



21<sup>st</sup> Annual IS Conference  
Book of Abstracts

**Conference theme:** information, knowledge and technology for sustainable development goals  
(IKT4SDGs) in Africa

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**"Information, knowledge and technology for sustainable development goals (IKT4SDGs) in Africa"**

# Abstracts

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A CRITICAL ASSESSMENT OF THE MIGRATION OF ACADEMIC LIBRARIES FROM TRADITIONAL TO DIGITAL: TOWARDS ACCESS  
AND OWNERSHIP- NEXUS

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**Abstract**

The modern academic library has become a dynamic integration of information and technology. There is no doubt that the introduction of the digital library has brought about demonstrable benefits to academic libraries and their users. Perhaps the most exciting change has been providing access to information for users which would have otherwise been difficult or impossible to access. Amid these developments is the debate on the issue of access and ownership of resources in the library. Gone are the days where libraries were only viewed as a warehouse in which information is stored and preserved, but very significantly, is the repositioning of libraries towards providing access to information beyond our immediate reach. The purpose of this paper is to critically assess the migration of academic libraries from traditional to digital. It examines the relationship between access and ownership concerning the provision of information to users. Using an extensive secondary review approach, the paper observes that the migration of academic libraries from the traditional to the digital platform has brought demonstrable benefits. However, they have also brought about challenges to information professionals, particularly regarding access and ownership of resources.

**Keywords:** Academic libraries, access, digital library, traditional library, ownership, migration.

ACADEMIC INFORMATION NEEDS OF HIGH SCHOOL LEARNERS IN KWAZULU-NATAL AND THE ROLE OF PUBLIC LIBRARIES:  
THE LESSONS FROM GEORGETOWN

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**Abstract**

High school learners have various information needs that are crucial for acquiring. Therefore, public libraries have a significant role in providing relevant information sources and resources to this group of users. This study set out to investigate the academic information needs of high school learners in KwaZulu-Natal. A mixed-methods research approach was adopted, and the case study research design was used. The study conducted interviews with the 9 Librarians through purposive sampling technique and administered 303 questionnaires randomly to the high school learners in the Georgetown public library in the Edendale area. Qualitative data from interviews were analysed using themes, and the quantitative data was analysed following a descriptive analysis method. The study results revealed that Georgetown public library had limited resources to meet high school learners' academic information needs, such as computers, space, and internet connectivity. The study recommends that Georgetown public library review its acquisition policy, increase the number of computers to accommodate many patrons, and increase the studying area and computer spaces. The increase in their bandwidth should be re-considered for connectivity. The study's findings are significant in providing a theoretical background for public libraries, librarians, and information users.

**Keywords:** Academic information needs, high school learners, public libraries, Georgetown.

## ACCESS AND USE OF HEALTH INFORMATION AMONG HEPATITIS B AND C PATIENTS AT NGWELEZANE DISTRICT TERTIARY HOSPITAL, SOUTH AFRICA

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### Abstract

This study investigates the access and use of health information at Ngwelezane District Tertiary Hospital, KwaZulu-Natal, South Africa. The specific objectives were to determine the types of information sources accessible to HBV and HCV patients; to determine the importance of information in meeting patients' information needs; to examine the characteristics of information sources that appeal to patients, and to assess the level of satisfaction of the information accessed and used by HBV and HCV patients. Qualitative data were collected from nine hepatitis B and C patients in an interview, using a convenient sampling technique. The qualitative data were analysed thematically using a descriptive method for the bio-data section and R-Software and bivariate correlation chart for the interview. The majority of the participants admitted accessible sources of information were direct counselling from health professionals, followed by the internet, magazines, television, and radio. Most of the participants also revealed that the characteristics of information carrier factors that influenced patients' use of information were easy accessibility. They agreed that reliability, understandability, and up-to-datedness of information sources influence their choice. In addition, most of the patients acknowledged that health information was important for managing and treating hepatitis B and C. They also admitted that they were satisfied with the quality of health information received. Thus, it can be concluded that counselling by healthcare professionals is an important source of health information for hepatitis B and C patients. Therefore, it is suggested that health professionals consider patients' information needs while providing health information. It is equally essential to improve the method of counselling during consultations with patients. Communication and information dissemination needs to be improved for effective decision-making, and patients care. This paper provides insight into the theoretical application of CMIS for improved and accessible sources of health information and awareness of hepatitis B and C information towards achieving sustainable development goals.

**Keywords:** Information access, information use, information sources, hepatitis B and C patients.



ACCESS AND USE OF MOBILE PHONES BY FARMERS FOR AGRICULTURAL INFORMATION IN MASHONALAND WEST  
PROVINCE OF ZIMBABWE

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Technology, mobile phones (m-phones) in particular, are tools used for communicating and accessing information. Adopting a quantitative approach, the study investigated how farmers use mobile phones to transmit agricultural information in Mashonaland West Province of Zimbabwe. Copies of the questionnaire were administered to 384 farmers and 13 network providers. The survey measured mobile phone access, the brands of mobile phones available, how mobile phones are used to meet the information needs and sources, and the channels available for disseminating information to farmers in Mashonaland West Province of Zimbabwe. The statistical package for the social sciences (SPSS) was used to analyse the collected data. The results indicate that the majority of the farmers had access to different brands of mobile phones. Eco-farmer, Kurima Mari, Esoko and e-Mkambo were the available mobile phone platforms and channels of communicating agricultural information. However, farmers were not using them to receive agricultural information. The study recommends that since most farmers have access to different brands of mobile phones, the mobile phone platforms should be used to disseminate agricultural information to meet the information needs of farmers in the province.

**Keywords:** Agricultural information; information dissemination; mobile phone; farmers; Zimbabwe.

**ADOPTION OF DIGITAL INFORMATION RESOURCES AS CORRELATES OF POSTGRADUATE ENGINEERING STUDENTS'  
ACADEMIC ACTIVITIES IN FEDERAL UNIVERSITIES IN NIGERIA**

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**Abstract**

This paper investigated the adoption of digital information resources as correlates of students' academic activities in Federal universities in Nigeria. Two research questions guided the study, and one hypothesis was tested at 0.05 alpha level. A survey research design was adopted, with 306 respondents determined from a population of 1,695 in 12 selected federal universities in Nigeria. A questionnaire was the instrument used for data collection. Descriptive statistics of frequency count, percentage, mean score and standard deviation, and inferential statistics of Chi-Square test of independence were used for data analysis. The findings of the study revealed that e-books, e-journals, e-conference proceedings, e-magazines, e-greys, e-newspapers, e-theses/dissertations, and multimedia resources were adopted by the students for reading, tests or examinations, and for writing seminar papers, workshop papers, conference papers, article publication, project/thesis/dissertation, and class assignments. Conclusively, students' adoption of digital information resources positively correlates with their academic activities (although the correlation is weak). It is recommended that academic libraries in Nigeria provide free internet service and information technology content to bolster students' academic activities. At the same time, students should adopt trustworthy and reliable digital information and resources in academic libraries for better academic excellence.

**Keywords:** Digital information resources, academic activities, academic libraries, students in Nigeria.

# AN APPROACH TO INCLUSIVE LIBRARY SPACES AND ACCESSIBILITY FOR USERS WITH DISABILITIES IN ACADEMIC LIBRARIES.

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## Abstract

Libraries are amongst the inclusive spaces that provide proactive learning opportunities for everyone, including users with disabilities. Academic libraries represent safe and welcoming spaces that are encouraging of learning, sharing, and discussing. The need for inclusivity in library services has inspired studies to examine accessibility to information resources and the use of library space among library users with disabilities. Therefore, the study aims to identify the degree of accessibility in academic libraries for library users with disabilities and to find out how libraries can develop, without extreme fiscal involvement, to become even more accessible for users with disabilities. Sub-objectives supported the aim: to explore the changing philosophy of librarianship; to identify and understand the development of assistive technologies and e-resources as tools for users with disabilities; to compare accessibility to information resources and library space in academic libraries around the world with academic libraries in South Africa; to ascertain to what extent users with disabilities are still excluded from learning and how inclusion barriers could be addressed; to identify how the concept of universal design can relieve the challenges faced by library users with disabilities in accessing information and knowledge in academic libraries. The social model of disability supports the study. Themes arising from the literature include accessibility and availability, e-resources and assistive technologies, and exclusion from learning. Data will be collected via interviews and non-participant observation of purposively sampled library users with disabilities and library staff. This study will use qualitative methods to analyse its data because it mainly focuses on understanding human experience through an interpretive or phenomenological approach.

