well worth the time and efforts as they offer a tremendous amount of current awareness information and data. Corporate blogs through their intranets as well as throughout the Internet are now coming into the mainstream. My blog was created five years ago and just awarded as
one of the top 10 informational blogs available for information search and research on the Internet. (Zillman, 2016) Emphasizes that News aggregators and the related RSS News Feeds are the backbone of Weblogs (Blogs) ability to disseminate the ongoing current awareness information to the Internet global community. Aggregating the key blogs that users are monitoring for current awareness and updates can now be created either by installed browser software called News Aggregators or they may use some of the brand-new web applications that require no software installation on the computer. The latest News Aggregators read the RSS news feeds and can be updated by a click of a button or to preprogram the News aggregator to update in certain time frames. The latest News Aggregators feature “auto-discovery” that allows the news aggregator to update certain time frame. The latest News Aggregators feature “auto-discovery” that allows the news aggregator to automatically discover the related RSS feed associated with the blog that patrons subscribe to. My news aggregator currently monitors and updates over 200 RSS newsfeeds every 15 minutes that allows users to keep current with all blogs that users monitor for updates and current happenings.

According to Badman (2008) an RSS is a Web format used to notify subscribers of updated or new content on a Web site. An RSS feed comprises a series of items (usually a title, a link, and a description) and lends itself for use with content that is updated frequently, such as blogs, or, as in this case, journals. A great number of academic journal databases offer RSS feeds to provide notification of new content, usually in two forms: a) new journal issues or b) new results on a search. Badman (2008) demonstrates how current awareness services are provided virtually using the yahoo pipes service which is a service for alerting users in Temple University in America. He says that by collaborating with publishers, such as Emerald and Sage, and other groups like Pro Quest and the Directory of Open Access Journals, it has a mechanism that brings together a variety of feeds may need to be truncated (limited to a certain number of feeds) Truncation and additional types of manipulation, such as sorting and filtering, are available as other modules in the Yahoo! Pipes service. Once a single feed that mixes all the requested journals has been created, a number of dissemination methods become possible, including RSS, email, and syndication on a Web page. RSS users can be sent the URL for the single feed.
An online alerting service using Rss feeds used in temple university in the united states of America

**Figure 1; Source: http: pipes.yahoo.com/ (2018)**

Email alerts current awareness monitoring via email with instant notifications and they allow quickly identifying and accessing new current awareness information as well breaking news in identified professions or business enterprise. Email alerts can be forwarded to cell phones and custom alerts services are also available to alert users on many different areas and requirements base upon their profession and needs. There are other forms of offering current awareness services in library which includes;

Display of new acquisitions. New materials are always put on display in libraries routinely enabling users to come and browse through and materials included can be books, periodicals making use of notice boards to display dust jackets and a special shelf for new book arrivals (Behrens, 1989).
Newspaper cuttings. It involves scanning the daily newspapers with the intention of making awareness of their availability in the library and this could be done through pasting newspapers in current awareness notifications like bulletins or placing them in a file and put on a reference desk where it can easily be consulted or have it circulated to them at regular times (Behrens, 1989).

Current contents provision. According to Rowley (2015) these are kinds of current awareness services that offer content lists of recent journal publications. they are services that replicate and circulate table of contents of books and periodicals.

Information bulletin. Whitehall (2004) says it is a list of references to items of interest supplied to a number of end users it is seen as the most effective method of providing CAS to a larger group of end users and it is intended to appeal to a larger audience and not individual interests only.

Current contents on diskette. According to the institute of scientific information (2016) current on contents diskette contains the same and book journal coverage as the paper “current contents” and significantly improves upon the paper version as it is searchable as a computer database and this weekly product contains information from the tables of contents of books and journals the journals are chosen based on subject and some versions of contents on diskette are also available with abstracts and subscribers to this service are sent diskettes on a weekly basis which are based on different subjects.

Routing of periodicals; this method is the best to all libraries that have periodicals which cannot reach all users. Routing or circulating the journals is an important means of dissemination of information according to Verna (2009 : p.9) He asserts that libraries/information centers, the bound volumes of periodicals are issued; the library or information professional can scan these current issues and mark certain articles to draw the attention of individuals. In this method the library sends the current issues to the first person on the list, who passes it on the next name in the list, ultimately the last person returns it to the library.

Library bulletins and newsletters. Libraries distribute their timely bulletins and newsletters, which are comprised of information like new developments in libraries, new events like conferences/seminars/workshop, book exhibition or fair, meetings, visitors. It also contains scans
of primary journals and other sources of current information received in the library, a list of recent additions or a list of periodicals or indexing periodical (a list of articles from periodicals). According to (Johnson, 2009) and (Verna, 2009), a typical bulletin may contain all or some of the items and these are; Library publicity and announcements in general, news items (selected from news in the form of clippings), announcements of forthcoming conferences/seminars and meetings, list of current acquisitions (such as books, periodicals), details of contents of recent periodicals and publications details from the secondary sources in original or as the reproduced one etc Not only the typical bulletins but also the research in progress bulletin. This alerts the users about new research projects already in progress (Verna, 2009). This type of service generally requires joint efforts of more than one institution working in similar or closely related research organizations could also bring out research areas as Verna (2009) describes. A parent body which funds or controls a group of research organizations could also bring out research-in-progress bulletin. Others types of bulletin are abstract bulletin, list of latest additions bulletin, etc. however, there is very often time lag in receiving these bulletins which leads to delays in service delivery.

