DECLARATION

I CARO WANYENZE declare that the work embodied in this project report is my original work and to the best of my knowledge and belief it has never been submitted for any academic award in any other institution in any academic institution.

Signature...[Signature]... Date...22nd 08/01/2019...

CARO WANYENZE

16/U/10929

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APPROVAL

This work has been approved for submission by my supervisor

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

Dr. Walter Omona

Supervisor
DEDICATION

I am glad to dedicate this work to my family of Mr. and Mrs. Mudyadya Dan for supporting me tirelessly and whoever contributed to my struggle may the almighty God award you big.
ACKNOWLEDGEMENT

My sincere note of gratitude to Mrs. Neumbe Megi, Department of Library and Information Science, Makerere University, my supervisor in this study whose comment, insight and suggestions have made this write-up possible of his busy schedule he has literally encouraged me and without his constant guidance this research would never have come to its present shape. I am equally thankful to all my respected lecturers, head of Department of Library and Information Science, for their guidance, encouragements and valuable suggestions. I am indebted for life for the knowledge you all have bestowed upon me, and I would like to extend my appreciation to all the staffs of the department for their assistance in the preparation of the study.

I deeply acknowledge the support given by my friends Desire, Dophrine, Joan, and the respondents of Mbale Public Library during the study process. Along with them my sincere gratitude to all my staff members of Mbale Public Library and finally my special acknowledgement to my husband who always supported me on my work and being there for me encouraging me while I tend to give up and understanding me and putting up with my snappiness.
LIST OF ACRONYMS AND ABRIVIATIONS

ICT- Information Communication Technology

Www-World Wide Web

EIS-Electronic Information Resources

ER-Electronic Resources

OPAC- Online Public Access Catalog

IT-Information Technology

MPL- Mbale Public Library

CD-ROM Compact Disc Read Only Memory

MB- Mega-bytes

DVD- Digital Video Disc
This study aimed at developing guidelines for utilization of electronic information resources among users of Mbale Public Library. The objectives were to; to establish the types of E-resources, to determine the utilization of E-resources, to identify the challenges faces in the utilization of E-resources, to develop guidelines for utilization of E-resources at Mbale Public Library.

A qualitative research approach was used following the case study research design. The area of the study population was selected through purposive sampling and data was collected using interviews and observations and document reviewing.

The findings confirmed that the Mbale Public Library uses electronic information like the Online Public Access Catalogue, CD ROMS, Electronic Databases though their rate of usage by the users was very low. The library encountered various challenges in the utilization of E-resources such as services interruption, inadequate training of staff, unreliable power supply, experience, network problems, lack of ICTs like limited computer.

The study proposed guidelines to improve utilization of electronic information resources including training librarians and users to use these resources, user education programmes, publicizing the electronic resources so that they can be used. The researcher also made recommendations at the end of the study which included employing trained staff that are knowledgeable about ICTs and their usage to save on costs of training and time. The researcher also suggested that more research is needed in the role of the online Public Access catalogue in the utilization of electronic resources, guidelines for automation of library materials, role of ICTs in library operation and policies for provision of electronic resources.
TABLE OF CONTENTS

DECLARATION ...........................................................................................................................................i
APPROVAL ..............................................................................................................................................ii
DEDICATION ........................................................................................................................................... iii
ACKNOWLEDGEMENT ........................................................................................................................ iv
LIST OF ACRONYMS AND ABRIVIATIONS .........................................................................................v
ABSTRACT ..............................................................................................................................................vi
LIST OF TABLES ..................................................................................................................................xi

CHAPTER ONE: INTRODUCTION TO THE STUDY ................................................................. 1
  1.1 Background to the study ..................................................................................................................1
  1.2. Background of the organization .................................................................................................. 3
  1.3 Statement of the problems ............................................................................................................ 3
  1.4 Aim of the study ............................................................................................................................. 4
  1.5 Objective of the study .................................................................................................................... 4
  1.6 Research questions ......................................................................................................................... 4
  1.7. Scope of the study ........................................................................................................................ 5
    1.7.1. Subject scope ........................................................................................................................... 5
    1.7.2. Time scope ............................................................................................................................... 5
    1.7.3. Geographical scope: ............................................................................................................... 5
  1.8. Significance of the study................................................................................................................. 5
  1.9. Definition of key terms: ............................................................................................................... 6

CHAPTER TWO: LITERATURE REVIEW ...................................................................................... 8
  2.0 Introduction.................................................................................................................................. 8
  2.1. Concept of information ............................................................................................................... 8
  2.2 Types of electronic resources in Public Libraries ........................................................................ 9
  2.3 Utilization of electronic information in Public Libraries .............................................................. 10
  2.4 Challenges of electronic information resources in Public Libraries .......................................... 11
2.5 Improving utilization of electronic information resources in public libraries ..........13
2.6. Research Gaps........................................................................................................15

CHAPTER THREE METHODOLOGY ..............................................................................17

3.0 INTRODUCTION: ..................................................................................................17
3.1 Research design: .....................................................................................................17
3.2. Sources of data.......................................................................................................17
  3.2.1. Primary source .................................................................................................17
  3.2.2. Secondary source ............................................................................................17
3.3 Area of study............................................................................................................18
3.4 Population of the study ..........................................................................................18
  3.5.1. Sample size ......................................................................................................19
3.6. Data collection methods: .......................................................................................19
  3.6.1. Interview ..........................................................................................................19
  3.6.2 Observation method ..........................................................................................20
3.7. Data collection instruments ...................................................................................20
  3.7.1. Interview guide ................................................................................................20
  3.7.2. Observation guide ...........................................................................................20
3.8. Data analysis and presentation ..............................................................................21
3.9. Data quality control ...............................................................................................21
  3.9.1. Data Reliability ...............................................................................................21
  3.9.2. Data Validity ....................................................................................................21
3.10. Research procedure ............................................................................................22
3.11. Ethical consideration ...........................................................................................22
3.12. Study limitation ....................................................................................................23

CHAPTER FOUR ..........................................................................................................25
PRESENTATION AND DISCUSSION OF FINDINGS ...................................................25
4.1 Introduction..............................................................................................................25
4.2 Demographic characteristics of Respondents ................................................................. 25

CHAPTER FIVE .......................................................................................................................... 31

GUIDELINES FOR UTILIZATION OF ELECTRONIC INFORMATION RESOURCES AT MBALE PUBLIC LIBRARIES ................................................................. 31

5.1. Introduction ...................................................................................................................... 31

5.1.1 Aim of the Utilization of electronic resources Guidelines ........................................... 31

5.2 Objectives of the Guidelines include the following ........................................................ 31

5.2.1 Scope of the Guidelines ............................................................................................... 31

5.3 Guidelines for utilization of Electronic information resources at Mbale Public Library .. 32

5.3.1 User Education and Training ..................................................................................... 32

5.3.2 Publicity of available Electronic resources .................................................................. 33

5.3.3 Informing users about the advantages of Electronic Resources ................................... 33

5.3.4 Provision of more computers ..................................................................................... 33

5.3.5 Training of Library Users ......................................................................................... 33

5.3.6 Increasing access to electronic resources ..................................................................... 33

5.3.7 Steady and consistent power supply .......................................................................... 34

5.3.8 Securing reliable internet and network connection .................................................... 34

5.4 Implementation of the guidelines ................................................................................... 34

5.4.1 Staffing ....................................................................................................................... 34

5.4.2 Funding ....................................................................................................................... 34

5.5 Monitoring and Evaluation ............................................................................................ 34

5.6 Review of the Guidelines ............................................................................................... 34

CHAPTER SIX .......................................................................................................................... 35