**Keywords:** Disability, academic library, accessibility

# AN INFORMETRICS ANALYSIS OF CYBERSECURITY RESEARCH IN SCOPUS AND GOOGLE SCHOLAR DATABASES FROM 2010 TO 2019

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## Abstract

The current study adopts informetrics methods to analyse cybersecurity research from 2011 to 2020 in three selected databases to contribute to global cybersecurity through impactful research. The study follows a quantitative research methodology. We opted for a positivist epistemology and objectivist ontology. The analysis focuses on: (i) the productivity of individual authors, institutions, and countries; (ii) the research contributions, using co-authorship as a measure of collaboration; (iii) the altmetrics of selected research contributions; (iv) the citation patterns and research impact of cyber security research; and (v) research contributions by keywords, to discover the concepts that are related to cybersecurity. The preliminary findings favour developed countries in terms of quantity and quality of research in the domain. There are unique research trends and patterns in the developing countries, including those in Africa, that provide opportunities for research development in the domain in the region. This study explores an important research domain by using an unexplored method in the region. The study supports the SDG Agenda 2030, such as ending abuse, exploitation, trafficking, and all other forms of violence and torture of children through the use of cyberspace (SDG 16). Further, the results from this study can inform research, teaching, and learning largely in Africa. Invariably, the study contributes to cybersecurity awareness that will mitigate cybersecurity threats against vulnerable communities

**Keywords:** Cybersecurity, cyberspace, internet security, informetrics, bibliometrics.

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## Abstract

Studies on the management of records in Nigeria have consistently reported the prevalence of serious records management problems, which had deleterious effects on a laudable government programme such as accountability, transparency and poverty reduction. Therefore, this study analysed the management of records in research institutes in South-West Nigeria within the framework of the record life-cycle concept to establish quality practices and level of implementation. The study adopted a descriptive survey design. A population of one hundred and seventy-eight records personnel were identified from seven research institutes randomly selected from the fourteen research institutes in South-West Nigeria. A self-designed and validated closed-ended questionnaire on the proper standard of records management was used for data collection. The data were analysed using descriptive statistical techniques (frequency count and percentages). The study provided answers to six research questions. Research institutes created and managed all types of records predominantly in paper form (68.4%), while the decentralised filing system was generally practised in all the research institutes (100%). However, various filing methods, chronological (15.5%), subject (55.3%) and alphabetical (7.2%), were applied. A simple list was the main tool used for both records control (44.7%) and records retrieval (19.1%). A high level of records insecurity was found (68%), while records generated were mostly stored in wooden cabinets (54.6%) and filing shelves (28.3%). The study further revealed that no records' retention and disposition schedules existed in the research institutes. However, most staff used computers mainly for records creation and as such electronic records management was conspicuously absent. It is concluded that the management of research records was at great variance with the stipulations of the records life-cycle concept. Research records were yet to attain a minimal level of records management implementation. This study recommended funding the records management programme of the research institutes, recruiting qualified records managers, and embracing the wide range of opportunities offered by information communication technology (ICT) to manage research records.

**Keywords:** Records management, records life-cycle, research institutes, record analysis, Nigeria.

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## Abstract

Knowledge is an important resource to an organisation. Information communication technology has been used in organisations to manage information through data processing using transactional, management, and decision support systems. Despite their success in managing information, these technologies have had less success in the management of knowledge. This is mainly because, unlike information, knowledge is not always explicit and can be easily captured as data that can be stored or processed in an information system. It is necessary, therefore, that more advanced information technologies be adopted to manage knowledge. Artificial intelligence is one of the technologies that can be used to manage knowledge. Artificial intelligence is the new frontier in Information Technology applications in modern society. Machine learning has led to the creation of information systems that can mimic the human thought process. This ability of machines to learn could be exploited to manage knowledge. This paper, therefore, explores the use of AI in the Knowledge management process. This study explores the application of artificial intelligence in knowledge management by conducting a meta-analysis of articles published in Google Scholar from 1990-2020. The study's objectives are to identify how artificial intelligence has been applied in knowledge management as shown in literature, aggregate data from multiple studies on artificial intelligence applications on knowledge management, identify recurring variables and concepts, and propose a conceptual framework for artificial intelligence applications in knowledge management. The increasing use of Artificial intelligence applications in society coupled with the growing role of knowledge management for competitive advantage means that the findings of this research will be significant in identifying existing gaps in the existing literature, enabling researchers to develop new hypotheses and gain a better understanding of the concepts and variables within the converging discipline of knowledge management and artificial intelligence.

**Keywords:** Knowledge management, artificial intelligence, meta-analysis.

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## Abstract

Sustainable Development Goals (SDGs) are successor goals to the Millennium Development Goals (MDGs). It is more ambitious (17 goals and 169 targets) and was developed through a better consultative, transparent and participatory process. The 17 Goals of the SDGs include quality education. Sustainable educational development is the focus of this paper and addresses the importance of information, knowledge, and technology in fostering educational development in Africa. The paradigm shift in educational development has resulted in the adoption of information, knowledge and technology. Education is a valid instrument for change. Education and development are interrelated drivers for socio-economic development. Thus, to achieve this, ICT is the enabler of innovation and education, without which a knowledge society cannot be realised. ICT can widen access to educational resources, improve the quality of learning, and improve the management efficiencies of the education system. With ICT, knowledge is not constrained by geographic proximity and offers more possibilities for sharing, archiving, and retrieving knowledge. This is also because a dynamic and fast-changing knowledge-based society requires continuous skills updating. Therefore, it could mean that the quality and effective education needed for sustainable development in Africa depends on information, knowledge use, and technology. Meanwhile, some challenges face the implementation of ICT for sustainable development; for instance, epileptic power supply, lack of computers, lack of Internet or slow connectivity, poor maintenance culture, lack of funds, and inadequate training. Therefore, this paper tried to examine the application of information, knowledge and technology for sustainable educational development in Africa. Governments in African countries should organise a forum to address the issues that may hinder the sustainable Development Goals (SDGs), an ambitious and all-encompassing goal to be met by 2030, more significantly those that could affect the quality of education for sustainable educational development in Africa.

**Keywords:** Information, knowledge, technology, sustainable educational development, Africa.

# ASSESSING INFORMATION LITERACY SKILLS AMONG UNDERGRADUATE STUDENTS AT THE NATIONAL OPEN UNIVERSITY OF NIGERIA

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## Abstract

This study considered the information literacy and lifelong learning skills of undergraduate students at the university. Developing lifelong learners is central to the mission of higher education institutions. The study aimed to investigate information literacy skills amongst undergraduate students at the National Open University of Nigeria. The study sought to achieve objectives that were formulated in line with the purpose of the study. One of the objectives was to identify the types and forms of information literacy programmes offered at the National Open University of Nigeria (NOUN). The other objective was to assess the level of awareness of the NOUN students on the information literacy programmes in the University. This study adopted a mixed-method research approach and utilised the case study design. Questionnaires, interviews, and document analysis were used as data collection instruments from five selected study centres out of seventy-two. The quantitative approach was used to investigate the students' information literacy and lifelong learning skills. In contrast, the qualitative approach was used to collect the qualitative data needed to clarify areas that were not adequately covered in the quantitative data collection phase. The results revealed few information literacy resources available and limited information literacy programmes to support, promote, and create awareness of information literacy. The study strongly recommends that information literacy instruction be provided in a web-based environment as a stand-alone, web tutorial, a web-based, for-credit information literacy course, or information literacy instruction that is integrated into the course content of an online academic course.

**Keywords:** Information literacy, lifelong learning, academic libraries, National Open University of Nigeria.



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## **Abstract**

Despite the evolution of digital technologies in university libraries and the massive investment and research on digital libraries, particularly in developed countries, many university libraries in Nigeria are still relatively reliant on traditional library services, such as physical reference services, that no longer serve and satisfy 21st-century users' needs. This study assessed the digitisation of library services in Nigerian Universities. A census of all the academic librarians (196 in number) was selected from five selected university libraries in Nigeria. A questionnaire was the main instrument used to obtain data. Results revealed that internet service (100.0%), email services (95.0%), and digital reference services (94.0%) were the most available digital service in the libraries. Also, 98.0% had a positive attitude towards ICT adoption. Furthermore, the attitude of library staff ( $\bar{x}$  = 2.37) was the major factor that influenced ICT adoption, while inadequate funds were the major problem affecting the digitisation of services (92.0%). The study recommended a need for capacity building for library personnel to develop a positive attitude that will enable them to render effective digital library services in the university libraries.

**Keyword:** Attitude, challenges librarians, digitisation, library services, Nigerian universities.

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## Abstract

The concept of big data analytics has become the new catch-phrase in organisations because organisations currently generate massive data from mobile devices, social media, the internet of things, and machine learning. This vast data may not be useful to the generating organisations if they are not aware of or unable to harness its value. The concept of big data analytics has emerged for extracting meaning from big data. Big data analytics is a new technique developed to carefully extract value from large sets of diverse data to enable capture and use. This study aims to analyse research trends on big data analytics and their effects on information and knowledge management. The study will employ a bibliometrics approach to analyse the total number of publications that Google Scholar indexes from 2006-2020. Harzing's Publish or Perish software will be used to retrieve data using the keywords "big data analytics." Microsoft Excel version 2016 will be used to analyse the general concentration, dispersion, and movement of the pool of data from published papers. Notepad will be used to process the data, while Vosviewer software will visualise the same. The process will entail a broad analysis of publication trends, publication years, and citations analysis, including journals in which the publications are published. It is expected that this study will unveil publishing trends of research on big data analytics in Google Scholar. The findings will also reveal the most prolific authors in big data analytics and how their works are cited, and their contribution to the generation of other scholarly research and new knowledge on the topic. Importantly, the findings are expected to demonstrate the role of big data analytics in enhancing information and knowledge management in the modern era. Organisations may use the findings to enhance the value of big data in information and knowledge management through big data analytics.