Selective Dissemination of information (SDI); this is an electronic type of CAS which keeps the users in touch with the latest developments in the field of users’ interest. In other words, it is a personalized service meant for the individuals or a group of users having identical information needs. It is a computerized assisted service and its objectives are to provide current information on a particular subject, receive, scan and provide the literature to right users, notify the latest information about particular subject clearly and to delegate the computer base technique for relating current profile of information to the interest of users. According to Verna (2009) SDI must have components like user profile, document profile/ data base, matching, notifications, feedback and modifications.

2.3. Challenges facing effective provision of web-based CAS in academic libraries
Provision of current awareness services in the library can also come with challenges as noted; it can be time consuming to set up. According to Rossouw (2007) current awareness can be very time consuming to set up and this is because it takes a lot of time and resources to set up especially if a web-based kind of system is opted for which will require a lot of steps to set it up
hence taking a lot of time. Most academic libraries require a lot of expertise to set up their current awareness system and by these they will require a lot of time and resources.

There is also Lack of awareness on online based current awareness services. Okafor, (2007) found that academics in science and engineering in Southern Nigeria do not frequently use CAS services, consult with librarians or visit exhibitions to gain information in the library. This shows that some people in different disciplines have not embraced quicker means of current awareness services.

Computer illiteracy among library patrons and staff is another serious challenge faced in provision of web-based CAS in libraries. A web-based current awareness system is difficult to use by computer illiterate library patrons and also those who are rigid to new technologies in the library and there is some evidence that users may not be aware of tools such as RSS feeds (Grossnickle, 2005) (Blackburn & Walker, 2008) note that the nature of RSS technology remains unclear and confusing for many users. The diversity of RSS icons and names, the perceived need to use special aggregator web sites (or "feed readers") and users' confusion on how to get started are major obstacles to widespread use by library patrons.

Information overload because of the numerous information that keeps on coming all the time. Martin & Metcalfe (2007) claim that users can still be overloaded with information which they still need to organize if they are to significantly benefit from it and the confusion comes when the library patron needs to subscribe to different subjects and services which may sometimes overlap hence information overload.

And generally, a web-based CAS requires active participation and creativity from the librarian and also the library users. Kulthou & Tama (2001) point out that a possible disadvantage of personalized current awareness services can be less effective in supporting complex tasks involving creativity and the construction of meaning however Osmond (2009) states that routed print material moves slowly because distributing photocopies is labor intensive and browsing material requires extra time and active participation. Osmond (2009) goes ahead to list the challenges of current awareness services as including not providing information in full text, difficulties in setting up an interest profile plus evaluating and refining can be time consuming.
2.4. Improving provision of web-based CAS in academic libraries

Hewin (1990) emphasized the need to design information provision mechanisms to increase usage. Belkin (1982) was one of the opinions that users have a gap in their knowledge and seek for information to bridge the gap. French (1990) observed that proliferation of information sources has made information provision a cumbersome task. He therefore advocated for speedy document delivery system and a greater need for partnership with users to shape collections for maximum satisfaction. When setting up a web-based CAS in the library, the librarian should opt for the system that does not require a lot of steps to set it up. This will minimize on cost and resources to set it up and the whole process wouldn’t take much longer to set up the current awareness system.

Current awareness system in academic libraries can also be improved through creating enough online based awareness services like sms alerts, virtual CAS, sending notifications on social media like on whatsapp and Facebook to those library users that have subscribed to the services in order to notify the library users frequently. Okafor & Ukwoma (2007) found that academics in science and engineering in Southern Nigeria do not frequently use CAS services, consult with librarians or visit exhibitions to gain information in the library. This shows that some people in different disciplines have not embraced quicker means of current awareness services so it is the librarian’s task to create enough awareness of new information materials to the library users through the numerous platforms.

According to Temple University, the library has increased their bandwidth to manage internet traffic. Current awareness system in academic libraries requires a faster internet speed for it to run faster and for the system be managed well. And the library has to stabilize their power so as to prevent blowing of computer hard wares that are used in running the current awareness system.

Many library patrons are computer illiterate especially when it comes to using the latest technologies this gives the librarians a task to provide basic computer training to library users and to assist the whenever they get stuck on latest features in the computer, there are new CAS tools like RSS feeds that might not be easy for the library users to use them. Grossnickle et al., (2005) Blackburn & Walker (2008) note that the nature of RSS technology remains unclear and
confusing for many users. Hence it requires the librarians to train and guide the patrons on how to use these technologies using the computers.

2.4.1. Guidelines for provision of web-based CAS for academic libraries

Web based CAS has no clear definition but international encyclopedia of LIS (2003) defined CAS as “notifying current documents to users of the library and information services” and according to Clinton definition a web-based application is anything that is accessed over a network connection using http, rather than existing device memory and it often runs inside a web browser. Therefore, a web base CAS refers to those services and notifications that are processed and run over the web like use of websites, automatically electronic mails. Etc. According to Rowley (1991) a better CAS system should have the following components which include; databases, user interest profile/bio data, notifications, feedback and document delivery. all these components need guidelines to follow in order for each of them to serve its purpose well. Academic libraries put rules or restrictions on how they make their users aware of the latest services or information materials in their possession and they used both web-based means of providing the service or materials.

