

**THE PROVISION OF CLIENT INFORMATION SERVICES AT
THE NAIROBI HIGH COURT LIBRARY**

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ABSTRACT

The study investigated the provision of client information services at the Nairobi High Court Library. The following areas were looked at: policies governing the provision of information services, identifying the types of users and their information needs, finding out the services provided by the court library, determining the adequacy of staff involved in the provision of information and the actual clients utilizing the High Court library, methods used in the provision of the information services and challenges faced by clients and staff in access and use of information. Data was collected using mainly questionnaires though interviews were used and documentary sources consulted. The study found out that the policy governing the provision of information is not comprehensive. The research indicated that library users mainly come from the legal fraternity. It further indicated that the staff in place are inadequate to be able to serve the numbers available. The research further indicated that the methods used in the provision of information services are user education, current awareness services, and selective dissemination of information. These services are hindered to a great deal because of the inadequacy of staff. Research again found that the challenges faced include inadequate funding, limited space, inadequate staff and lack of local area network.

The study therefore came up with recommendations which can enhance effective provision of information to the library clientele. These include: the use of all the clauses in the policy, increase of library personnel and there should be a network between the High Court library and its branches.