**Keywords:** Big data analytics, bibliometric approach, research trends.

DEVELOPMENT STRATEGIES AS CATALYSTS FOR BETTER PROVISION OF THE RDM SERVICES IN THE SOUTH AFRICAN  
HIGHER EDUCATION INSTITUTIONS

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**Abstract**

We view a strategy in this paper as a plan of action for achieving the mission and vision of an organisation. This paper aims to determine the strategies for RDM at selected universities in KwaZulu-Natal. The paper sought to determine RDM policies in universities; establish the infrastructure and investment for supporting RDM services, and determine the capacity-building programmes in the universities. The Post-positivism research paradigm was employed through triangulation of both qualitative and quantitative methodologies. Multiple case studies and surveys as research methods/designs were employed. Primary data was gathered through semi-structured interviews and structured questionnaires sent through Google forms. The study's findings revealed that not all universities have RDM policies; however, they define their research practices. Most institutions are presented lack adequate infrastructure and investment in support of RDM services and activities. The study is significant for providing a theoretical background for developing research in public universities to inform RDM strategy and policy. The outcome can also be widely used for research, and teaching and learning.

**Keywords:** Research data management, research policies, research infrastructure, research capacity building, higher education institutions, South Africa.

DIGITAL PRESERVATION STRATEGIES AND POLICIES AT THE NATIONAL LIBRARIES IN THE DIGITAL AGE: A REVIEW ON THE  
STRATEGIES AND POLICIES ESTABLISHED TO INTEGRATE WITH THE ICT AT THE NATIONAL LIBRARY OF SOUTH AFRICA

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## Abstract

The National libraries and other archival institutions worldwide have increasingly seen information and communication technology (ICT) as vital for good digital preservation and recordkeeping. However, this has not come without a challenge because technologies keep advancing. Institutions invest a vast amount of time and resources to get the appropriate institutional infrastructure, create policies, institute strategies, and organise training programmes to develop skilful staff members. However, this has become difficult to implement in the under-resourced regions of the world, such as Africa. The integration of (ICT) into the digital preservation of records has become a challenge for most archival institutions in Africa to overcome. Most national libraries and archival institutions report inadequate funding, lack of infrastructure, resistance to change, inadequate training, and high cost of effective use of the resources. Furthermore, African national libraries and archival systems lack the strategies and policies that can help them integrate information and communication technologies for the digital preservation of records in the digital age. In this article, the author will explore the digital preservation strategies and policies that national libraries and archival institutions have established to integrate current information and communication technologies regarding the digital preservation of records in the digital age. The author will explore from a broad point of view, then reflect on the African region. This article is significant because it connects an international and continental various discourse of strategies and policies that can help the National Library of South Africa and other African national libraries take the initiative to implement these strategies and policies.

**Keywords:** Digital preservation, strategies, National Library of South Africa, ICT.

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## **Abstract**

The Fourth Industrial Revolution will create an increasingly digitally divided society concerning data and devices and digital literacy in the global south. Digital literacy here means the ability to engage with the plethora of information and misinformation online critically and the social and psychological impact of a) making informed personal political and economic decisions b) negotiating an online game persona or social media presence. In the UJ Library, an online game was designed to help students develop digital literacy to determine: What are real facts vs false facts? How fake news, disinformation and misinformation are created and spread?; How to recognise misinformation, disinformation, conspiracy theories and fake news, counter this information pollution, and how to share and use factually correct information appropriately. This paper examines developing an online game to teach digital literacy to students in South Africa. A multi-model methodology was used. First-year students' digital literacy was tested before playing the game and after playing the game three times. Secondly, a series of focus groups were held with students to determine what game they would find appealing and how they experienced it. The findings of the research showed that because the game was built on an AI algorithm allowing infinite variations of the game, students created their avatars in the game and played the game repeatedly, trying to improve either their ability to identify fake news or create it and thereby improving their understanding of digital literacy. The recommendation is that gaming should be incorporated into information and digital literacy teaching and learning in information knowledge management. Games such as the one designed by UJ should be made available to the public through Open Access Education.

**Keywords:** Digital literacy, sustainable educational development, South Africa.

## EFFECTS OF MENTAL DISORDERS ON STUDENT LEARNING: A REVIEW OF LITERATURE FROM INFORMATION AND KNOWLEDGE PERSPECTIVE

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### **Abstract**

Students' acquisition of knowledge and abilities are regarded as an important outcome of a learning process. However, this process can be hindered by mental disorders, particularly in the institutions of higher learning. Given the increased reports of mental disorders among students, a literature review must understand how best to support students in the current knowledge, information and technological landscape. Mental disorders among students are of concern as they can affect students in many areas. Therefore, the study is of particular significance given that the findings from the research will demonstrate how mental illness may negatively affect student success and pursue of a degree. The reviewed literature is also significant as it demonstrates mental illness effects on student learning and how information and knowledge can support students in an academic environment.

**Keywords:** Mental disorders; student success; information and knowledge services; academic environment.

EMERGENCE OF KNOWLEDGE COMMONS IN THABO MOFUTSANYANA DISTRICT MUNICIPALITY LIBRARIES, FREE STATE,  
SOUTH AFRICA

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**Abstract**

The study reports on the emergence of knowledge commons that combine the information technologies that have affected how nine Thabo Mofutsanyana District public libraries in South Africa render their information services to understand the delivery of digital services to the library-user community. Also, the study wanted to found out about emergence as a scientific concept. The study employed a mixed-methods approach and involved triangulated research design. Quantitative data were collected from 180 respondents, using a self-administered questionnaire, with 158 returned, implying a response rate of 87.7%. Qualitative data were collected from 16 community leaders and 17 key library officials using an interview schedule. The research instruments were guided by Integrated Analysis and Development framework. The findings revealed that most respondents expressed happiness with the emerging openness, library officials' supportive role and relied on digital resources for learning and personal reasons. The results also noticed a significant relationship between commons' impact on digital literacy and users' motivation for engagement in the knowledge commons. It was also found that there was a lack of enough digital resources due to an increased number of users and emergence of knowledge commons, no free Wi-Fi, lack of other resources, shortage of staff, and not been included during the making of library rules, regulations and policies. The paper concludes that the emergence of rapid transformation in these public libraries compelled them to change how they used to function and deliver services, improved biophysical conditions, and enhanced library officials' performance and community involvement. It was recommended that community involvement, rules, incentives, equality, and other factors should be considered to promote sustainability.

**Keywords:** Knowledge commons, emergence, public libraries, Thabo Mofutsanyana District, South Africa.

**(RESEARCH-IN PROGRESS)**

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## Abstract

Sixty-two per cent of the people in Nigeria live under the International Poverty Line of US\$ 1.25 per day. This situation is aggravated by unemployment figures that are continually increasing annually. To remedy this situation, the Nigerian government instituted the National Social Investment Programme (NSIP) in 2016 to provide employment and financial start-up for people in the informal sector. However, even with these programmes, the situation has worsened. This study explored the employment information-seeking behaviour of youths in Samaru Community, Kaduna State, Nigeria. Specifically, the study explored their employment information sources as regards information on NSIP. The study adopted a qualitative research methodology and a case study research design. Fifteen participants were recruited for the study. The study discovered that the sources of information for youths in the area studied are informal and include Local Hangouts, Venues of Ceremonies, Local Eateries, and Essential service centres. The study concludes that youths in Samaru do not have access to information regarding NSIP. Their sources of information are informal, and this explains why unemployment continues to grow in the community. The study then recommended the provision of employment information on these programmes in informal spaces. The government should also provide employment information packaged in different dialects and on pamphlets for easy diffusion to the vulnerable groups in society. There is a need for government to re-evaluate the provision of information on employment programmes online since vulnerable groups, especially those in rural areas of the country, have limited access to electronic media.