SUMMARY, CONCLUSION AND RECOMMENDATIONS ..................................................... 35

6.1. Introduction ...................................................................................................................... 35

6.2. Summary of the findings ............................................................................................... 35

6.2.1 The types of electronic information resources ............................................................ 35
6.2.2 The utilization of electronic information resources ........................................ 35
6.2.3 Challenges faced by users in utilization of electronic information resources .......... 35
6.2.4 Remedies for the identified challenges .......................................................... 36
6.3 Conclusions from findings .................................................................................. 36
6.4 Recommendations .............................................................................................. 36
6.6. Areas for further study ...................................................................................... 36
REFERENCES ............................................................................................................ 37
Appendix i: Interview guide for the staff members of Mbale Public Library. .............. 40
Appendix ii: observation guide for Mbale Public Library .......................................... 42
Appendix iii: Introductory letter ................................................................................ 43
LIST OF TABLES

Table 1: Response Rate  Source data, 2019 ................................................................. 19
Table 2: A table showing Response by Gender ................................................................. 25
Table 3 showing response rate of respondents ................................................................. 26
CHAPTER ONE: INTRODUCTION TO THE STUDY

This chapter presented the background to the study and the use of electronic resource at Mbale Public Library. It presented the library where the project was carried out, types of electronic resource accessible to users, statement of problem, purpose, objective, research questions, scope and significances of the study.

1.1 Background to the study

People in all works of life use the public library resources, facilities and services, these users include pupils, students, teachers, scholars, scientists, business executive, government officials, and even dropouts. Large numbers of people also turn to public libraries to satisfy their desire for knowledge or to obtain materials for some kind of leisure-time activities. A library may meet users’ information needs by acquiring, organizing and making available relevant information resources backed by appropriate facilities and delivered by means best known to them, which could be manual or through information and communication technologies (ICTs), for any public library to perform well and meet the needs of the users of this modern time, it is necessary for the public library to embrace the use of information and communication technology. The role of ICT in the effective utilization of libraries has been stressed in literature. In a survey conducted by Ojo and Akanda (2005), it was gathered that library users use internet sources and e-mail more than other sources. Other electronic information resources used by library users in the order of importance include CD-ROM, e-journal and others.

Electronic information resources are information materials in the libraries that can only be accessed electronically with the use of information and communication technology (ICT) facilities (Ukachi, 2013). According to Ani et al (2014), Electronic Information materials are simply referred to as electronic resources. They are information stored in electronic formats in computer or computer related facilities.

According to the world book Encyclopedia (2008), utilization refers to the use of something for practical propose. In a library utilization refers to the maximum use of available resources in library. Since information is for use, it’s made available for users to make maximum use of it and when not fully utilized, the librarians’ effort is in vain.

Advancements in technology have enabled new forms of handing information and has created more dynamic and flexible tools for managing and making it accessible than the print
formats. This has created major shift from the traditional set up of library which for uses on the physical collection of information resources to a stage where information is predominantly stored in digital formats. This advancement has caused change both in the way users’ access information and way libraries provide and manage resources (Luka, 2015). Library automation has greatly influenced the way information is being used. Libraries and Information centers are becoming more attractive as a result of Information and Communication Technologies (ICT) that have broken every barrier that hinder access to information. It is obvious that some of the information resources in the public libraries are accessed 24/7 and beyond the physical boundary of libraries. Abinew and Vuda (2013) opined that libraries have transformed into digital and virtual libraries where books, journals and magazines have changed into e-books, e-journals, e-magazines.

The rapid growth of new technologies has changed the information seeking behavior of users and reduced the cost of time of searching for information in the library. Electronic information resources can be defined as the electronic representation of information which can be accessed via electronic systems and computer network (Johnson et al, 2012). They further better that e-information sources can be seen as the most recent development in public libraries and that they are available in various forms like e-readers, e-books, digital libraries, online library magazines, application for the provision of electronic and its dissemination to suit the needs of its patrons (Nataranjan & Snathi, 2012).

The use of e-library resources does not however take the place of printed resources but facilitates it through access to large stock of library materials (Okazie, 2016) The change that has occurred in the world of ICTs is what has shifted the control of libraries’ resources from printed information to online information resources. Electronic resources give up a new dimension to learning and have affected libraries in many ways (Bajpai, et al, 2016).

A lot of information can be received using e-resources both inside and outside the library. This may be the reason why they are more popular compared to other resources. However, some challenges such as lack of computers, IT skilled personals, individualization and limited access to computer terminal among users may deter them from using electronic information resources. Omekwu (2001) stated that the success of online searching depends on the ability of the user or the information scientist to perform the search in the best way.
1.2. Background of the organization

Mbale district is a district in Eastern Uganda. It is named after the largest city in the district, Mbale, which also serve as the main administrative and commercial center in the sub-region. According to Wikipedia the area is 2.467km2. Mbale district is bordered by Sironko district to the north, Bududa district to the northeast, Manafwa district to the southwest, Tororo to the south, Butaleja district to the southwest and Budaka district to the west. Pallisa district and kumi district lie to the northwest town in the district and the largest town in the district and the location of the district headquarters is located approximately 245 kilometers(152m), by road northeast of Kampala, the capital of Uganda, and the largest city in that country. The coordinates of the district are: 00 57N, 34 20E. it has an area of 518.8square kilometers (200.3sq mi). The districts of Bududa, Manafwa and Sironko were part of Mbale districts before they were split off as independent districts of their own.

Mbale Public Library was established in Mbale town in 1953 by the British council to avail, preserve and disseminate information to the elite and the British administrator in eastern Uganda during the colonial government. The library continued to serve at a regional level even after handover of the library services in Uganda to public libraries Board in 1972 when the British left due to unfavorable conditions in Uganda. However, following the enactment of local government Act, 1997 on decentralization of public services in Uganda, by an Act of Parliament Mbale Public Library. Consequently, became a responsibility of Mbale municipal local government council in 2000. This type of library may offer services like CAS, lending and borrowing of services, children and adult discussions, photocopying, scanning, printing, access internet references services and so many others.

Mbale Public Library is well stocked with; adult fiction books, wall charts, magazines, periodical, non-fiction books, children’s books, reference books, newspapers, video tapes, CDs/ DVDs, E-readers/ digital libraries, building blocks, puzzles and word games and categories of membership includes casual which is comprises secondary school students, primary school pupils, nursery pupils then full membership comprises of tertiary institution students university students, adults from the community and the civil servants.

1.3 Statement of the problems

Utilization and accessibility of information resources is an important recurring theme in acquiring resources, observation indicates that there were low utilization and usage of
information resources in public libraries. According to the mini research that was carried out by Namaganda and Nambooze (2007), about public libraries, low utilization of information resources was cited for as a major challenge or a problem at public libraries, this problem therefore, called for the researchers’ attention to intervene and provide guidelines for utilization of electronic information resources at Mbale Public Libraries. The library might be having various information such as books, dissertation, these, reference books, periodicals and the internet. Some available resources might have been slightly utilized especially periodicals, it’s not clearly understood why there is such a low utilization of electronic information resources by users at public libraries, basing on the literature, but there are some indicators of underutilization of the library utilization which has its roots in utilizing information. So this study aims at solving this problem by investigating strategies for developing guidelines for utilization of electronic information resources for Mbale Public Library.

1.4 Aim of the study

The aim was to develop the guidelines as a strategy for effective utilization of electronic resources among users of Mbale Public Library.

1.5 Objective of the study

- To establish types of electronic resources in Mbale Public Library.
- To determine the utilization of electronic resources at Mbale Public Library.
- To identify the challenges faced in the utilization of electronic resources at Mbale Public Library.
- To develop guidelines for effective utilization of electronic resources in Mbale Public Library.