2.5. Research gap

There is a lot of literature provided by different researchers and scholars on guidelines for provision of web-based current awareness services for example Adebayo (2009) says that more dynamic, challenging, and practical user-friendly services such as Current Awareness services and SDI based on use of ICTS should be given priority and some special libraries have adopted web-based CAS such as Rss feeds. However, there has never been any study project on guidelines for web-based current awareness system for LDC library hence a need for this study to close this gap.
CHAPTER THREE

RESEARCH METHODOLOGY

3.0. Introduction
This chapter includes a detailed discussion of the selected methods, techniques, and procedures that was used to acquire data for the study. It includes the area of study, research design, and population of the study, sampling strategies, and methods of data collection, instruments and procedures.

3.1. Research design
According to Garwood, Jupp (2011), research design refers to a systematic plan drawn by the person carrying research during study. O’Leary (2015) observed that in most cases, researchers are caught in the dilemma of choosing the research approach that best suits their study and objectives. The dilemma stems from the reality that there are both strengths and weaknesses to quantitative and qualitative research approaches (Lund, 2015). Qualitative research design was employed to evacuate the existing information resources in the library. Qualitative research design was used to uncover the deeper understanding and significance of human behavior in relation to the already existing system.

3.2. Area of study
The study was carried out at LDC library located in Kampala, Uganda’s capital city.

3.3. Population of the study
A population is any set of persons or objects that possess at least one common characteristic and from the research can obtain information (Tripathi, 2005). Students at LDC are estimated at 3000 and several lecturers. The objects of the study came from LDC. The respondents were the library staffs.

3.4. Sampling method
Sampling is the method of selection of a number of individuals or objects from a population such that the selected group contains elements representative of the characteristics found in the entire group (Orlandho & Kombo, 2002). In the study the researcher used purposive sampling to determine the respondents in the research.
3.4.1. Sample size
Shapiro (2008) stated that the sample size of a survey most typically refers to the number of units that are chosen from which data were gathered. This is the proportion of the total population from which data will be obtained. For this case the sample size was small because of the research design that was used i.e. qualitative research design. The researcher interviewed six librarians.

3.5. Data collection method
In gathering data relevant to the study, the researcher used some methods of data collection and these included interview, documentary and observation method in order to get information from the reliable sources.

3.5.1. Interview method
Interview is a method of data collection that involves a face to face conversation between the interviewer and the respondent conducted for the purpose of obtaining information (Mbaga & Kakinda, 2000). Interviews can either be on telephone, personal as in face to face or even group interviews. This method was used on the library staffs where the researcher interacted with the librarians and requested for the information that were used in the report.

3.5.2. Documentary method
Another method often used by researcher is that of collecting the necessary information by searching and collecting various documents related to the study. Robson (2002) describes these documents as the ones written whether a book, newspapers or magazines, notices, letters or whatever, although sometimes the term is extended to include non-written documents as such films and television photographs. O’Leary (2010) has defined documentary analysis as a collection of various written text as a primary source of research data. Other sources of information such as the internet and websites that have been used for this study can also be considered as documents (Fahad, 2010). The various documents that were used for this study were those that were related to topics associated with the research.

3.5.3. Observation method
Wood (2008), states that Observation is a systematic data collection approach in which Researchers use all of their senses to examine people in natural settings or naturally occurring situations. This method consisted of a set of specific techniques including the use of
standardized observation forms. The researcher observed library resources at LDC library, the library users and staff so that he can get a clear picture of how CAS are provided. Wood (2008) further mentions the benefits of observation as a method of data collection that fosters an in-depth and rich understanding of a phenomenon, situation/or setting and the behavior of the participants in that setting. It is an essential part of gaining an understanding of naturalistic settings and its members' ways of seeing.

3.6. Data collection instruments
The different methods of data collection are supported by various data collection instruments that ensured that data collected was appropriate to the study.

3.6.1. Interview guide
An interview is a dialogue between the interviewer and the respondent with the purpose of eliciting certain information from the respondents. In the study, face to face unstructured interview methodology was adopted in the collection of primary data. An interview guide was used to facilitate the interview method of data collection.

3.6.2. Observation checklist
An observation checklist was used in collecting data on the various information resources in the LDC library, and this was done during the functioning of the methods used in providing CAS. The researcher also used participant observation with a basic premise of a research observing the behavior in real time in its full text without having to depend on self-reporting.

3.7. Data analysis
According to Simba (2014) data analysis in research is a process of making meaning from the data collected. This process is essential because it reveals the findings of the study. This study used qualitative techniques. In view of this, qualitative data analysis method was used to enrich the research findings and interpretation. Kumar (2011) has stated that to be able to make sense of information required, a number of procedures need to be followed. These procedures are the same whether the study is qualitative or quantitative, although a different approach may be needed for each. Data analysis was carried out to process raw data after the collection process to transform it into meaningful information which enabled the researcher to make sense of it, correct mistakes, cross check with non-responses, and complete all the sentences and words that
would be abbreviated. This was matched and compared to expose the salient features of the existing guidelines in place.

3.8. Data quality control
This is a way of making sure that data collected is accurate. The researcher reviewed the whole interview guide and the observation guide to check if it had all the questions that addressed all the areas in the research questions. The interviews were conducted with the presence of a note book to capture every kind of information during the process of data collection. The researcher observed the number of users in the library, the composition of gender in the library, the different information resources in the library, the number of librarians in the library and the guidelines for providing CAS by the library.