**Keywords:** Employment information, informal sources, NSIP, unemployment



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## **Abstract**

Revelations from history have shown that national development is determined by the environmental conditions of nation-states worldwide. Hence, development cannot take place without a conducive environment. Environmental protection is pertinent to national development. Thus, human activities and the environment are inter-woven because man's activity is done in an environment, and the resultant effect could be positive or negative. Hence, the objective of this paper is to examine the implications of environmental degradation on national development in Nigeria. A qualitative technique was adopted. The study's findings revealed that due to consistent environmental destruction over the years, massive tracks of agricultural land have been wasted and rendered unproductive. The resultant effect is a sharp rise in insecurity, famine, poverty, unemployment, under-development, public health challenges, and a general state of turmoil, social upheaval, anarchy, and uneven natural resource distribution. Thus, this situation creates a large army of disempowered, deprived, uneducated people who cannot contribute their quota to national development. Therefore, the study concludes and recommends that indigenes and victims of environmental degradation be trained, empowered, and incorporated into the clean-up processes of the environment in collaboration with their local governments. This will help in the restitution and healing process of the people, thereby stemming the tide of civil unrest, poverty, and anarchy.

**Keywords:** Disempowerment, eco-system, environmental deterioration, national development, underdevelopment

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This paper investigates the application of ISO 27001 in the cyber security sector in Kenya with a particular reference to business risk management infrastructure. The study's specific objectives are to identify the use and test case of ISO 27001 in risk management in Kenya; examine the challenges posed by applying the ISO 27001 in risk management; illustrate the workflow that enhances risk management in ISO 27001. This study was based on qualitative and quantitative research methods by literature review and case studies to generate evidence. The study used probability and non-probability sampling methods, which involves stratified sampling and convenience sampling, respectively. Therefore, the data collection tools that the study will use include questionnaires and interviews. The data analysis was done using the statistical package for the social sciences (SPSS) to test the research questions and the hypothesis for comprehensive information. The study revealed that applying the ISO 27001 in risk management in cyber security is possible by adopting a framework by Yelbridges Limited. Though the framework has not been applied in most organisations in Kenya, it has proven to be a success with Yelbridges Limited. Utilising ISO 27001 in the management of risks offers an immutable, verifiable infrastructure for managing cyber risks. Therefore, it increases the *reliability* and *security* of systems and information; improves customer and business partner *confidence*; increases business resilience; aligns with customer requirements, and improves management processes and integration with corporate risk strategies in Kenya.

**Keywords:** ISO 27001, cyber security, risk management, Kenya.

EXTENT OF SOCIAL MEDIA USE BY ACADEMICS IN KNOWLEDGE ACQUISITION AND RESEARCH IN SOUTH-WEST FEDERAL  
UNIVERSITIES NIGERIA: A QUEST FOR IMPROVED RETRIEVAL SKILL TRAINING FOR ACADEMICS.

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### Abstract

The paper discussed how academics use social media to acquire knowledge and desired skills to maximise the potentials available on social media. The research employed the survey method with a questionnaire as the data collection instrument from six (6) federal universities in southwest Nigeria. The participants were academics who were willing to participate by filling out the questionnaire. The data collected was analysed using the statistical package for the social sciences (SPSS). Findings revealed that most respondents use social media to solve personal problems (mean value of  $M = 4.3707$ ) and standard deviation of 0.97102. In contrast, the respondents that rarely use social media to satisfy curiosity have the lowest mean value ( $M = 2.6408$ ) and standard deviation of 1.57986. Academics use social media for diverse reasons among the reasons that ranked high are as follows; for research purposes  $M = 4.2040$  (.97003), to satisfy the information needs  $M = 3.9856$  (1.13743), keeping up with topics of interest  $M = 3.9741$  (1.30921), social media makes research flexible  $M = 3.8592$  (1.25909). Recommendations were given to improve social media use in knowledge acquisition by academics in the selected universities, including constantly updating library and research skills through training and seminars to enhance access to current research output and boost researchers' digital skills. Academics should leverage new social media tools to access and share knowledge with a wider audience. Consequently, constant collaboration with professional groups and evaluating and filtering information to avoid information overload or confusion in their research processes are required.

**Keywords:** Knowledge acquisition, social media, retrieval skill, academics.

FACTORS AFFECTING KNOWLEDGE SHARING PRACTICES AMONG LIBRARIANS: EVIDENCE FROM FEDERAL UNIVERSITY  
LIBRARIES IN SOUTHWEST NIGERIA

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### **Abstract**

The study aimed at examining the factors militating knowledge sharing among librarians in federal university libraries in Southwest Nigeria. The study was based on a post-positivism research paradigm with a survey research design. The unified theory of acceptance and use of technology (UTAUT) model was the study's theoretical lens. Librarians from the six federal university libraries constituted the study population. The questionnaire complimented with the semi-structured interview was used for data gathering. SPSS was used to analyse the questionnaire, while the semi-structured interview was analysed through thematic content analysis. The instrument was pre-tested using the Cronbach alpha ( $\alpha$ ), and the value attained was  $r= 0.96$ . The study found that most respondents (80, 78%) disagreed that they will not share knowledge due to poor communication and interpersonal skills; 88 (86%) disagreed that sharing their knowledge may reduce or jeopardise their job security. Also, 50 (49%) respondents disagreed that there was a shortage of infrastructure to support knowledge sharing practices. A large proportion of the respondents (60, 59%) also disagreed that there is a lack of formal and informal spaces to share and generate their knowledge. The respondents interviewed also confirmed that trust, collaboration, reward/incentives, lack of time and funds, and space inhibited knowledge sharing. Furthermore, the social influence of UTAUT confirmed that individual factors construct positively influence knowledge sharing practices among the librarians. The study identifies individual, organisational, and technological factors as the factors inhibiting the knowledge sharing activities of librarians. It was concluded that all three factors positively affect the knowledge sharing activities of the librarians, with organisational factors receiving the highest rank. The respondents interviewed also confirmed trust, reward/incentive, collaboration, and factors militating knowledge-sharing activities. Based on the findings, recommendations were made.

**Keywords:** Knowledge sharing, knowledge management, librarian, university libraries, Nigeria.

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## Abstract

Infobesity or infoxication, also known as information overload, is a concept designating the excess of information received by a person that they cannot process or bear without harming themselves or their activity. Digital technology is now an integral part of our working lives given its undeniable benefits (productivity gains, more reactive organisations, automated tasks, an infinite source of information, and collaborative tools. The continuous flow of information from an ever-expanding array of sources (e-mails, text messages, professional and personal instant messaging, social networks, and monitoring feeds) and the constant stimulation (often in the form of notifications) make it harder to prioritise information and to distinguish between the important and the unimportant, the urgent and the non-urgent. Today, the client is a customer of the firm rather than a particular lawyer. Firms must innovatively re-package services offered from the customers' standpoint as a key differentiating factor. The purpose of the study was to address the risk of infobesity and infoxication to law firms' knowledge management asset of the law society of Kenya Nairobi branch. The study explored whether the risk of infobesity and Infoxication is a disruptive dynamic to legal service delivery. It is worth noting that grey opportunities have evolved in the legal market, and new online service tools for solving legal disputes and producing legal documents are gaining a foothold. Such new intelligent service systems are a challenge to the role of new and old lawyers and paralegals regarding the overload of information to review. The literature review was followed by an empirical investigation based on qualitative research methodology. The study adopted an exploratory research design. Data from a population of the study of 453,000 Nairobi branch law firms and a sample size of 30% (136) respondents was considered representative for use through online questionnaires. The collected data was analysed thematically and presented using descriptive statistics. The findings of the study indicate the need to elicit law firms' knowledge management asset routines and synthesise them vide anchorage on literature review; a) global and national economic business environments more so on regulatory impact assessment (RIA) b) wellness of lawyers and how clients buy legal services, c) technological and process innovation with advent of (4IR) d) new entrants and types of competition e) political agendas on regulation and the principles of access to justice as a springboard to making an independent conclusion. The study recommends that to avoid extinction, firms must sustain resilience by reimagining legal services as a duty to society and not as a source of money while appreciating the role of clients as key partners of the business environment. By so doing, firms will

cushion their core knowledge asset governance from mutating the risk of infobesity and Infoxication. The study offers a few propositions that can be further tested; improved knowledge management practices, adoption of new pricing models, develop new business models and positioning, technology forecasting for 4IR and driving business efficiency by addressing knowledge limitations.

**Keywords:** Risk, infobesity, infoxication, law society of Kenya, Nairobi.

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## **Abstract**

The purpose of this paper is to review related literature on information, knowledge management and library service delivery during the COVID-19 era. This gathers users' experience and tracks changes and innovative ideas affecting library service delivery during the COVID-19 era. A literature search will be conducted using Web of Science and Google Scholar to identify literature relating to library service delivery during the COVID-19 era. Descriptive statistics and a thematic analysis approach will be adopted to analyse the data collected. Emerging trends in information, knowledge management, and library service delivery during the COVID-19 era will be presented. The experience or service delivery model from various libraries identified through the review can be adopted by similar libraries to improve their service delivery.