1.6 Research questions

1. What are the types of electronic resources at Mbale Public Library?
2. What is the utilization of electronic resources at Mbale Public Library?
3. What are the challenges faced in utilizing electronic resources at Mbale Public Library?
4. What guidelines can be put in place for effective utilization of electronic resources at Mbale Public Library?
1.7. Scope of the study

1.7.1. Subject scope
The study is basically on guidelines for utilization of electronic information resources.

1.7.2. Time scope
The process of developing guidelines for utilization of electronic information resources at Mbale Public Library in a project to take place in a minimum period of five months that is between the months of February to July.

1.7.3. Geographical scope:
The study is specifically carried out at Mbale public library (MPL) located and housed at plot 51-61 in the former Mbale District Local Government Office space shared with Management Training and Advisory Center-Mbale Campus (MTAC) next to Mbale Main Post Office on Republic street.

1.8. Significance of the study
The research problem unveiled the fact that there is information gap on various services provided by public lack of knowledge about the existence of these resources results into utilization of electronic resources provided by the Public Libraries. Therefore, the project was to sensitize community about the electronics resources. The outcome helped Mbale Public Library to come up with strategies to inform users on the development of the public library.

The finding of this study will contribute to the body of knowledge on the use of electronic resources. It helped policy makers in the information of policies that would guide the utilization of electronic resources in Mbale Public Library.

The study help Mbale Public Library Administrators improve those decisions making regarding the utilization of E-resources by library users by training and putting in a place the recommended E-resources architecture. This would also serve as a reference tool to other libraries especially in prevailing electronic era which calls for better and improve advances in information access and utilization.
1.9. Definition of key terms:

**Electronic resources:**

According to the international encyclopedia of library and information science (1997) electronic resources are online services which employ online systems technology to provide access to information organized in database with flexibility, precision and comparable to print resources and there are three types of information sources which include primary, secondary, and tertiary information sources which are both in print format for example books, serials, magazines, and official publications, and electronic format includes CDs/DVDs, websites, Doxes and PDFs, and databases with search facility.

Mcdowell, (2002) defines electronic resources a publication in which dissemination of information is by electronic means especially by use of disc formats (CD, COM in particular) and networking.

**Guidelines:**

According to the Wikipedia guidelines are developed by the community to describe best practice, clarify principles and resolve conflicts.

**Utilization:**

Oxford advanced learner’s dictionary (2011) defines utilization as hutting something into user

According to the world book encyclopedia (2008) utilization refers to the use of something for practical purpose. In a library utilization refers to the maximum use of available resources in library. Since information is for use, it’s made available for users to make maximum use of it and when not fully utilized, the librarian’s effort is in vain.

**Information:**

According to Grawfort (2003) information is knowledge or educational raw material which means to make practical and effective use of something (oxford Dictionaries, 2014).
According to Wikipedia, information is the resolution of uncertainty; it is that which answers the question of “what an entity is” and is thus that which specifies the nature of that entity as well as the essentiality of its properties.

Public library

According to Wikipedia public library is a library accessed by the general public and is usually founded from public sources. Public libraries are kind of information centers, where they store, process, manage and serve information on the demand of users.
CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter presented the conceptual idea of other writers and researcher whose contributions have the impact on the research not only because their works have relations to this research but also establishes some gaps which have led to the formulation of this study. It discussed concept of information resources, the types of electronic resources, utilization of electronic information, challenges of electronic information resources review to the related studies and research gap and guidelines of improving utilization of E-resources.

2.1. Concept of information

According to Grawford (2003) information is knowledge or Educational raw material which if are when acquired and utilized properly should contribute to development. He refers to information as valuable commodity that is being created, stored, and sold.

Information entails data, facts, imaginations, ideas, options, and cultural values in a variety of media, includes print, audio-visual materials, and electronic formats. In the library context, information includes personal knowledge and external sources such as referrals, interlibrary loan and data banks (Olowu, 2014).

According to Ikojo-Odongo (2002) over a long period of time human beings have been able to record their memories, ideas and discoveries into forms that are classifiable such that information organizers have been able to produce certain categories of information resources. He asserts that information can be classified by content matter or by the physical formats by which information is kept. The information resources classified by physical format include: written sources, databases, technical reports, grey literature and electronic resources, among others.

Muteshewa (2004) reveals that traditional libraries stored different types of information resources in different formats in buildings. Various tools and guides to locate these resources were available only when a patron physically visited the library. The situation has now changed and access to these guides has become paramount. He asserted that with advent of computers and telecommunication technologies, libraries and information services can provide access to these resources through work-stations like computers and terminals that are in patron’s offices, as well as in the library.
Hawkins (2000) emphasizes that the library of the future will have the daunting mission of helping scholars discover what relevant information exists anywhere in the world and in a variety.

2.2 Types of electronic resources in Public Libraries

Compact Disc- Read only memory (CD-ROM) data bases

CD-ROM databases allow users access to relevant databases without vigorous internet connectivity in libraries. CD-ROM is an e- resources format that contains up to 650-900 mega-bytes (MB) of information on a single-sided and single-layered optical disc (Johnson et al, 2012) it is a CD that can be possible to record on CD-ROM text, figures, graphs and digital picture. The CD-ROM technology has dominated a lot of discussion in library and information services. This is due to its enormous advantages.

Online/ electronic journals

Chandra (2005) argues that the appearance of electronic journals in the internet creates a new kind of cooperation in different fields on knowledge. Journals in this respect can take two forms i.e. the one published in print form available in digital form and electronic, only journals which do not necessarily need a publisher. Electronic journals offer a solution to some of the problems facing the management of the academic journals today. For example, of those journals includes African journal online (ASOL) and international network for the availability of scientific publication (INASP)

CD-ROM & journals

Compact disk seed only memory is a medium of storage and dissemination of information to wide range of storage of users Alena (1996) describes CD- ROM database as important tools identifying the bibliography details of potential useful document and ensures easy and convenient across large volume of literature for research purposes.

According to Rowley (2002) electronic journals take two different forms, journals that are electronic journals which do not necessarily need a publisher.

Alena (2000) urges that journals are bringing enormous benefits for the user, because they are accessible whenever they are wanted, no need to go to library during open hours E- journals
can be searched singly or a group of individuals can be linked from a bibliographic or other database or references in other journals.

**OPAC**

Shipley (2000) states that online public access- catalogue is the direct result of network and networking. OPAC allows the storage of a compact list of books and the link to them which would probably require large space for the traditional catalogue to accommodate such as list. This is an online public access catalogue that any member of the public both within and outside the library can access. It is on information retrieval system representing the collection of a particular library.

**Electronic books**

According to Connaway (2006) an electronic book is an electronic version of a traditional print book that can be down loaded over the internet and read using a personal computer by using an electronic book, an electronic reader can be a software application for use of an electronic book, an E-book. The emergence of E- books in an academic and community environment invites different opinions and feedback from the users especially community users and the academic patrons.

**Electronic database**

The world book encyclopedia (2008), defines a database as a body of information made up of individual items that can be received in variety of ways. Electronic database computerizes database management system.

According to Kats (1997) the internet is an electronic communication network which provides access to electronic mail, electronic conference, discussion groups and electronic information resources including computer files and databases held on computation around the world.

### 2.3 Utilization of electronic information in Public Libraries

Morris (2001) argues that electronic information such as journals are bringing enormous benefits to the users because they are accessible whenever the users are and whenever they want to access them. However, for users to access them electricity, telephone systems, internet access, and computer update software must be available.
Discussing the roles of electronic resources Wilson (2003) stated that electronic resources offers a greater variety of learning experiences that those offered by text on paper, it enables instant feedback on their progress and facilitate users’ ability to understand concepts more easily and clearly electronic resources would ease access to holdings, save time and financial resources and would solve problems connected with a lack of space in research libraries.