3.9. Research procedure
This refers to the steps that the researcher follows when carrying out research. A letter of recommendation was obtained from East African School of Library and Information Sciences, College of Computing and Information Sciences from the Head of Department Library and information Science that introduced the researcher to Law Development Center library in order to obtain the required information. A brief explanation was given to the respondents to enlighten them about the purpose of the study. Data was collected, analyzed and presented in form of a report.

3.10. Ethical considerations
The researcher had to emphasize the following ethical issues in the process of doing research. These involved the following ethical issues.

- The researcher had to ensure that the data collected was basically for academic purposes but not any other reasons.
- Confidentiality and privacy were ensured about the information that were obtained from respondent
- Ensured that the respondent personalities are not exploited and undermined for instance regarding sex, physical ability and age among others.

3.11. Limitations to the project
(a) Failure to get responses.
Some respondents refused to participate in the study while others dodged some questions and that made the researcher to miss some important information.

**Delimitations**

Reference.com (2016) defines delimitations in research as choices that the researcher makes for the study that are under the control of the researcher.

(a) The librarians were very cooperative in answering the researcher’s questions and giving the researcher information that he needed to carry out the research.
CHAPTER FOUR
DATA PRESENTATION AND DISCUSSION OF FINDINGS

4.1. Introduction
This chapter presents and discusses findings of the study. The presentation and description have been guided by the following objectives.

i. To identify the different library resources at LDC library
ii. To examine the current web-based CAS at LDC
iii. To examine the challenges affecting the effective provision of web-based CAS at LDC library
iv. To design guidelines for provision of web-based CAS for LDC library.

4.2. Background information of respondents
This section shows composition of respondents, distribution of respondents by gender

4.2.1. Composition of respondents
During research, the researcher interviewed the library staffs to get the necessary information from them since they were the ones with the exact needed information on guidelines for provision of web-based CAS at LDC library.

4.2.2. Response rate details
The people interviewed were the library staffs who answered all the necessary questions that they were asked by the researcher so they really helped the researcher to get the information he needed to carry out this research.

4.2.3. Categories of respondents
The composition of respondents comprised of one category and they were the library staffs who works in the LDC library as further explained in the table below; out of the six staffs interviewed, only one was male and the other five were female.

4.3. Gender distribution of library users at LDC library
The LDC library composed of mainly male users, as observed by the researcher during the field work done there. The researcher counted the number of library users most of the time and majority were male library users which implies that being a male dominated institution, some
males do not get time to read notices hence a more convenient way of alerting these people is a web-based CAS for the LDC library.

4.4. Library resources provided in the library

The primary objective of the library is to provide resources to enrich and to support the educational program of the school and also to promote meaningful resource-based and process-based activities and inquiry that will enable students to become “effective users of ideas and information” (Information Power, 1998) and responsible lifelong learners.

Library resources are those materials, both print and non-print, found in school libraries which support curricular and personal information needs. Print items include books, magazines, newspapers, pamphlets, microfiche or microfilm. Non-print items include films, disc records, filmstrips, slides, prints, audiotapes, videotapes, compact discs, and computer software.

There are a lot of resources provided by library and the researcher found out that the library provides the following resources;

Books: A book is a set of sheets of paper, parchment, or similar materials that are fastened together to hinge at one side that may contain words, images, charts, and similar media (Curtis, 2011). The library is stocked with 15000 volumes of books that aid the students and the books are for different disciplines in law example, acts, bills, and gazetteers, past papers organizational law, occupational acts, government law, human rights law, company law and many other law related subjects. During the interview with the librarian, over 70% of people who use the library on a daily basis ask for text books on the different law subjects.

Periodicals: Periodical literature (also called a periodical publication or simply a periodical) is a published work that appears in a new edition on a regular schedule (Simon & Jonathan, 2017). The study established that periodicals are received on the daily basis in the library like The Daily monitor, the observer, the new vision, bukedde, the East African and many other newspapers plus monthly law reviews that are published every month and magazines. Most library users at LDC library uses the daily newspapers a lot in order to know what is happening around the country and the entire world.
Reference materials; Reference sources are authoritative works that are used to find information about people, facts, and ideas, date of an important event, major achievements of an individual or organization, or a definition of a term or concept (Rubin, 2010). The librarian at LDC library reported that there are different reference materials at LDC library and they include; dictionaries, encyclopedias, bibliographies, handbooks, manuals, biographical sources, maps, gazetteers, and directories. The librarian said most printed reference materials do not circulate (they cannot be checked out), a user who needs it can easily photocopy or digitally scan and save the information they need.

Non-print information resources; The librarian also reported that LDC library has non-print/electronic materials in the library such as; audio and video materials which are collected and kept in the boxes, CD-ROM, tapes and compact disks are acquired especially in the audio-visual section where there is a giant screen and a projector for users to both view and listen to information. The librarian also reported that most of these materials in the non-print section are law practices in different courts around the world and they are videos, audios, documentaries, historical movies, plays among others. The total volume of information acquired and collected by LDC library are over 10,000 titles.

The library also provides electronic materials through an online public access catalogue which enables electronic and non-electronic materials and the E-resources include; OPAC, lexis library, Cambridge e-books, Jstor. Uganda online law library and Uganda law library all these enables students to get access to virtual information materials over the internet. The librarian also said that most students who uses the computer lab in the library normally uses them to get information resources over the internet using the different online catalogue that they have.