**Keywords:** information, knowledge management, library service delivery, COVID-19

# INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOR OF FARMERS IN MASHONALAND WEST PROVINCE OF ZIMBABWE

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## **Abstract**

The effectiveness of agricultural activities significantly depends on the flow of information related to farming decisions, markets, and demand for such information by farmers. The proliferation of information and the advent of new technologies often create information overload and alter how farmers seek and use such information. The type of information sought may also vary seasonally and by activity. This study investigated farmers' information needs and information-seeking behaviour in the Mashonaland West Province, Zimbabwe, to develop strategies to disseminate information to these farmers and beyond. A survey was conducted among 384 farmers and 13 other stakeholders. Data was collected using a self-administered questionnaire using convenience and purposive sampling. Collected data were descriptively analysed using SPSS software and presented in the form of tables and graphs. The findings revealed that the most required information by the farmers in the province includes livestock, crop production, weather forecasting, pesticides, planting methods, and agricultural products markets and prices. The study concluded that agricultural information suppliers and agricultural information dissemination platforms should work together to create information needs profiles for their target audience to make it easy to get and send available information to farmers.

**Keywords:** Farmers, information needs, information-seeking behaviour, Zimbabwe.



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## ABSTRACT

Orphans and vulnerable children need information for self-development and daily activities, which they seek from available sources. Extant literature indicates a research gap on information needs and seeking behaviours of orphans and vulnerable children in developing countries, particularly Nigeria. This study examined the information needs and seeking behaviours of orphans and vulnerable children in two selected Homes in Ogun State, Nigeria, namely Ijamido Children Home, Ota, and Save Our Soul Children's Village (SOS), Ijebu-Owu. The study adopted a survey method. A sample size of 283 was drawn from a population of 450 children using a sample table developed by Gill, Johnson and Clark in 2010 and snowballing sampling technique to identify the OVC. Also, two caregivers were selected as key informants from a population of 53 caregivers through a purposive sampling technique. A questionnaire was the main instrument for data collection, while focus group discussion was also used to collect additional data from the caregivers. Findings further revealed that education (99.2%), health (99.2%) and feeding (98.8%) topped the list of information needs among the respondents from the two selected Homes. Also, the sources of information mostly used by the orphans were the Internet (100.0%), caregivers (99.6%), television (99.6%), and family and friends (97.4%). Also, 99.6% of the respondents claimed that they preferred television to other information sources. Findings further revealed that the children's major challenges in seeking information were the high cost of accessing needed information (98.8%), difficulty in accessing information sources (98.2%), and non-availability of desired information materials (95.7%). PPMC showed that there was a significant relationship between the educational levels of the OVC and their information needs ( $r=0.368$ ,  $p<0.01$ ) as well as information-seeking behaviour ( $r = 0.229$ ,  $p<0.02$ ). The study concluded that the respondents needed information on education status, health, and feeding. They preferred the internet, caregivers, and television to other information sources like religious and non-governmental organisations. The study recommended a need to train the children on various information and media literacy skills.

**Keywords:** Information needs, seeking behaviour, orphans, vulnerable children, Nigeria.

INFORMATION NEEDS, SOURCE AND INFORMATION SEEKING BEHAVIOUR OF RURAL WOMEN ARTISANS IN ILAI, KOGI  
STATE, NIGERIA

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## **Abstract**

This study explored the information needs, sources, and information-seeking behaviour of women artisans in Ilai, a rural area in Kogi State, Nigeria. Three objectives were identified for the study. Structured interviews were used to elicit information from the 15 participants. Findings revealed that information needs are local banking, palm oil production, coffee marketing, and commercial black soap and melon threshing. Sources of information utilised are; place of worship, communal meeting, sister-wives, and phone calls. The information-seeking behaviour is purposive, mainly in search of information targeted towards enhancing their business activities. It is evident from the findings that the lack of a Library as an institution of learning hinders access to information. This is essential for decision-making towards sustainable economic empowerment and poverty eradication among women in Ilai, Kogi State, Nigeria. Having in-depth knowledge of the information needs of women artisans will assist in developing a workable intervention to foster poverty eradication. Based on the findings, it is recommended that appropriate communication channels be made available to facilitate the sourcing of information on their information needs. Projects such as a good road network, uninterrupted power supply and conventional banking outfit should be made available to foster sustainable poverty eradication.

**Keywords:** Information needs, information-seeking behaviour, women artisans.

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## Abstract

This study aimed to determine the information-seeking strategies of secondary school students in the Nairobi and Tharaka Nithi Counties of Kenya. This study used a survey research design. The population was derived from Nairobi and Tharaka Nithi Counties of Kenya. Systematic and stratified random sampling methods were used. Questionnaires were used to collect quantitative data. To determine the study's statistical analysis, the respondents' data was fed into the statistical package for the social sciences (SPSS) version 25.0. Descriptive statistics were conducted and presented using graphs, tables and pie charts. The study determined the students' age as follows: most of the students (41.3%) were aged 16-17 years; further, 29.7% were aged 18-19 years, while 21.7% were 15 years old. Only 4.3% and 3.1% were aged 20-21 years and 13-14 years. The information-seeking strategies used in the libraries established that most students used library personnel to get print information resources. The librarians were willing and ready to assist whenever needed. It was determined that a minority of the students were using digital, electronic, and internet and subscription databases to access information. This research suggests a need to establish a national policy on internet connectivity in Kenyan secondary schools. This research indicated poor internet connectivity and a lack of subscribed websites for secondary schools in Kenya, pointing to the fact that the schools should endeavour to have internet connections and ensure access to online resources through subscriptions. The study established that internet and subscription databases are used less often due to their unavailability and limited personal skills.

## Keywords

Information seeking strategies, internet, subscription databases, secondary school students, Nairobi County, Tharaka Nithi County

## KNOWLEDGE MANAGEMENT STRATEGIES FOR ENHANCING HIGHER EDUCATION AND TRAINING IN UNIVERSITIES IN TANZANIA

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### **Abstract**

Knowledge production and sharing have become an important scholarly activity in the universities, especially supporting the core business of teaching, research, and consultancies. In the context of Tanzania, higher learning Education is increasingly becoming competitive following its liberalisation in the year 1995. Therefore, universities need to make adequate investments and adopt innovative and strategic tools to promote the competitive business edge in the globalised world. The academic institutions in developing countries, including Tanzania, face challenges related to the high cost of scholarly content, limited budgets, and poor ICT infrastructure in increasing enrolments every year. The leveraging of knowledge assets to address some of these challenges has been tested in Tanzanian universities. In the knowledge economy we find ourselves in, investing in knowledge production and sharing among academics is such an economic imperative. This paper is based on a doctoral thesis investigating the knowledge sharing practices in universities in Tanzania. In this paper, the findings on knowledge sharing strategies in universities in Tanzania are reported. The study adopted a knowledge-sharing model with survey design and mixed-methods epistemologies. Primary data was collected through questionnaires and interviews from academics, deans of faculties, and librarians. The findings indicated a paucity of applying knowledge management strategies in enhancing academic endeavour in universities in Tanzania. The findings have policy, practical, and theoretical implications for university knowledge management practices, especially in the 21<sup>st</sup> Century.

**Keywords:** Knowledge management, knowledge sharing, knowledge production, universities, Tanzania.

KNOWLEDGE OF SUSTAINABLE WASTE DISPOSAL PRACTICES BY UNDERGRADUATES IN AHMADU BELLO UNIVERSITY,  
ZARIA, KADUNA STATE, NIGERIA

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### Abstract

Malaria is endemic in sub-Saharan Africa, and one of its major causes is poor sanitation practices. One major element of poor sanitation practice is poor waste disposal. Sustainable waste disposal ensures the optimum disposal of waste by categorising and selectively disposing waste to become reusable while ensuring good sanitation practices. Sustainable waste disposal invariably ensures good health and wellbeing. The study aims to explore the knowledge of students of Ahmadu Bello University, Zaria, on sustainable waste disposal. The specific objectives are (1) to ascertain the knowledge of Sustainable Waste disposal, (2) to identify their sources of information on sustainable waste disposal, (3) to establish the knowledge of different categories of waste and (4) to determine their knowledge of types of waste disposal units. Qualitative data were collected from 15 undergraduate students. A criterion-based purposive sampling technique was adopted to recruit the students for the study. A semi-structured interview was used to collect data from the participants of the study. Qualitative content analysis was used to analyse the data collected for the study. Participants did not know about sustainable waste disposal. The sources of information on sustainable waste disposal were posters in the sickbay and the Internet. The study participants opined that they throw anything unnecessary into the waste unit provided in the hostels and lecturer theatres. The study participants also had little knowledge of waste disposal bins and units regarding different types of waste. Based on the findings, this study considered waste disposal a major element of poor sanitary practices among male and female undergraduate students. Awareness programmes, sustainable waste disposal education, and better orientation programmes were recommended to improve students' attitudes towards good hygiene, cleanliness and access to sustainable waste disposal as strategies towards attaining good health and wellbeing. The paper contributes to the literature on health promotion, knowledge and environmental protection, and improved information provision on sustainable waste disposal in an academic environment to achieve the third sustainable development goal. Based on the researcher's knowledge, this is the first paper to examine students' knowledge regarding sustainable waste disposal practices in Ahmadu Bello University, Zaria, Nigeria.