Madhusdhan (2010) expressed that electronic resources (E- resources) have given us the power to get information timely & manage information more affectivity and also the means to dissolve barriers and offer equity of access to knowledge and information, furthermore, electronic resources can meet the instant desire of users to have an access to information although books are still considered available basic source of information but an increasing no of users have started using or tended to use electronic resources.

Mc Dowell (2002) presents out that, the fast growing opportunity for change in education or with shifts towards increased for user’s independence in learning. The availability of vast array of E-information resources accessed from the internet other forms of electronic storage is widely viewed as a significant feature of the contemporary educational context and one which offers exciting new opportunities.

Because of the speed of data processing, the storage capacity of computer and instant accessibility of electronically transmitted data, we now live in a global capsule with the world at our finger tips or no more than a few chicks of mouse. According to Nga’andu (2006) computer network and its information resources can greatly facilitate small group participation within groups and between their constitutions and this helps to strengthen the forces of civil society.

2.4 Challenges of electronic information resources in Public Libraries

Okiy (2005) points out the following as challenges militating against the use of electronic information resources in public libraries in Africa and these includes poor and inadequate telecommunication facilities, poor levels of computer literacy even within the communities poor levels of computer facilities, poor level of awareness of internet facilities among policy makers and government officials and ruling class in general. Also Ikem and Ajala (2004) noted that the problem of funding is the major constraint of ICT application in public libraries. According to them, the problem of funding so more than just acquiring the hard and software but updating and maintenance are very crucial in order to sustain it.
ICT policies can help address stringent tax regimes that still treat computers, communication equipment and other peripherals as luxury item, thus imposing heavy import duties on them and subsequently rendering these items very expensive. Training of the staff of the library can also be so challenging, training is expensive and can never pay enough, if the staff is unfamiliar, and they need many hours of training to feel comfortable operating the resources. Additionally patrons needs assistance when using electronic resources especially if they don’t like computers, information and communication technology Omoyale (2002) points out the following reasons that stand against the effective use of ICT in public libraries; low levels of computer literacy, poor telecommunication infrastructure, general lack of awareness and low level of computer culture.

Public libraries are facing various challenges due to poor library establishment through they operate in an environment characterized by inadequacy. They are provided by a scientific and analytical rationale on which the information resources has been evaluated and the consequent concern to reform it so as to deliver quality training address the inequalities and disparities that exist in the digitally (IFLA,2000). According to Ikoja-Odongo (2009) the state of public libraries deteriorated to the extent that is portrayed the worst situation within the library sector of Uganda. This is attributed to bad governance, lack of adequate and trained librarians, inadequate and outdated information materials, unsatisfactory funding and in appropriate library buildings (Bank, 2008).

Unavailability of local communication experts and computer communicating internally: testing and installation of gadgets in a computer-based system. Skilled and experienced personnel are needed on a permanent basis who can convert the existing manual bibliographic data into machine readable form. Installation and maintenance involve foreign currency limitations, bad telephone lines, and reluctance of telecommunication officers to license moderns; moreover networks have their inherent problems which sometimes affect the decision of individuals and organization.

Alien (2000) points out competence and skills, basing on the observations he states that access to and use of electronic resources must be understood in the whole context of having enough skills to access information. He further said that many people are not competent enough to utilize electronic resources due to lack of skills since a percentage of them are computer illiterate and hence it affects the utilization of electronic resources.
Installation and maintenance involve foreign currency limitations, bad telephone lines, and reluctance of telecommunication officers to license modern. Moreover, networks have their inherent problem which sometimes affects the decision of individual and organizations. Public library exists to satisfy users. In this context, user’s satisfaction refers to how users judge the services of public libraries get the desired information resources. Hence, in recent times, evaluating users’ satisfaction within the information resources, facilities and services of public libraries has become a major concern and an integral part of library.

Gardner (2014) points out human resources, vendor and maintenance, culture, funding, education and training as key factors for electronic resources use in developing countries. According to him, unskilled and untrained human resources leads to the employment of expatriate and African government cannot pay or sustain expatriates, without adequate training, organizations may not be able to effectively use them Chisenga (2004) surveyed the use of electronic resources in public libraries in ten Anglo-phone African countries. The study revealed that all the libraries studied pointed out inadequate ICT personnel and lack of fund. The most interesting aspect of the findings is that libraries in South Africa express lack of burglaries to protect computers from being stolen whereas findings from two Nigerian libraries reveal erratic power supply as one of the barriers for ICTs use. Out of the ten countries studied, only Nigerian has a very unique problem of power supply.

2.5 Improving utilization of electronic information resources in public libraries

Public libraries should take relevant steps in understanding the several of their users in order to understand the needs of their users. Han and Goulding (2013) emphasized that information professionals are committed to understanding and defining library clientele’ needs and trying to meet them effectively IFLA (2011) stated that these guidelines have been widely roused to assist in the training, development, and / or evaluation of librarians and administrators who provide information services directly to library users.

Provision of services in public libraries should be accompanied with new technologies as to support it and simplify the work of librarians. Sandu (2012) stressed that new professional both for the potential of increasing the quality of service and for improving the efficiency of operations. Beitharze (2006) gave some of the hits for a successful and stress-free provision of library services and these are; delivery of service of small collection, clarify the physical processes, decide which collection to be inventoried, decide when post-provision task are to
be done ensure all processes are understand by staff and clearly documented, staff read before starting, create a checklist indicating the order in which tasks are to be completed and enjoy the task, it can be very rewarding.

Mammon Conrad and Odie (2013) found out that the study discovered that with the proposed library information system there was significant improvement in service and use of library facilities. The librarians can easily locate a literature sources, tell who borrowed what books, when and when is it due returning. Bhupendia (2008) states that a system provides with following solutions, It provides better and efficient service to members, reduces the workload of employee, faster retrieval of information about the desired books, provide facility for proper monitoring reduce paper work and provide data security, all details will be available on a click.

According to Muller (n.d), it is the responsibility of tertiary institutions to strengthen expectations for professional development in a profession that is rapidly changing and in which lifelong learning is integral; develop innovative curricula that enhance the value of the librarians’ professional contributions. This includes library science which forms the basis for information and knowledge management and foe competitive intelligence. Muller (n.d) also says that emphasize advancing innovation through the effective application of information technologies to determine the future outlook; develop competencies to equip graduates for leadership roles in organizations and demonstrate the value of library and information science education to corporate decision markers (Chindlund et al., 2005)

Schachter (2006) suggested that public librarians can promote their services and use self-promotion effectively. However, for this to be achieved, librarians need to be overt as to what they are doing as staff members providing a services and how they are having a positive impact on the organization (Muller, n.d). They must also create awareness of the library as valuable organizational resources self-promotion is one important means of getting the word out and attracting more customers (Schachter, 2006). Whereas for personal career development improve the caliber of public library services to ensure that patrons are aware of the services, The connection among public libraries with academic libraries should develop in order to strengthen access to resources and services and to foster their shared responsibilities for the lifelong learning of all community members.
Improvement in terms of awareness creation of sustain adequate, usage, the use of electronic library resources does not however take the place of print resources but facilities it through access to large stock of library materials (Okazier, 2016) is what has change that has occurred in the world of ICT is what has shifted the content of libraries, resources from printed information to online information resources.