From the findings, majority of the library users use text books because law textbooks are very hard to find and they are not readily available. And the use of text books by most library users shows that the users visit the library for academic purposes. Few users access electronic resources from the library because majority of the students have laptops which they can access the electronic resources from anywhere and anytime and whoever goes to the library either needs a printed information material or needs a conducive reading environment.
The findings indicate that vast majority of library users uses printed information resources to satisfy their needs. And they normally come to know about the presence of new information materials by visiting the library physically and this calls for a guideline for provision of web-based CAS at LDC library because the users will be guided by the guideline to get access to newly acquired information resources on the net and it will keep users up to date with library materials.

4.5. Web-based CAS at LDC library

The researcher found out that LDC library provides web-based current awareness services to its users through the following ways; email alerts and personalized services.

Email alerts; current awareness monitoring via email with instant notifications and they allow quickly identifying and accessing new current awareness information as well breaking news in identified professions or business enterprise. Email alerts can be forwarded to cell phones and custom alerts services are also available to alert users on many different areas and requirements base upon their profession and needs. For LDC library, the librarian sends alerts to registered users who have registered their email address to the librarian. One of the librarians said

“It is much easier to alert users through their emails unlike the noticeboards were no one will be interested in checking it”

This clearly shows how the library is trying to alert its users using web-based means.

And the other way LDC library uses web-based CAS to notify their user is by providing personalized services to its users. Personalized services are provided through alert services (The user sees only what he/she wants to see, which can include the `What's new` section. In addition, he/she receives through Portals and gateways such as SOSIG's Law which provides gateway that allow lawyers in the United States to open a personalized account, to customize their portal and to receive current awareness services. Here the users of LDC register the areas they are mostly interested in reading and it becomes the work of the librarian to alert each user with the resources that suits their personal interest. However, the library still lacks guideline on how to provide its users with web-based CAS.
4.6. Challenges affecting the provision of web-based CAS at LDC library

The researcher found out that the provision of web-based CAS at LDC library faces a lot of challenges that include the following:

i. **Inefficient information and communication technologies**; Efficient information and communication technologies are a key to effective information service provision as well as web-based notification of library users. The researcher observed that there is lack of functioning up to date ICTS at LDC library for example 4 computers do not function and the Ethernet ports in the library are also faulty which really makes it hard for the librarian to provide web-based CAS to its users.

ii. **Unstable power supply**; There is problem of unstable power (electricity) supply in the library. One of the librarians said whenever powers goes off, they normally rely on the generator which has to run the whole institution and this leads to insufficient power supply within the library. Web-based current awareness system hardwares like computers, internet lines, servers, CPUs and many others require a stable electricity supply for them to be running thus inadequate power supply posed a big challenge to provision of web-based CAS sys at LDC library.

iii. **Insufficient funds**; Sufficient funding is a priority to any organization since funds are required to maintain library and library activities and carrying out innovations however the insufficiency of funds leads to limited operations (Bilawar,2015). And the LDC library faces the problem of insufficient funding.

“The government allocates funds to LDC as an academic institution but the portion that goes to the library is minimal “

Responded the librarian when inquired about the challenges faced at LDC library and this justifies why there are insufficient ICTs which can be used to notify people about new acquisitions

iv. **Lack of enough manpower**; The LDC library lacks enough man power to help set up a web-based current awareness system and maintains it. Setting up any information system requires some reasonable number of experts who can design the system and makes sure it is maintained. The researcher found out that LDC library has a smaller number of
staffs compared to the number of users they receive and this makes it very hard for the few library staffs to provide a web-based current awareness service for LDC library.

v. **There is high cost of E-resources;** There is high cost of electronic resources and the prizes are going high almost all the time. LDC library uses lexis, nexis and koha to help in disseminating e-resources to their users and they also use it to acquire new information resources for their library users. With the rising / high prizes, and less funding of the LDC library it really becomes challenging to provide web-based CAS in LDC library.

4.7. Ways of improving the provision of web-based CAS at LDC library

Below are the suggestions for the problems associated with the provision of web-based CAS at LDC library;

i. **Library orientation;** There is a need to orient library users about the library and to also inform them about the importance of a web-based CAS and current awareness services in academic library in general.

ii. **Sufficient funding;** The organization should ensure sufficient funding of the library so that web based current awareness services can be effectively provided in the LDC library so that students can be updated by the library on the presence of latest information materials acquired by the library.

iii. **Working on ICTs;** The malfunctioning hardware like Ethernet ports and personal computers should be worked upon and also the unstable internet connection should be made reliable and effective without any intermittence because for effective running of a web-based CAS system for the library, it needs all the requirements functioning very well.

iv. **Recruiting more staffs;** The library should recruit more staffs to handle the process of designing and setting up of the web-based CAS system for LDC library. A web-based CAS will need someone with expertise in IT and it will need other few library staffs to come together and come up with the system then the running and updating of the system should be done by the system administrator regularly hence LDC library administrators will have to recruit more staffs.
v. **LDC library should join Consortium of Uganda University Libraries;** This is a body that brings together all the university libraries in Uganda. One of the librarians suggested that LDC library which is an academic library of a higher institution of learning is eligible to join the Consortium of Uganda University Library and they should actually join the body because of the many benefits of being in that body which includes, sharing cost on expensive electronic resources which will really ease the provision of web-based CAS system to LDC library users.

vi. **LDC library needs to propose new guidelines on how to provide CAS to its users;** LDC library should propose their own guideline upon which provision of current awareness services and materials will follow it and this will easily alert many library users who register for it hence easing the provision of web-based CAS at LDC library.