**Keywords:** Knowledge, practices, sustainable waste disposal practices, universities hostel, environmental sanitation.

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## **Abstract**

Using digital tools and organising electronic information resources allow easy accessibility and usability of such resources by users in academic libraries. Therefore, the study aims to develop a best-practice model to overcome the shortcomings in organising electronic information resources in academic libraries in Limpopo, South Africa. The study is anchored on the Metadata Approach to Manage and Organise Electronic Documents and Collections on the Web (MODDEC) metadata model. It affords the main infrastructure for developing various strategies to bring about collections and documents on the Web. From the epistemological point of view, the researcher employs a pragmatic paradigm with the combination of quantitative and qualitative approaches to complement each other for a better understanding of the research problem on the phenomenon being studied. Case study and survey research designs are chosen for this study while using interviews and questionnaires as data collection instruments. Non-probability purposive sampling is used in this study to consciously select 12 electronic librarians, four research commons librarians, and 162 post-graduate students from the institutions under study. Quantitative and qualitative data collected will be analysed using Statistical Package for the Social Sciences and Nvivo software. The key findings and conclusions for the study will be revealed after data analysis.

**Keywords:** Organising, electronic information resources, academic libraries, electronic librarians.



ONLINE EDUCATION AS A THREAT TO CONVENTIONAL EDUCATION IN AFRICA: POST-COVID-19 PANDEMIC EXPERIENCE –  
NIGERIAN TERTIARY INSTITUTIONS AS A CASE STUDY

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**Abstract**

e-Learning is not a new phenomenon for knowledge/skill impartation and education delivery in general. In Africa, many institutions (elementary, secondary and tertiary) are using it for distance education. COVID-19 pandemic has many adverse effects on the education of students in Africa, especially in tertiary institutions. One adverse effect is that students continue schooling from home (via online lectures and examinations). The majority of students who couldn't afford this have withdrawn from school. The wave of the deadly disease is now in its third phase in places like India, Sweden, and Japan. This paper sought answers to the questions "Of what use are the gigantic structures and edifices of blocks of classrooms/laboratories on campuses during the pandemic crisis?" If the pandemic lives with us, "Are these edifices not going to be a waste? Then, "is online education not a threat to traditional/conventional education?" the author reviewed current and related literature on the concepts: COVID-19 and Education in Africa. Findings from the study revealed that advocates against online education tried to put watershed on it. The study, therefore, concluded that COVID-19 has come to stay with man, which makes online learning the order of the day as an inevitable global trend. The study recommended that administrators of universities in Africa should invest in "technology" instead of building infrastructures. Government should ensure the provision of sufficient "energy" which drives technology.

**Keywords:** Online education, conventional education, post-covid-19 pandemic, tertiary institutions, Africa.

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## **Abstract**

Libraries are pivots of knowledge that provide information to meet the needs of users. Adoption of advanced technology such as artificial intelligence (AI) in the provision of library service remains the only option if libraries are to remain relevant in the fourth industrial revolution, librarians must have the right perception about adopting artificial intelligence in libraries. The purpose of the study was to examine librarians' perception of adopting artificial intelligence in library operations and services. Three objectives guided the study: identify librarians' awareness about artificial intelligence, establish areas of application of artificial intelligence in the library, and examine librarians' opinions about the adoption of AI. The pragmatism paradigm underpinned the study. Mixed methods using an online survey questionnaire and interviews were used for data collection from a sample of 234 registered librarians. This was determined using Krejcie and Morgan table of sample size. Interviews were administered to 3 chairpersons of the three existing library associations. The quantitative data were analysed using SPSS version 26. Qualitative data were analysed using thematic analysis. The study's findings showed a high level of awareness among librarians about artificial intelligence technology and its application in the library. Librarians were positive about adopting artificial intelligence for the benefits associated with its use in libraries in preparation for the fourth industrial revolution. The study concluded that librarians in Kenya were optimistic about the need to adopt artificial intelligence in libraries. The study recommends practical strategies and sensitisation of the library management and staff for effective change management to ensure a smooth transition to the new technology. The study's findings are important for librarians, management of libraries, and policymakers on embracing artificial intelligence in libraries.

**Keywords:** Artificial intelligence, the fourth industrial revolution, librarian, library.

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## Abstract

The Kenya Power and Lighting Company (KPLC), like most organizations, face challenges when managing records that are created daily during their business transactions. Some of the challenges include vast volumes of records, untrained records staff, resistance from staff to manage untidy or dusty records, lack of space, and inadequate records security. This paper investigates the potential use of intelligent records management to improve records management in the organisation. The specific objectives of the study will be to assess the records management needs of KPLC; examine the potential benefits intelligent records management can bring to the organisation; analyse the challenges KPLC is likely to face while implementing intelligent records management, and propose a framework to guide the implementation of intelligent records management at KPLC. This study will be an exploratory survey because intelligent records management is a fairly new concept in KPLC. Primary data will be collected from records management staff and senior KPLC management through interviews. Additional data will be collected from observation and document analysis. The collected data will be analysed using descriptive statistics. The findings are expected to reveal whether intelligent records management is a feasible mechanism for improving records management at the KPLC. The implementation framework to be proposed will provide valuable insights on how to adopt intelligent records management in listed companies in Kenya and beyond. There is no study on intelligent records management conducted in Kenya. This study will be a pioneer study on the subject and stimulate conversations, leading to more studies and projects.

**Keywords:** Intelligent records management, artificial intelligence, robots, records, KPLC, Kenya.

PREVALENCE OF HEPATITIS B AND HEPATITIS C DISEASE AMONG PATIENTS AT A SELECTED TERTIARY HEALTH  
INSTITUTION IN SOUTH AFRICA: THE ROLE OF INFORMATION

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## Abstract

There is a growing concern about the increasing number of Hepatitis B and C infections in South Africa, particularly in KwaZulu-Natal. Timely health information dissemination is key to Hepatitis B and C patients in fighting increasing numbers of patients. This study aimed to examine the role of information given Hepatitis B and C prevalence among patients at Ngwelezane District Hospital in KwaZulu-Natal, South Africa. The specific objective was to determine the level of awareness of Hepatitis B and C information among patients at the Tertiary Health Institution, establish the sources of Hepatitis B and C information, and assess the relevance of information in eradicating HBV and HCV disease. Qualitative data were collected from nine Hepatitis B and C patients attending a Ngwelezane District Tertiary Hospital KwaZulu-Natal clinic. Semi-structured interviews were conducted with each patient to obtain in-depth information. The participants were sampled using a convenient sampling technique based on the 95% confidence interval. The findings reveal that HBV and HCV are common among patients between 40 to 59 years of age. It is also commonly found in male patients. The findings also revealed the HCV patients were common than HBV patients. The findings revealed that most patients became aware of HBV and HCV diseases through their healthcare providers and posters displayed on the hospital walls. The majority of patients revealed that the health information was relevant to their social and psychological needs. Based on the findings, Hepatitis B and C are common between 40-59 years of age and among male patients. The findings reveal that HCV is more common than HBV. Awareness of health information on Hepatitis B and C was received in healthcare centres and the surroundings. The information received is relevant for the disease. It is recommended that information be provided through various accessible sources in the patients' vicinity, not only when they come to the hospitals through community information outreach and preferably by healthcare professionals. The study focuses on investigating the role of health information due to the prevalence of hepatitis B and C among male and female patients. The study presents practical implications for healthcare providers and information specialists. At the same time, the health librarians should facilitate information provision and dissemination by engaging the policymakers in healthcare institutions to extend awareness programmes to local communities and urban centres. This study provides a better understanding of the commonness of HBV and HCV diseases and how the health centres create awareness of these diseases for patients and communities.

**Keywords:** Hepatitis B and C prevalence, contributing factors, KwaZulu-Natal, South Africa.

PROMOTING LIFELONG LEARNING IN THE DIGITAL ERA BY PUBLIC LIBRARIES IN eTHEKWINI METROPOLITAN  
MUNICIPALITY, SOUTH AFRICA

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### Abstract

The digital era has provided opportunities for public libraries to support users to access information services. In this regard, lifelong learning becomes an important tool to inform users as it is regarded as the key to surviving and adapting in the current digital era. Therefore, this paper aims to examine the role of public libraries in promoting lifelong learning at eThekweni Metropolitan Municipality, one of the biggest Municipalities in South Africa. Specifically, the study will identify services and programmes offered by the public libraries to promote lifelong learning, ascertain technological resources used to promote lifelong learning in the digital era, and suggest ways to enhance lifelong learning. A quantitative research approach was adopted, and an open-ended questionnaire was used to collect data from respondents. The targeted population are librarians responsible for providing training, outreach programmes, and those working closely with library users. The findings revealed that the public libraries provided lifelong learning services and programmes such as literacy classes, storytelling, and other user education programmes. The public libraries also provided technological resources such as free use of computers to enable library users to access digital information resources. If public libraries can promote lifelong learning in the digital era, it would strengthen their existence in the communities they serve. Conclusions and recommendations are provided in alignment with the findings.

