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**IN SELECTED PUBLIC UNIVERSITY LIBRARIES IN WESTERN KENYA**

**ABSTRACT**

Libraries have been essential constituents of scholarly enterprise and have often been established alongside academic institutions. Technological advancement requires librarians, who are primarily responsible for providing library services, to continue this trend. This study aimed to assess information services provision in public university libraries in Western Kenya for improved user satisfaction. The specific objectives were to determine the status of providing information services, establish users' perception of information services in public university libraries, investigate the challenges encountered in providing information services, and determine the strategies in providing information services in selected public university libraries in western Kenya. The study was anchored on the Gap Analysis and ServQUAL models. A concurrent triangulation mixed research approach with survey 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 and guidelines for providing information services, such as multimedia services, services for users with disabilities, awareness and utilization of e-resources, and inconsistency in implementing library policies. Service quality, infrastructure, staff conduct and library opening hours' shape users' perceptions of information services. Further, public university libraries in western Kenya face significant challenges that hinder adequate information service provision, such as inadequate funding, insufficient space, outdated resources, and technological shortcomings. In addition, the strategies variable moderated information service provision in public university libraries in western Kenya. By moderating the relationship between library services and user experiences, strategies such as increasing computers, improving internet bandwidth, expanding e-resources, enhancing seating capacity, developing user-friendly software, and providing expert assistance contribute significantly to improving service delivery. The study recommends that for university libraries to improve services and meet the evolving user needs, they should increase funding, update policies, have diverse leadership, and be subjected to regular CUE evaluations. Timely e-resource payments, staff training, and ICT adoption are crucial. Further, they should improve networking, professionalism, and user orientation, provide new services, and extend library hours. The study concluded that improved information services in public university libraries positively impact user satisfaction, leading to better library users' skills, increased user numbers, and enhanced overall library services. The study addressed a previous knowledge gap on how public university libraries can apply standards and guidelines to ensure that information services adhere to quality parameters, contributing to user satisfaction.