The changing trend of user’s’ need and attitude to information is virtually forcing librarians to succumb to the collection and development of electronic resources, thus, it has been the rights of users to know more about the availability and management of electronic resources (Dadzie, 2005), with the changing needs of users and growing popularity of E-resources. Public libraries are to redesign their collection development policies and its implementation drives, giving every opportunity for equal access to information (Kesavan, 2009) the content of libraries is no more restricted to traditional printed resources such as books, magazines or journals but to online resources facility an electronic –driven materials (Yeboaah&Plockey, 2017), E-resources library, collaborative effects in research; using communication of tools and encourage generation and dissemination of knowledge.

The rapid growth of new technologies has changed the information seeking behavior of users and reduced the cost and time of searching for information in the libraries. Electronic information resources can be defined as the representation of information which can be accessed via electronic system and computer network (Johnson et, 2012). The further buttress that electronic information sources can be seen as the most recent development in libraries and that they are available in various forms like E-books, digital libraries, online journal, magazines, E-learning tutors and online test: application of information communication technology (ICT) in libraries has given enough opportunities for the provisions of E-resources and its dissemination to suit the needs of its patrons (Nataranjan&Santhi, 2012)

2.6. Research Gaps

Considering the reviewed literature, a lot has been studied and researched about improving the guidelines for effective utilization of electronic information resources in public libraries. Although more studies have been carried out in other area, little has been done on the guideline for improving utilization of electronic resources and how to implement them. Therefore, this study focuses on developing and designing guidelines that can be used by
users and library patrons increasing sufficiency and improving access to electronic information resources
CHAPTER THREE METHODOLOGY

3.0 INTRODUCTION:

This chapter presented the method procedures and techniques that were used to collect data from the study. It described the research design areas of the study population of the sampling, data analysis and limitation of study.

3.1 Research design:

According to Kasonde-Ng’andu (2013), a researcher design is the blue-print or recipe for the study and determines the methods used by the researcher to obtain participants, collect data, and analyze the data and interpret the results. Research design involves a discussion of when, where, how and why the research is going to be started and accomplished (Enon, 1998).

The case study research design was used during the study. According to Bell (1997), the case study approach is applicable where the researcher gets an opportunity to study the problem in depth within a limited timescale. The researcher adopted qualitative design to get experience, viewpoints, opinions and experiences towards E-resources guidelines for users. It was qualitative research that involved interviews, observations method, document analysis method and suggestions from the largest populations to collect information.

3.2. Sources of data

Data was collected here from both primary and secondary sources.

3.2.1. Primary source

Data collected here was directly from the field by the researcher. This includes interview, observation, survey and experiment.

3.2.2. Secondary source

This aimed at data extracted from already existing materials, produced and published by other scholars and researchers that was readily available for use. This was mainly from text books, journals and reports. In this research, I used secondary source of data collection and this is because there was readily information for use that which did not require the researcher to sort and analyze the data again and also reduce the costs and time.
3.3 Area of study
Mbaaga (2000) defines it as a place or department including the population where the study was conducted. The study was conducted at Mbale Public Library. The Library is housed at plot 51-61 in the formal Mbale District Local Government Office space shared with Management Training and Advisory Center-Mbale Campus (MTAC) next to Mbale Main Post Office on Republic Street; it was focused on the library department.

3.4 Population of the study
A population is a complete set of individuals, objectives or measurement having same common observable characteristics (Kakinda 2000). By definition population is a set of people under study all cases of interest (Richardson ,2013) and might be virtually any size or might cover almost any geographical area (Gay and Dichl, 2010). The population of this study comprised of the library user and staff since it is a public institution. Currently the library has a user population of about 650 users, male and female including library staff and the users at large. The users were also children and adults but the study concentrated on adults since they interact more with electronic resources.

3.5. Sampling
Khan (2011) suggests that sampling entails the selection of part of a group or population with the sole aim of gathering a complete data for analysis and deductive conclusion about the problem under investigation. Runesons (2017) noted that by sampling, the primary goal of researchers is to get a small collection of units from a much larger collection or population, such that the researcher can study the smaller group and produce accurate generalizations about the larger group. Purposive sampling technique was used and it was applied on the librarians and users they purposely had the relevant knowledge and skills regarding the topic under study. Agyedu et al. (2010) suggested that in purposive sampling; the researcher uses his or her own judgment about which respondents to choose, and picks only who best meet the purpose of the study. Purposive sampling was used because it enabled the researcher select the respondents who provided relevant and valuable information for the study. The researcher chose male and female adults that use the library and the library staff. These were chosen mainly because they were the people likely to provide the information effectively about the E-resources at Mbale Public Library.
3.5.1. Sample size

Sample size is the number of persons, units or objects selected to represent the population according to some rule or plan (Crossman, 2014). Sample size is one element of research design the investigators need to consider as they plan their study. The sample size of the researcher’s population was therefore 40 respondents out of the library population of 650 users.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>No. of Respondents</th>
<th>Frequency (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>35</td>
<td>87.5</td>
</tr>
<tr>
<td>Library Staff</td>
<td>5</td>
<td>12.5</td>
</tr>
<tr>
<td>TOTAL</td>
<td>40</td>
<td>100</td>
</tr>
</tbody>
</table>

**Table 1:** Response Rate  
Source data, 2019

3.6. Data collection methods:

The purpose of data gathering is to collect sufficient, relevant, and appropriate data so that a set of stable requirements can be produced (Sharp & Preece, 2014). Even if a set of initial requirements existed, data gathering was required to expand, clarify, and confirm the initial requirements. The basic methods to be used for data gathering include questionnaires, observation and interview as required for research.

3.6.1. Interview

According to Berg (2009) an interview is a conversation between two or more people with a purpose of answering a query. The method used to interact with the library staff who is in charge of electronic resources, this enabled the researcher to acquire firsthand information based on the objective from the questions which then relate to the study. In-depth interviews involve personal and unstructured interviews, whose aim is to identify participant’s emotions, feelings, and opinions regarding a particular research subject (Spyros Lankos, 2014).

This technique is time saving, less costly, increasing knowledge since views and ideas are exchanged, flexible since its framing depends on the situation and in depth analysis since detailed information can be collected which enables proper analysis of a problem (Susan, 2014). This technique was efficient for data collection from library staff members.
3.6.2 Observation method

Observation is defined as the way of gathering data by watching behavior, events, activities and taking note of characteristics of whatever is being observed and is original setting, observation can be direct or indirect. Kathari (2004) defines observation as the most commonly used method especially in studies relating to behavioral sciences. He further suggests that under observation method, the information is sought by way of investigator’s own direct observation without asking from respondent.

3.6.3 Document Review Method

According to Evaluation Briefs (2018), document review is a way of collecting data by reviewing existing documents. The documents may be internal to a program or organization such as electronic records documents.

3.7. Data collection instruments

Pring R (2000) defines data collection instruments as measurement tools which include interview guide, observation guide, questionnaires or scales among others designed to obtain data on a topic of interest from research subject. For this research study, the researcher used interview, observation and document review guides. Data collection instruments include;

3.7.1. Interview guide

As interview guide is a set of topics or questions about which the interview is conducted (kambo, 2006). The researcher asked questions face to face from the respondents and this is important because the researcher was able to clarify on what information would be required and of which respondent provide information about what is too interviewed. The library staff in charge of E-resources and the library at large were interviewed. (See Appendix A)

3.7.2. Observation guide

The researcher critically observed how different utilization of electronic resources exists in management of Mbale Public Libraries. This guide included a number of observational data that is relevant to obtain different levels/ stages utilizing electronic resources in Mbale Public library in order to make comparison with respondents’ feedback using other methods.
3.7.3 Document Review guide.

The researcher reviewed various literature that he found at Mbale Public Library like the User’s registration lists that showed which resources users registered for in the library.