**Keywords:** Lifelong learning, library users, promotion, public libraries, digital era

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## Abstract

Gender-based violence (GBV) is common and contributes to human rights abuses of women globally, and therefore, requires investigation from different perspectives to shed light on its depth and breadth. While research in the domain is increasing, the status, nature, and extent of this research are not readily known, particularly in sub-Saharan Africa that has been identified as the worst-hit region of this human rights and medical issue. This study appraises research publications on gender-based violence (GBV) in sub-Saharan Africa from 1996 to 2020 to determine the performance of researchers, institutions and countries in terms of GBV research productivity and scientific impact in the domain. This is largely a positivist quantitative study that applies content analysis by bibliometric methods to analyses GBV publication indexed in the Scopus database from 1996-2020 in sub-Saharan Africa. The study focuses largely on publication count focusing on the author, institutional, source, citation and research impact analysis. The data shall be processed and analysed with Microsoft Excel, Bib Excel, Vosviewer and other suitable tools. Preliminary findings show growing research in the domain with higher productivity from Africa's leading research countries and institutions. The same countries and institutions produce higher citations and research impact. While there is a concern of growing GBV in the developing countries, the countries' contribution to global gender-based research is minimal, suggesting low investment and priority to GBV research. The outcome of this study is likely to inform research policy and forge interventions in the domain in the future.

**Keywords:** Gender-based violence, citations analysis, research productivity, bibliometric informetrics, sub-Saharan Africa.

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## Abstract

This study seeks to establish the level of service quality in Kenyan academic libraries by analysing, evaluating, and assessing the service delivery of the academic libraries. Qualitative and quantitative methods through descriptive survey research were employed in the study, which targeted accredited universities in Kenya and sampled 10 (ten) of them. Based on Gay et al.'s formula, among the external library customers randomly selected (1000), seven hundred and fourteen (714) questionnaires were returned by the external library customers (55% males and 45% females). Among the librarians, 80 respondents were targeted, for the internal library customers (librarians), 47 of the 80 questionnaires administered were returned (43% males and 57% females); overall, a 76% response rate was achieved. A purposive sampling procedure was used to collect data from the interview participants (librarians). At the same time, observation was guided by an observation schedule used for data on the general state of sampled academic libraries. The study revealed that academic libraries in Kenya are faced with a myriad of challenges that focus on library users, library resources, access and services, poor infrastructure, limited budgets and leadership. The study recommends a radical shift in the management of the academic libraries, creating an enabling environment for optimal service delivery, greater supervision by the Commission for University Education (CUE), and a policy framework that will guide the overall operations of the academic libraries. This study has strong implications for improving library and information services for customer satisfaction in Kenya and perhaps elsewhere.

**Keywords:** Service quality, customer satisfaction, academic libraries, Kenya



## SHIFT FROM IN-PERSON TO ONLINE LEARNING STRATEGIES IN KENYA'S HIGHER EDUCATION INSTITUTIONS DURING THE COVID-19 PANDEMIC: IS IT INCLUSIONARY OR EXCLUSIONARY?

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### Abstract

An observable pattern that emerges from an iterative and non-systematic review of the recent anecdotal and empirical evidence on the impact of COVID-19 in Africa is about an eclectic mix of outcomes it has garnered in the region. Such outcomes manifest primarily in the higher education institutions' technology adoption to effect changes from in-person to online learning. Ineliminable reference is made in this regard, albeit rudimentary, to this shift's 'final causality in the diminution of exclusive education. A critical corollary concern is the shift's oppressive and exclusive nature that is anathema to achieving a mass-scale education in several African countries. This concern will afford this paper leverage points upon which to explore how it resonates in Kenya. It will be ergo pedestaled on one, establishing what is required to access online learning in Kenya's higher learning institutions. Two, its practicality in this country with a mostly poor population. Understanding the adverse effects of the COVID-19 pandemic on the poor's local economies will provide a perfect backdrop for conducting this paper's systematic and rigorous analysis. This analysis will be developed qualitatively based on the review of relevant secondary data from recent studies on this broader subject. Based on this analysis, it will be concluded that even though the shift to online learning in several of this country's higher institutions has indeed taken off, it has elicited a groundswell of concerns about its inability to cohere to the instantiation of the higher education sector's emancipatory intent. In light of this conclusion, it will be proposed that there is a need for the sector's stakeholders to develop multilateral policy prescriptions designed to respond to this exclusion.

**Keywords:** Exclusion, higher education, in-person learning, online learning.

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## Abstract

A library's most valuable resource is its workforce, and staff training sustains the quality of library services. On the other hand, technological advancements and dynamics in information processes compel library professionals to constantly remain knowledgeable and skilful to meet their audience's information needs. The quality of public library services, therefore, triggers concerns around the training of library staff members. Very little has been found in the literature that discusses the training of public library staff for sustainability. The study aims to assess the presence and effectiveness of staff training for sustainability in public libraries. The specific objectives are to analyse public library training policies, establish resources supporting staff training, and evaluate training programmes for library staff in the public libraries. The study will follow the pragmatic research paradigm and employ the mixed-methods research approach. Both multiple content analysis and survey research designs will be adopted in the study. Data will be collected through open-ended questionnaires, which will be sent via emails to all library managers and librarians charged with training programmes and staff members in different work positions in all public libraries at uMhlathuze Municipality. Secondly, the policies on staff training will be analysed through content analysis. The study presents practical implications for policy-makers and decision-makers regarding training for sustainability in public libraries. It is expected that the results of the study will help LIS academic departments update their curricula by matching their offerings with areas of training offered to public library professionals.

**Keywords:** Staff training, librarian, library staff, public libraries, lifelong learning and continuing education, sustainability.

STRATEGIES FOR DIGITISING RECORDS AT TWO SELECTED HIGHER ACADEMIC INSTITUTIONS IN KWAZULU-NATAL,  
SOUTH AFRICA

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**Abstract**

Digitisation is the process of converting information into a digital format. In doing this, the study reviewed the extensive literature on digitization and preservation of records in Africa. The study explores the digitization strategies adopted by the University of Zululand and the University of KwaZulu-Natal higher academic institutions. The study is qualitative interpretive. The study adopted a case study research design and used data collection techniques such as document review. Qualitative data were analysed using document analysis to derive particular themes pertinent to the study. Data were gathered through document review. Research data was manually processed and thematically analysed in line with the study objectives. The study indicated that the digitisation of records in Africa had not received adequate attention. Collections are currently not being digitised in higher institutions because of lack of funding, and digitisation policy, infrastructure, and skills. The study recommended that the universities adopt policies and guidelines and continuous training and provision of budgets to cater to digitising and preserving records. In the absence of infrastructure, we further recommended that academic institutions consider cloud computing to preserve digitised records. Training on records management is also recommended.

***Keywords:*** Digitisation, institutions, records, strategies, Kwazulu-Natal, South Africa, institutions.

STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS (SWOT) ANALYSIS OF INTERNET OF THINGS IN KENYAN  
LIBRARIES: A CASE OF CATHOLIC UNIVERSITY OF EASTERN AFRICA (CUEA) LIBRARY

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**Abstract**

Internet is no longer only a communication system. It has evolved into an Internet of Things (IoT), a control system with billions of connected things. The essence of connecting people to people, books to people and books to books is to increase the efficiency and effectiveness of library services. Self-service circulation, security control and resource monitoring are the outcomes of applying IoTs. Apparently, while these opportunities are significant, security and privacy threats hamper their exploitation. The data embedded in IoT devices need to be treated safely and securely to guarantee intended purposes. Otherwise, the data can be misused. This study aims to conduct an IoT SWOT analysis in Kenyan libraries to propose best practices for using IoT in libraries. Several studies have observed that university libraries are slow in accepting and using IoT because of security and privacy concerns. The study's objectives were 1) To carry out a SWOT analysis of IoT in university libraries and 2) To recommend best practices of adopting IoTs in university libraries. The researcher employed a descriptive research approach through online interviews. Six informants were purposively sampled from CUEA universities library in Nairobi, Kenya. The Informants were chosen based on their knowledge of IoTs. The findings indicated the enablers of IoT as the provision of library services, broad Internet bandwidth, secure IoTs ecosystem, partnerships and alliances, financial inclusion, and trained staff. Findings also pointed out standards, privacy, and policy as barriers. The best practices for adopting IoT are assessing the magnitude of weaknesses and threats and device strategies of compacting or converting them into strengths.