4.8. **A need for guidelines for provision of web-based current awareness service at LDC library**

All the library staffs interviewed by the researcher agreed to the idea of designing guidelines for a web-based current awareness services for the library. The researcher asked if there is a need for a guideline for provision of web-based current awareness services and this is what the respondents had to say

i. “*it is retrievable any time and by the people intended for.*”

ii. “*Yes, because it makes current awareness more organized*”

iii. “*yes, because it keeps the librarians in line*”

iv. “*it is quick and timely and keeps the users to follow the rules*”

The above responses coincide with Mayega (2008). Whose view on internet-based library service is that we are in the digital age; the primary role of information in this age is in many digital cases. The primary means of sharing information is the digital network. With the digital technology, information in various formats- text, audio, video and electronic can be created, stored, organized, accessed and transmitted with relative ease, and in forms that we could not have thought of earlier.

However, one respondent argued that
“Online based notifications are not good since internet connection is always unstable”

and this is also challenge since scholars like Purcell (2014) who notes that slow broadband connections hinder the effective functioning of ICTs and with this, poor service provision occurs especially if one opts for online based services like CAS.
CHAPTER FIVE
PROPOSED GUIDELINES FOR PROVISION OF WEB-BASED CURRENT AWARENESS SERVICES FOR LDC LIBRARY

5.0. Introduction
LDC library web-based current awareness services are computerized means of notifying library users about new publications like books, newspapers, journals, audio visual materials etc. that have been acquired by the library. This web services needs guidelines on how it can well perform its duty. And that is notifying library users on new publications.

5.1. Guidelines for provision of web-based CAS for LDC library
Current awareness service is a service which provides the recipient with information on the latest developments within the subject areas in which he or she has a specific interest or need to know (Hamilton, 1995). A guideline is a principle or rule to be followed and guard decisions in order to achieve rational outcomes. (Wikipedia, 2018). The provision of current awareness services in library whether it being web-based service, electronic or even manual service, they all need guidelines to follow to provide the service efficiently to library users.

5.1.2. Aims and Objectives of guidelines for provision of web-based CAS for LDC library
The aim of designing this guideline is to improve on the provision of timely web based current awareness service to library users by using the different web-based tools like facebook, web site, phones and email to send quick alerts to subscribed users.

The following are the objectives of guidelines for provision of web-based CAS for LDC library;

- To provide basis for provision of web based current awareness decision in the library
- To enable creation of extensive and usable web-based CAS in the library
- To ensure that web-based CAS remains relevant to the users while taking into consideration the rules
- To provide basis for provision of web-based current awareness rules and regulations in the library

The guidelines proposed on the means by which web-based current awareness services is provided in LDC library and these are, e-mail alerts, sms alerts and facebook notifications. These four ways of providing current awareness is quite easier compared to others which are more complex to apply and expensive to run. The guidelines will be based on the four web-based
current awareness components that include; data base, user interest profile/bio data, notifications, feedback and document delivery.

5.2.0. Guidelines for email alerts

Email alerts is one of the web-based CAS that LDC library uses to provide services to its users. They are alerts sent to subscribed library users of the present of latest materials through their respective email addresses. Alerting the library users through email will have to follow some guideline for it to be effective to the users and the guideline will be based on the web-based current awareness components that include; database, notifications, user interest profile/bio data, feedback and document delivery.

5.2.1. Databases

Email accounts database collects all the files or documents about library resources, subscribed users, email addresses of users, and history of alerts sent to subscribed users.

- All email addresses of users should be in the library’s email data base for sending alerts to each user who subscribed for the email alert services.
- All email address of the library should be well known to users so as they can request for subscription easily.
- The email accounts of the library should create data bases for library users, new materials and library materials.
- The data bases should be integrated into the current awareness system of the library so as users get automatic e-mail alerts.

5.2.2. Users’ interest profile/bio data

Users’ interest profile gives details of the subjects of interest of all the subscribed users and bio data of users like date of birth, courses offered, year of study, ID number and many other details about the user. They are all collected when the user is subscribing to the library email alerts services.

- Users bio data should be captured and it must include, the following; the users name for the email accounts, the course of the users and the interest of information materials of the users.
- Users interest profile data base should be created in the email accounts.
• Users’ interest should match with the user’s data base so as users get alerts automatically when the information materials of their choice arrived in the library.

5.2.3. Notifications
Notifications are alerts that are sent to subscribed library users’ email addresses automatically whenever new items arrives in the library.

• Notifications should be sent to subscribed users automatically and immediately whenever any new materials arrive
• Only subscribed users are the ones to get alerts on their email accounts
• Users should be notified about the title of the new materials, the author of the material, the form in which the material is in i.e. physical book, electronic form or in virtual storage., where the material is from and the price of the material if necessary.

5.2.4. Feedback
Feedbacks are messages that the librarian receives from users through the email about the services and other recommendations and complaints.

• The librarian should be able to get feedback from subscribed users who got the documents through the email accounts
• The email account of the library should have a plat form where the librarian can interact with the users.

5.2.5. Document delivery
Document deliveries is delivering of e-resources to the subscribed users through emailing them on their email accounts.

• The email accounts should deliver documents, link URLs for documents and delivery information about the documents.