3.8. Data analysis and presentation

Creswell (2009) described data analysis and interpretation as the procedures one would follow to present, analyze and interpret findings. Data cleaning was done manually to identify incompleteness, consistency and accuracy. Any text accompanying a table or chart was referencing the key points I wanted to highlight, but the visual was understood even if the text is not read. Data was finally presented in tables and pie charts for easy comprehension.

After the data collection exercise, data analysis of the collected data was used to eliminate inconsistencies, to sieve out useful data. Qualitative method employed, especially during analysis of information from interviews and observation.

3.9. Data quality control

As mentioned by Kelly, Lesh and Baek (2014), reliability and validity are two main criteria for determining data quality where validity presumes reliability, that is, if a measure is not reliable, it cannot be valid.

3.9.1. Data Reliability

According to Best and Khan (2006), states that reliability is a degree of consistency that the instrument or procedure demonstrate. It is concerned with precision and accuracy “it is clear from this definition that reliability refers to consistency and stability of measure. A test is considered reliable if we get the same results repeatedly, for example if we administrate a test to the same group of examinees on successive days with no intervening instructions in the area tested, then each time the results or the examinees scores should be approximately the same or close to the same scores on both users.

3.9.2. Data Validity

This is the extent to which a concept, conclusion or measurement is well founded and likely corresponds to the real world. The validity of the questionnaire was censured by pilot test, which represents the variables in the study. The questions were restructured to reach each
targeted participants in Mbale Public Library, the researcher then distributed questionnaires and collect them in person.

3.10. Research procedure

Richard (2017) asserts that for any research to assure comprehension, the researcher should present discussions on research procedures by working with specific examples. Research is an orderly and systematic procedures, and this procedure may be presented sequentially from the first step of problem definition through the final step of the writing-up to the final report.

An introductory letter was obtained from Makerere University which presents to the authorities of Mbale Public Library and later to other respondents for identification purposes, in order to secure permission to collect data. The researcher first obtained informed consent from all the respondents, observing all courtesy, objectivity and truthfulness. Assurance was given that the information gathered during the research process was for academic purpose only. Issues relating to objectivity and full disclosure of proper identity like names were based on consent, where the researcher assured anonymity and confidentiality of such disclosure to avoid bias. Thereafter, the researcher proceeds to collect data.

3.11. Ethical consideration

Given that research was carried out in a social setting, it was crucial that ethical consideration was honored. Driscoll and Brizee (2012) suggested that when conducting research in public setting, it’s important to be aware of the ethics behind one’s research activities. According to Connelly (2014) research ethical considerations may include participant consent, open and honest reporting and confidentiality of information provided and engagement of qualified research assistants.

3.11.1 Provision of informed consent

The researcher ensured agreement which reached to the respondents, this implies that personal information (information about an identifiable, natural person) may only be collected and processed with the specific informed consent of the individual (s) involved, only information that is relevant and necessary (not excessive) was collected. The participation of individuals was based on their freely given specific and informed consent, the researcher respects their rights to refuse to participate in research and to change their decision or withdraw their informed consent given earlier, at any stage of the research without giving any reason and without any penalty.
3.11.2 Privacy, anonymity and confidentiality the researcher treated any information contained or obtained from the respondents as exclusive to the study and did not disclose the respondent’s identity by not indicating their names and position regarding their individual contribution. The researcher tried to be unbiased and expressed opinions in the findings as they are given, since the information collected is strictly for academic purposes. Privacy included autonomy over personal information, anonymity and confidentiality, especially in case of dealt with stigmatizing, sensitive or potentially damaging issues or information. When decoding on what information is to regarded ads private and confidential, the perspective of the participant(s) on the matter will be respected. All personal information and records provided by participants should remain confidentiality and anonymity; participants are allowed to respond anonymously or under a pseudonym to protect their privacy. All personal information obtained by researchers from organization as well as information obtained in the course of research that will reveal the identity of participants will remain confidential and anonymous.

3.12. Study limitation

Time constraints limit the number of research user’s interviews that took place, and indirectly, the type of analysis which was the performed, ideally, many more users were interviewed, a larger representative sample was enabled further qualitative analysis and a more useful comparison of the BSSSL departments, at the detailed level, the interview schedule worked well and was appeared to be enjoyed by many of the respondents. This was fortunate, because it was frequently exceeding the planned interview time. If the study was to be repeated, it would be more useful to reduce the interview like change these closed questions.

Evaluation of conflicting ideas from different respondents to find data therefore compares the ideal from various respondents to find data that best suit the study, deliberate denial to respond to some questions during data collection by respondents. The researcher was generalized from the data provided by respondents who would manage to deliver they required responses
CHAPTER FOUR
PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction

This chapter presents discussions and information as well as findings obtained from the respondents at Mbale Public Library. The arrangement of the presentation was guided by the objectives of the study:

- To establish types of electronic resources in Mbale Public Library.
- To determine the utilization of electronic resources at Mbale Public Library.
- To identify the challenges faced in the utilization of electronic resources at Mbale Public Library.
- To develop guidelines for effective utilization of electronic resources in Mbale Public Library.

The information was obtained using interviews and observation and it was presented inform of descriptions and tables.

4.2 Demographic characteristics of Respondents

Mbale Public Library is comprised of about 630 users including 5 library staff. It comprises of both female and male users and staff. The library staff reported that majority of the users are male though females also attend the library. Children also use the library though at a low rate. The adult respondents include even those in colleges and universities.

The respondents were both male and female adults and out of the 40 targeted respondents, 30 responded.

Table 21: A table showing Response by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number of people</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>18</td>
<td>60</td>
</tr>
<tr>
<td>Female</td>
<td>12</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: field data, 2019
The table 2 shows the gender of the respondents who participated in the study. It shows that the majority of the respondents were male that is 60% and 30% were female who were interviewed by the researcher.

4.2 Response Rate

The sample size was 40 and the actual respondents were also 30, among the respondents were 25 library users who were adults and 5 library staff. The researcher conducted a total number of 30 people being interviewed. The researcher used semi-structured interviews because they were flexible and enabled gathering a lot of information.

Table 3 showing response rate of respondents

<table>
<thead>
<tr>
<th>Position Held</th>
<th>Number</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Staff</td>
<td>5</td>
<td>16.7</td>
</tr>
<tr>
<td>Users</td>
<td>25</td>
<td>83.3</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: field data, 2019

The table shows that majority of the respondents were the users of the library and these were followed by the staff of the library since they were the target in this study.

4.3 Types of Electronic Resources and their utilization in Mbale Public Library.

The library staff reported that the library uses a wide range of electronic resources. It is noted that the resources found in the library did not differ much from the one’s presented in the literature, these were;

4.3.1 Electronic Books

An electronic book is an electronic version of a traditional print book that can be downloaded over the internet and read using a personal computer (Connaway, 2006). The librarians revealed that Mbale Public Library has about 1000 Electronic books some of which are owned by the library and the others are subscribed for from other libraries like the National Library of Uganda. These E-books can be accessed by all qualifying library users.
with IDs and are located on the library’s website and electronic databases. Some books are available in full text while others are abstracts. For abstracts the library provides links to where they can be accessed in full text. 30% of the electronic books collection were originally print but have been digitized so as to easy and increase access

4.3.2 Electronic Databases

A database is a body of information made up of individual items that can be received in variety of ways (Encyclopedia, 2008). The librarians informed the researcher that the library subscribes to over 15 databases including Emerald, AGORA.ERIC, EBSCO and some of these are free while others are subscribed for at a periodical fee. The users can access these databases only when they are in the library. They house electronic materials like e-books, e-journals, articles, Encylopedias and these are grouped according to their subjects. Some databases provide full text articles while others provide abstracts and links to areas for full access.

