

**IRENE NYAKWEBA**

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**ASSESSING PROVISION OF INFORMATION SERVICES  
IN SELECTED PUBLIC UNIVERSITY LIBRARIES IN WESTERN KENYA**

**ABSTRACT**

Libraries have been essential constituents of scholarly enterprise and established alongside academic institutions. Due to technological advancement requires librarians primarily responsible for providing library services to move with this trend. The study aimed to assess the effect of information services provision on user satisfaction in selected public university libraries in Western Kenya. The specific objectives were to establish users' perceptions of information services in public university libraries, investigate the challenges encountered in information services provision, analyze the levels of policy compliance in providing information services, and finally determine the library strategies in information services provision in selected public university libraries in western Kenya. The study was anchored on the Gap Analysis and ServQUAL models. A concurrent triangulation mixed methods research design was adopted, and data collection tools included a questionnaire, interview guide, observation, and document review. Quantitative data was analyzed using descriptive statistics methods of mean, standard deviation, percentages, and statistical narratives, while qualitative data was transcribed and analyzed thematically. The study established that university libraries in western Kenya inadequately complied with the statutory standards for information services provision and that all of them had moderate quality and relevant information resources. To improve information services provision, university libraries adapted and developed information communication technology infrastructure to aid in accessing the information resources, developed workable policies, involved staff in implementation, and maintained administrative structures aligned to the organizational structure. The study revealed inadequate funding, reference books, library space, slow internet connection, inadequate computers, limited customer service, and unfriendly staff. To ensure sustainable service provision in university libraries, the study expressed the need for an additional operational budget to acquire more information resources to enhance library users' satisfaction. The study concluded that, besides the availability of Commission for University Education standards and guidelines in provision of information services, the adherence has been limited. Therefore, the study recommends that public university management sensitize its staff on library standards and guidelines. The study contributes to the validation of the models as well as the fourth sustainable development goal on quality education and the first aspiration one of agenda 2063, that way it could have influenced the methodology, practice and policy.