5.3.0. Guidelines for sms alerts
SMS alerts are alerts sent to subscribed users’ mobile phones as messages. The librarian collects all the telephone numbers of users during subscription so as they can receive sms alerts whenever there are new arrivals in the library. Alerting the library users through sending sms will have to follow some guideline for it to be effective to the users and the guideline will be based on the web-based current awareness components that include; database, notifications, user interest profile/ bio data, feedback and document delivery.
5.3.1. Data base
Sms alert database are collection of all data that collects all the mobile phone records of subscribed users, their specific subjects of interest and history of alerts sent to subscribed users.

- The library should create a data base of library users by registering their mobile numbers
- The library should have their own mobile number database that stores the number of subscribed users.

5.3.2. Users’ interest profile/ bio data
Users’ interest profile are details of the subscribed users’ subjects of interest. They are all collected when the user is subscribing to the library sms alerts services.

- Users mobile numbers should be saved according to users’ interest to make it easy to send alerts to users with the same interest.
- Users should be able to update their profile easily according to their interest.

5.3.3. Notifications
Notifications are alerts sent to subscribed users through sms alerts on their personal mobile phone numbers by the librarian. They send the notifications basing on users’ personal interest.

- Notifications should be sent to user’s mobile numbers directly
- Notifications sent to mobile lines should not be too long to read
- Notifications should be sent to all the subscribed users instantly at once

5.3.4. Feedback
Feedbacks are messages sent to the librarian inform of sms from the library users about issues concerning the service of the library, recommendations and complaints.

- Users should be able to send feedback to the library through the library mobile number that they have been provided with.

5.3.5. Document delivery
Document deliveries is delivering of document sources and URLs of documents to the subscribed users through texting them on their mobile phone numbers.

- The sms sent should be able to deliver the title, author and publisher of the information material.
5.4.0. Guidelines for facebook notifications

Facebook notifications are alerts that are sent to subscribed users on their facebook accounts about the arrivals of new information resources in the library and new services. The librarian register facebook user names of the users during subscription and subscribe them to receive facebook notifications whenever new items arrives in the library. sending facebook notifications to library users will require some guidelines to follow in order for it to fulfill its purposes of alerting users and the guideline will be based on the web-based current awareness components that include; database, notifications, user interest profile/ bio data, feedback and document delivery.

5.4.1. Data base

Facebook database is a collection of users facebook accounts details like username, subject of interest and facebook profiles of each subscribed user.

- The LDC library facebook page should have user’s data base whereby all subscribed users are all in the data base
- The LDC library facebook page should have list of subscribed users in an organized order.

5.4.2. Users’ interest profile/ bio data

Facebook users’ interest is the personal details of each library users stating clearly their usernames, their subject of interest, their likes and facebook status.

- Users’ bio data should capture according to their interest of subjects so as to provide facebook notifications to the right users.
- Users should be able to update their profile on the facebook page and it should be read by the LDC facebook page.

5.4.3. Notifications

Facebook notifications are alerts that are sent inform of text, picture, sound, motion or an attachment to users who have subscribed to the library facebook page for current awareness service.

- Facebook notifications should only be sent to people who have liked and followed the LDC current awareness page.
- Notifications should be sent instantly to all users who have subscribed as soon as new materials arrive in the library
• Notifications should be sent according to users’ subject of interest

5.4.4. Feedback

Feedback are messages or replies that the library facebook page/account receives from the subscribed library users who receive Facebook alerts from the library facebook page for current awareness service.

• Librarians should be able to get feedback from subscribed users who get notifications from Facebook.
• Librarians should be able to upload some documents to their users through the Facebook page.
• The Facebook page should provide a platform for the users to interact with the library users.

5.4.5. Document delivery

This is delivering of documents attachment to subscribed library users through library Facebook account.

• The Facebook page should have the ability to send document URLs links to its users so that they can download the materials if necessary.

5.5. Management of the CAS of the library

The librarian in charge of the current awareness services of the library will oversee the running of the web-based current awareness service of the library.

• The librarian will be in charge of subscribing users to the system.
• Updating the system all the time.
• Uploading documents
• Sending alerts to subscribed library users
• Overseeing the day to day running of the system

5.6. Implementation of the guideline

The guideline will be implemented to the current awareness librarians first then to other staff members and lastly to the library users. The librarians will print out the guidelines and post it on the library noticeboards and post it on the library website, send it to users as sms and post it on their Facebook page so that users can read the guidelines and understand the guideline for provision of web-based CAS at LDC library.
5.7. Review of the guideline

The guideline will be updated as needed in order to maintain its relevance and shall be reviewed at least once every after two years by the library committee.
CHAPTER SIX  
SUMMARY AND CONCLUSION 

6.1 Introduction 
This chapter entails the summary of findings, recommendations, achievements and limitations of the guidelines and conclusion of the study. 

6.2 Summary of findings 
This project was entitled guideline for provision of web-based current awareness service for LDC library. The objectives of the project were; to identify the different library resources at LDC library, to examine the current web-based CAS at LDC library, to examine the challenges affecting the provision of web-based CAS at LDC, and to design a guideline for provision of web-based CAS for LDC library. 

The study findings established that LDC library has a number of library resources of which include both print and non-print resources and the printed resources includes text books which are almost 15,000 volumes of different kinds, bibliographies, dictionaries, encyclopedias law reports, bulletins, periodicals such as magazines, newspapers etc., laws booths papers both local and foreign, research papers and many others. The non-print materials include, audio-visual materials, CDs, magnetic tapes, law practical’s videos, documentaries, electronic information resources. 