4.3.3 Electronic Journals

According to Rowley (2002) are periodicals that are available online and thus can be accessed on a computer and they take two different forms that ie journals that are originally published in digital form/born digital and ones that are published in print but are digitized to become electronic.

The librarians identified that the library only has born digital journals as it has not yet embarked on the task of digitizing the print journals. “The library has about 50 electronic Journals and these are mainly on subjects like Food, health, politics, Nutrition, Fashion”, said one of the librarians.

4.3.4 Library Website

The Mbale Public Library offers a variety of services and services on its website including availing electronic resources, providing contact inform of library staff, and informing users of each and everything transpiring in the library.

4.3.5 OPAC

Shipley (2000) states that online public access- catalogue is the direct result of network and networking. “The Mbale library uses KOHA open sources software to run its OPAC and this OPAC provides a bibliography of all resources available in the library and it gives guidance and direction of where that is sections they are located” remarked one of the librarians.
4.3.6 Compact Disc- Read only memory (CD-ROM) data bases
CD-ROM is an e- resources format that contains up to 650-900 mega-bytes (MB) of information on a single-sided and single-layered optical disc (Johnson et al, 2012). These are used to store securely files and information materials like digitized information materials.

4.4 Utilization of Electronic Resources at Mbale Public Library
The provision of information through electronic resources this public library has been going on for the last 10-11 years now and different e-resources are used for different purposes in the library by both the librarians and the users

4.4.1 Electronic Books & Journals
Many of the users responded that they access e-books and journals to read, research and finish assignments. One of users who was a student at college said that e-books are good reference materials as they provide many references and citations which one can visit for further information and thus always used e-books to research. The librarians pointed out that most computer literate users like college and university seldom borrow hard copy books, they simply access and use e-books which they can ask at any time.

4.4.2 Electronic Databases
One of the users said that he uses EBSCO Host database all the time for most of his information needs and this is because it provides full access to many electronic resources which he downloads and uses at his convenience. The librarians asserted that computer literate users often access the full access databases for all their information needs.

4.4.3 Library Website
One user of the library pointed out that he often uses the library to access e-resources and get current awareness information like activities taking place in the library. The librarians also noted that they use the library website to inform users of the current happenings in the library, activities taking place, opening and closing hours, user education and display of the entire library so as to market the library to attract users. The librarians also added that they often upload electronic resources to databases on to the website so as the users can easily access them.

4.4.4 OPAC
The librarians gave information that they use the OPAC to advertise all the library collections and organize it in such a way that users can trace it from the computer and then easy location
of the book from the vast collection using the call number. The librarians also use KOHA to catalogue and circulate materials electronically and in a fast way. Users said that they use the OPAC to search for the location and availability of a resource before acquiring it.

4.3.5 Compact Disc- Read only memory (CD-ROM)
The librarians use these to permanently and securely store information for use for example storing digitized electronic materials.

4.4 Challenges faced in the utilization of Electronic Resources

4.4.1 Technological changes
One of the librarians pointed out that technological changes pose a big challenge as hinder access to and use of e-resources, especially for African countries, because they rely mostly on donors to purchase such equipment and the new changes require change in equipment and training of staff. He added that it is very hard to keep abreast with these daily changes. This is also a challenge to the users as the change in technology changes the way the library e-resources function. One of the users of the library explained that he often feels frustrated when he tries to locate a book from the database and is told things changed or that he needs to receive new rights which takes long.

4.4.2 Shortage of Funds
All the library staff agreed to the fact that there is lack of funds to run the electronic resources like purchasing equipment like computers, paying software licenses. Budget cuts hindered subscription to relevant e-resources, which were in demand, thus the academic community loses interest in accessing and using the available e-resources.

4.4.3 Unreliable power supply
Librarians and the users reported that the library has unstable power supply and this is due to lack of a standby generator that can be used when there is no power. When power goes all electronic work comes to an end since they operate on power.

4.4.4 Inadequate Computer skills
Some librarians and some users admitted that they lack excellent computer skills to enable them effectively search and retrieve directly and fastly what they need. The librarians also added that some users come when they have fear and a bias on using computers and thus have no interest in learning how to use electronic resources.
4.4.5 Inadequate Equipment
The users identified that there is no adequate equipment like computers from where the users can access the resources. The librarians confirmed this as they reported that there are only three laptops and twelve computers for users to use which is not enough to satisfy all those readers.

4.4.6 Unreliable and slow Network and Internet connections
The users mentioned that the internet is usually slow and unreliable which makes searching and access of electronic resources close to impossible as it takes really long.

4.5 Guidelines for effective utilization of electronic resources at Mbale Public Library
The respondents proposed various guidelines that can be followed for effective utilization of electronic resources and these were;

4.5.1 User and staff training
The librarians proposed that there should be continuous and periodical training of librarians on how to use and handle electronic resources. They also proposed training of other users to equip them with skills like searching, easy retrieval which will help them use the resources.

4.5.2 Sourcing for Funding
The respondents proposed sourcing funds from the government through the National Library of Uganda and from International organizations that can provide equipment and software that is durable from western countries.

4.5.3 Publicity
The users proposed Continuous publicity of the electronic resources and their capabilities to the users since some of them are ignorant of their importance and availability in the library.

4.5.4 Securing and making internet fast and reliable
The users suggested that the library should ensure that the connections of internet should be made reliable with free access to library WIFI in the entire library.
CHAPTER FIVE
GUIDELINES FOR UTILIZATION OF ELECTRONIC INFORMATION RESOURCES AT MBALE PUBLIC LIBRARIES

5.1. Introduction.

This chapter presented and discussed the appropriate guidelines that can be adopted so as to improve on the utilization of the available electronic information resources by library users and staff at Mbale Public Library despite the various challenges that are currently faced in the library.

The researcher proposed these guidelines basing on the current electronic information resources that are already in use at the library.

5.1.1 Aim of the Utilization of electronic resources Guidelines

The aim of the plan is to sensitize the Mbale Public Library Community about the utilization of electronic resources so as to enable effective utilization of these resources by the users.

5.2 Objectives of the Guidelines include the following

1. To establish types of electronic resources at Mbale Public Library

2. To determine the utilization of electronic resources at Mbale Public Library.

3. To identify the challenges faced in the utilization of electronic resources at Mbale Public Library.

4. To develop guidelines for effective utilization of electronic resources at Mbale Public Library.

5.2.1 Scope of the Guidelines

These guidelines seek to help Mbale Public Library administrators improve the decisions they make regarding the utilization of electronic resources through putting into action the recommended electronic resources guidelines. This will serve as a reference tool in prevailing electronic era which calls for better and improved advance in information access and utilization.
5.3 Guidelines for utilization of Electronic information resources at Mbale Public Library

The researcher found out that the library has the following electronic information resources

- **Electronic Books**

An electronic book is an electronic version of a traditional print book that can be downloaded over the internet and read using a personal computer.

- **Electronic Journals**

These are periodicals that are available online and thus can be accessed on a computer and they take two different forms that are journals that are originally published in digital form/born digital and ones that are published in print but are digitized to become electronic.

- **Electronic Databases**

A database is a body of information made up of individual items that can be received in variety of ways.

- **OPAC**

An online public access- catalogue is the direct result of network and networking. “The Mbale library uses KOHA open sources software to run its OPAC and this OPAC provides a bibliography of all resources available in the library and it gives guidance and direction of where that is sections they are located” remarked one of the librarians.

- **CD-ROMs.**

CD-ROM is an e- resources format that contains up to 650-900 mega-bytes (MB) of information on a single-sided and single-layered optical disc.

