

**EVALUATION OF THE LEVEL OF USER EDUCATION SERVICES
PROVIDED BY PUBLIC LIBRARIES: A CASE STUDY OF KENYA
NATIONAL LIBRARY SERVICES, ELDORET BRANCH.**

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BY

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ABSTRACT

This study attempts to examine the importance of user education in public libraries. The research was carried out in KNLS Eldoret branch with the aim of investigating the extent to which it offers user education services to its users, and to determine whether user education service has an impact on the access of information materials by users. The purpose for using this case study is to enable the researcher use the findings to represent other Kenyan public libraries in general.

User education services are important to the public libraries in that it assists the users to be able to access information materials. The users will also be able to access the information materials on their own and within the shortest time possible.

A survey research method was employed in carrying out this study. The population of study comprised of children and the adults. The researcher used random sampling method and a sample chosen consisted of 10 members of staff and 30 users.

The study revealed that user education was not offered by KNLS Eldoret therefore making the users to be unable to find information materials. Users were also not satisfied with the user education training which was offered five years ago, it does not have user education services policy to guide the staff on how user education should be offered should be addressed and that few staff were trained on how to provide user education services.

The study concludes that the best user education service should be provided in public libraries. The recommendations made include formulation and implementation of user education policy and the training of staff.

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