The LDC library to a more extent uses manual means of current awareness to update their users on the newly acquired information resources and the library does this through, displaying of titles of new materials on the noticeboards, display of new acquisitions in the library, through enquiries by the library users, announcements during seminars and symposiums, preparing information bulletins by compiling a list of references to items of interest supplied to registered users and for this case the users are always interested in new law related publications although they also use personalized services and email alerts to a very small extent. The above methods seemed to be providing current awareness services at LDC library without a proper guideline which encouraged the researcher to design a guideline for provision of web-based current awareness services.
During research, the researcher discovered challenges associated with the current ways of providing current awareness services. The LDC library faces quite a number of challenges in providing a web-based current awareness services and they includes the following; the library has few number of staffs to help in designing and maintaining a system which will require an administrator to be running and maintaining the system all the time hence with the few personnel at LDC library, it becomes a big challenge in providing a web-based CAS for LDC library users, it should also be noted that LDC website gives a very small information about LDC library and its services, there is also insufficient funding to the library and lastly there is inefficient IT skills. All these challenges coupled with other external factors have made it very difficult to provide web-based CAS at LDC library.

The researcher was able to successfully design guidelines for provision of web-based current awareness service. And this was done after conducting a field study to address the weakness of the currently used notification system and here is the functionality of the proposed guidelines; The guidelines are able to regulate on the people to be notified, when to notify the, the channel to be used to alert the library users and the kind of people to be notified.

6.2 Conclusions
A current awareness service in academic libraries is one of the most important services that need to be provided by each library to its users. It is the only service that alerts library users about the newly acquired information materials in their library. Current awareness services in these modern days are being offered online using the web as it is a very fast way of alerting the users of the newly acquired materials in the library. Findings found out that most libraries provides web-based current awareness services in their libraries without guidelines to follow and they still use the manual methods of providing current awareness services to their users through using the notice boards, displays of newly acquired materials in the library, announcements during seminars and symposium, providing information bulletins to users and through enquiries by the library users themselves from the library and many other traditional means. These mentioned methods above necessitate the proposing of guidelines for providing web-based current awareness services for academic libraries and therefore this research can enlighten the administrators of LDC library to design guidelines for web-based current awareness services for
their library. And this will require the library staffs to implement the guidelines and ensure it will work perfectly well.

6.3. Recommendations
Merriam Webster’s dictionary (2016) defines recommendations as suggestions on what should be done and below is what the researcher recommends as should be done;

a) Adopting the proposed guidelines by Law Development Center; The researcher recommends the LDC library and management to adopt the proposed guidelines and absorb it in the daily activities of the library and by doing so, the provision of current awareness services as well as providing information to the people will be improved

b) User training; Once the guidelines is adopted by the institution, it will require training of the library staffs to follow the set guidelines in providing web-based CAS at LDC library.

c) Sensitization of users; Library patrons should be sensitized about the guidelines so that they can contribute to its functionality by providing their details like emails and Facebook usernames.

6.4 Areas for further study
The research suggests the further areas of study by other scholars and these are;

I. A website for LDC library
II. Guideline for online digital repository of LDC library

If researchers take part in designing guidelines for the services or any other projects related to the above, research as a discipline will be broadened as well creating guidelines for web-based environment characterized of effective utilization and convenient exploitation of information materials as well as developing an informed society typical in a digital era.
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APPENDIX (I) OBSERVATION CHECKLIST

Below is what the researcher had to observe during the study at LDC library

(1) Information resources provided at LDC library
(2) Gender composition of LDC library users
(3) Gender composition of LDC library staffs
(4) Guidelines for providing Web-based Current awareness services at LDC library
(5) Challenges facing the provision of web-based CAS at LDC library
(6) Ways of improving provision of web-based CAS at LDC library
APPENDIX (II) INTERVIEW GUIDE

This guide is intended to give direction to the researcher in getting information from the librarians of LDC library.

Dear respondent,

I am AWONDI INNOCENT a third-year students pursuing a bachelor’s degree in library and information science at EASLIS Makerere University. As part of my course, I am conducting a research project on guidelines for provision of web-based current awareness services for LDC library. I therefore kindly request you to fill this form [respond to the question below] as findings will enable the researcher in designing a web-based system for the library. The information provided is for academic purpose and it will be treated and handled with confidentiality. Thank you.

Section A: Profile of respondent

Name (optional)………………………………..Age ……………………

Sex…………… Position…………………………………………………………………

Section B: Information resources in LDC library (tick from the ones below)

Books, E-resources, Newspapers, Maps, Bibliographies, Journals, Magazines

(Specify others) …………………………………………………………………………………

Section C: Web-based CAS provided in LDC library (tick from the ones below)

Personalized Current awareness services

Online newsletters

News groups, message boards and forums

Email alerts

Blogs

News aggregators RSS feeds
Section D: Challenges in providing Web-based CAS in LDC library (list some of the challenges below)

I. ..............................................................................................................................................
II. ..............................................................................................................................................
III. ..............................................................................................................................................
IV. ..............................................................................................................................................
V. ..............................................................................................................................................

Section E: Ways of Improving the provision of Web-based CAS in LDC library

I. ..............................................................................................................................................
II. ..............................................................................................................................................
III. ..............................................................................................................................................
IV. ..............................................................................................................................................

Section F: Suggestions on possible ways of designing guidelines for provision of web-based services for LDC library

I. ..............................................................................................................................................
II. ..............................................................................................................................................
III. ..............................................................................................................................................
IV. ..............................................................................................................................................