CD-ROM is an e- resources format that contains up to 650-900 mega-bytes (MB) of information on a single-sided and single-layered optical disc (Johnson et al, 2012). These are used to store securely files and information materials like digitized information materials.

The researcher therefore intends to promote their usage through the following ways;

**5.3.1 User Education and Training**

The library staff should periodically organize user education sessions for all new users of the library and all those that feel they need it. This education should help to inform users about key aspects of the library including electronic information resources and give them knowledge of how they can be access and use these resources. This will eliminate the point
of ignorance of users on the availability of electronic resources and thus will access and use them.

5.3.2 Publicity of available Electronic resources

The librarians should intensify their efforts to promote the awareness of electronic resources and this can through designing posters, flyers that advertise and give information regarding e-resources and indicating how they are used and accessed. These can be pinned on noticeboards, sending messages and E-mail alerts, text messages, calls to users. They can also be often advertised on the library’s website and slides demonstrating how one can use a specific e-resource should be availed. Gifts and give back hampers can be given to appreciate users that outstandingly users of these resources and this attracts more users.

5.3.3 Informing users about the advantages of Electronic Resources

Many users do not use e-resources because they are not knowledgeable of their vitality. It is therefore the task of the library to inform and teach users of these advantages like being fast and easy to access such they can use them.

5.3.4 Provision of more computers

More networked computers should be provided in the library. This could be achieved through soliciting external support from the government through the National Library, charging resource fees and library fees. The more the networked computers, the more the number of users accessing the resources.

5.3.5 Training of Library Users

These should be thoroughly trained to use and handle electronic resources so that they are also able to manage them and even train the users. They should also be motivated, interested and willing to offer assistance to all users during information retrieval at all times of need.

5.3.6 Increasing access to electronic resources

The library should consider giving rights to use and access e-resources at anytime and anywhere not only while in the library but also in the comfort of their homes and work places.
5.3.7 **Steady and consistent power supply**

The library should ensure that there are no power inconsistencies by having a standby generator that can operate at all time. This will enable users to use and access the resources all times with no hindrances.

5.3.8 **Securing reliable internet and network connection**

The library should ensure reliable and fast internet connection so that the users spend less time searching and retrieving the information.

5.4 **Implementation of the guidelines**

This section presents how the proposed guidelines should be implemented.

5.4.1 **Staffing**

Employment of more staff who are also trained and skilled in utilization of electronic resources so as to help users utilize the resources.

5.4.2 **Funding**

A lot of investment in terms of funds are needed in the electronic resources department to hire skilled staff and also purchase equipment like computers, up to date software.

5.5 **Monitoring and Evaluation**

These guidelines will be subjected to periodical review and evaluation. This will be done through periodical meetings that are to be carried out after every 6 months. The library should therefore set up a committee on electronic resource utilization that will take up the responsibility of ensuring that the guidelines are put in place.

5.6 **Review of the Guidelines**

This involves putting into practice the proposed guidelines. The committee on electronic resources utilization shall periodically review the guidelines to review assumptions that need to be adjusted.
CHAPTER SIX
SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1. Introduction

This chapter covered the summary, conclusion and recommendations of the project, the purpose of the study was to develop guidelines for utilization of electronic information resources in Mbale Public Library.

The study was qualitative in nature, the objectives of the study were achieved, and data collected was presented using tables and explanations. To present detailed and statistical data, purposive sampling was used to select the librarians and library users who was interviewed; meanwhile purposive sampling was applied to select library users who filled the questionnaires. The methods that were used to collect the data were interview and observation method.

6.2. Summary of the findings

The following are a brief of each objective that the researcher found out from this study.

6.2.1 The types of electronic information resources

It was found out that the library has various types of electronic resources that are utilized these included the CD-ROMs, online journals, e-books OPAC and periodicals.

6.2.2 The utilization of electronic information resources

It was found that users possessed a positive attitude on the utilization of electronic information resources though they utilized them at a low rate due to inadequate computers, lack of skills to utilize the resources, library restrictions.

6.2.3 Challenges faced by users in utilization of electronic information resources

From the study, most users faced the problem of network and service interruptions, other challenges included lack of user orientation/ training and lack of ICT skills, inadequate computers.
6.2.4 Remedies for the identified challenges

From the study, they suggested remedies included; improvement of network, improvement in terms of awareness creations, sensitizations, understanding the library user needs, implementation of library user training, and training of library employees.

6.3 Conclusions from findings

Electronic information resources are the best means of getting current and up to date data or information but due to the networking problems, service interruption and lack of user orientations/ training, inadequate information resources for users, the use of unqualified personnel to teach the user education program, they are not fully utilized by users, and therefore the project developed guidelines for effective utilization of electronic information resources for library users and staff.

6.4 Recommendations

The project made the following recommendations;

1. The library should hire qualified librarians that already have experience in usage of electronic resources. This will help save time and costs involved in training of librarians. It is these that will also be able to train and help other users.

2. Orientation programs on the use of computer for information retrieval should be conducted and made compulsory for new users of the library. New users should be trained at initiation in the library system so that their usage of electronic resources begins right away and that they get interested in these resources right from the beginning.

3. Every section of Mbale Public Library should be automated and print materials digitized in order to facilitate and create an avenue for effective utilization of electronic information resources. If all sections are automated, then users will surely use the electronic resources.

6.6. Areas for further study

- The role of OPAC in the utilization of electronic resources
- Guidelines for automation of library materials
- The roles of ICT in library operation
- Policies for provision of electronic resources
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Appendix i: Interview guide for the staff members of Mbale Public Library.

Dear respondent,

I am Wanyenze Carol a third (3rd) year student at Makerere University pursuing a Bachelor’s Degree in Library and Information Sciences at East African School of Library and Information Science. As part of my course, am undertaking a research project on developing guideline for utilization of electronic information resources in Mbale library.

I would like to task you some question about the library, types of electronic information resources used, the utilization of electronic information resources in the place, and the problems that you have been facing, and propose the guidelines for effective utilization of electronic information resources in the library. I assure you that the information provided to me will remain confidential and only used for academic purpose of this research, I promise that it won’t take long within less than 10 minutes.

Section A: Profile of Respondents

a) Name (optional)………………………………………………………………………
b) Position ……………………………………………………………………………
c) Sex………………………………………………………………………………
d) For how long have you worked/ used Mbale Public Library?
e) Do you possess any computer skills?
   Yes  No

Section B: Types of Election Resources in Mbale Public Library

2) What type of electronic information resources does the above library offers to its users?
3) What are some of documents offered electronically in the library?

Section C: Utilization of Electronic Resources in Mbale Public Library

4) What are the requirements for utilization of electronic information resources in the library?
5) How often do you utilize information resources?
6) How and what for do you utilize electronic information resources in the library?
Section D: Challenges faced in the Utilization of Electronic Resources in Mbale Public Library

7) What are the challenges faced when utilizing library services in the library?

Section E: Guidelines for Utilization of Electronic Resources in Mbale Public Library

8) What strategies do you think could be employed to enhance effective utilization of E-resources in the library?

Thanks for your time, may God bless you
Appendix ii: observation guide for Mbale Public Library.

Observation Guide

The researcher will use her sense to observe the following in Mbale Public Library to ensure that the results support the guidelines for utilization of Electronic Information Resources

1) Types of electronic Resources in the library
2) Communication facilities such as notice boards, displays racks, telephone
3) Size of the library
4) Library rules and regulations
5) Users who consult the library at a given time
6) ICT facilities in the library

*Thanks for your time, may God bless you.*
Appendix iii: Introductory letter