**Type: Research-in-Progress**

**Keywords:** Internet of things; privacy; security; libraries; swot analysis, IoTs

THE ADOPTION AND UTILISATION OF ONLINE DATABASES BY POSTGRADUATE STUDENTS IN THE FACULTY OF ARTS OF THE  
SELECTED UNIVERSITIES

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## Abstract

South Africa is known to have various universities. This paper focuses on the adoption and utilisation of online databases by postgraduate students in two South African universities: the University of Pretoria and the University of Zululand, especially post graduates' students in the Arts faculty. Despite many studies on online databases, the adoption and utilization of online databases is a research area that needs to be studied adequately to understand the rationale for using online databases. Several studies conducted on e-databases have focused on online database usage, awareness, and challenges. However, the adoption of technology is still a critical issue for individuals. Therefore, this paper will investigate the adoption and utilization of online databases by postgraduate students. The study employed a quantitative approach as it deals with the larger population. It allows the researcher to get an in-depth understanding of utilising online databases by postgraduate students and allows the researcher to gather evidence on the extent and why postgraduate students utilise online databases. This paper concludes that there are implementations that academic libraries can come up with to market and raise the level of awareness of online databases so that students adopt and utilise them. This paper also recommends that electronic librarians are trained to manage online databases, and students must be taught how to utilise online databases. Students must first adopt technology or these online databases to be able to utilise them. Many challenges pertaining to using online databases can be overcome because using online databases in libraries increases the availability of information resources to library users in digital forms.

**Keywords:** Online databases, information resources, indexes, intellectual property, adoption, utilisation.

THE EFFECTIVENESS OF 21ST-CENTURY COLLECTION DEVELOPMENT PRACTICES IN ACADEMIC LIBRARIES: A LITERATURE  
REVIEW

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**Abstract**

Academic libraries must provide information to their clientele, including students, academic staff, and other library users, through a balanced collection of information resources in various formats. This paper reviews literature on collection development practices in academic libraries. Specifically, the paper sought to determine resource sharing among academic libraries and establish the challenges of collection development practices in academic libraries. The study will help librarians understand collection development practices in the academic library and the constrained to collection development practices. The study will help determine areas to be improved or modified in the collection development practices in academic libraries, such as collection development policies, selection policies, acquisition policies, weeding policies, and collection management methods in university libraries.

**Keywords:** Collection development, academic libraries, university libraries, 21<sup>st</sup> century.

THE INTEGRATION OF RECORD MANAGEMENT FUNCTIONALITIES IN THE MANAGEMENT OF STUDENT RECORDS SYSTEMS AT  
THE UNIVERSITY OF ZULULAND, SOUTH AFRICA.

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**ABSTRACT**

This study sought to investigate the integration of records management functionalities in the management of students' records systems at the University of Zululand. The study adopted a qualitative approach using semi-structured interviews and observations with a case study research design. The qualitative approach was, however, complemented by a quantitative approach using semi-structured questionnaires. The study findings revealed that the level of integration of record systems at UNIZULU is moderate. The study also revealed that records management functionalities were included in the implementation stage. However, there are still some gaps that need to be filled by the institution and improve upon regarding the management of students' records. The study is important as it will act as a guide in the management of students' records. The study demonstrates values in the integration of records management functionalities in the management of students' records systems

**Keywords:** Information communication technologies, integrated tertiary software, records management, Unizulu, protective service department.

THE PROMOTION OF LIFELONG LEARNING BY PUBLIC LIBRARIES IN THE DIGITAL ERA IN eTHEKWINI METROPOLITAN MUNICIPALITY, SOUTH AFRICA

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## Abstract

This paper aims to establish the level of promoting lifelong learning by public libraries at eThekweni Metropolitan Municipality, one of the biggest Municipalities in South Africa. It sought to identify services and programmes offered by the public libraries to promote lifelong learning, establish technological resources used to promote lifelong learning in the digital era, and suggest ways to enhance lifelong learning. The digital era has provided opportunities for public libraries to support users to access the information services they provide. Therefore, lifelong learning becomes an important tool to inform users as it is regarded as the key for surviving and adapting in the current digital era. A quantitative research approach was adopted, and an open-ended questionnaire was used to collect data from respondents. The targeted population were librarians responsible for providing training, outreach programmes, and those working closely with library users. The findings revealed that public libraries provide lifelong learning services and programmes such as literacy classes, storytelling and other user education programmes to their clientele which most library users attend. Libraries also provide technological resources such as the free use of computers to facilitate easy access to digitalised information by users in the current era. These technological resources are accessible within the library by every user of the library. Conclusions and recommendations are provided in alignment with the findings.

**Keywords:** Lifelong learning, library users, lifelong learning services, public libraries, digital era.



THE PROVISION OF SERVICES IN THE RESEARCH COMMONS DURING THE NATIONAL LOCKDOWN: A REFLECTION ON THE  
LESSONS LEARNT FROM A SELECTED ACADEMIC LIBRARY IN KWAZULU-NATAL, SOUTH AFRICA

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**Abstract**

Due to the eruption of the global COVID-19 pandemic, the national lockdown has affected the provision of information services in the research commons of many academic libraries, particularly in developing countries. Academic libraries have had to think on their feet about information services provided to the users of their research commons. The purpose of the study was to investigate the effects of the national lockdown on the provision of information services to postgraduate students at the University of Zululand research commons. Adopting a quantitative research approach, the study collected data through questionnaires sent to the research commons' librarian and postgraduate students to this institution (University of Zululand). The study sought to establish the research commons services provided to postgraduate students during the national lockdown; determine the effectiveness of the nature of information services provided, and identify the challenges in providing information services to postgraduate students during the national lockdown. The results of this study have implications for the future preparedness of academic libraries and users, as they will provide a guideline for enhanced information service delivery in the current information and knowledge era and during disrupted times. Appropriate recommendations are provided to this effect.

**Keywords:** National lockdown; research commons; information services, provision; postgraduate students; academic libraries; KwaZulu-Natal; South Africa.

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## **Abstract**

This study aims to establish the use of electronic learning centres by users of the City of Johannesburg Libraries, which is under one of the biggest Metropolitan Municipalities in South Africa. It identifies the different services available and accessible in the electronic centres, determines the level of awareness and training on the use of the electronic centres and its resources, and suggests ways in which the electronic learning centres can be enhanced in the City of Johannesburg Libraries. Many changes brought about by electronic communication technologies force the libraries to improve their services to the users. One way is to ensure that the environments and resources, such as electronic learning centres, are available and optimally used. The quantitative research approach will be adopted, and questionnaires will be used to collect primary data. The target population for the study will be all the users of the City of Johannesburg Libraries and the librarians in the electronic learning centres. The study will be limited to libraries in the City of Johannesburg. The study will not include academic, special, and mobile libraries because they are not open to the general public like public libraries. Adequate use and awareness of electronic learning centres in public libraries are instrumental in satisfying user needs. Suggestions are made to the decision-makers of the City of Johannesburg libraries and heads of the electronic learning centres on enhancing the use of the electronic learning centres. The study establishes the level of usage of the electronic learning centres and provides suggestions on how they may be enhanced. It also adds to the body of knowledge on using electronic learning centres in public libraries in South Africa.

**Keywords:** Electronic learning centres, e-learning, public libraries, city of Johannesburg, information and communication technology (ICT), technology.

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## Abstract

The study analysed related literature on learning commons (LCs) to highlight the challenges postgraduate students face in their pursuit of services that could support them in completing their studies. Academic libraries can transcend new frontiers through the use of LCs. A literature review method was undertaken by consulting various literature on learning commons to capture main concepts. A descriptive qualitative approach was adopted to answer the research questions. Open access platforms, such as Research Gate and Open Access Repositories, were searched. The author also searched Taylor and Francis, Elsevier, and Emerald Insight. The following keywords: learning commons, learning spaces, research commons, information commons, and library spaces were used as search terms and the period covers from 1999 to 2020. The study found that LCs were created to support learning and present an environment that attracted users. They were manned by confident and highly competent librarians who assisted postgraduate students. The study also revealed that although LCs are popular, quiet spaces where postgraduate students. Findings from the study also revealed challenges affecting service delivery to postgraduate students, including the shortage of IT resources, white boards, seating space, noise, power outlets, and furniture. The study will be used to enhance policy formulation on the usage of learning commons. It will assist policymakers in making informed decisions on eradicating hindrances to information services. However, the study is limited by being purely based on existing literature that might not necessarily be exhaustive on information relating to frontiers faced by postgraduate students in their quest for scholarship. This paper reviewed the literature on LCs within the context of Zimbabwean academic institutions. This is an area that has not yet been fully explored. It also contributes to the literature on the use of learning commons and the challenges faced by postgraduate students while accessing information services in these spaces.

**Keywords:** Life-long learning, research frontiers, postgraduate students, learning commons, academic libraries, use, Zimbabwe

**Paper type** – Literature review

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## Abstract

This study investigated the transformation of curriculum requirements for new era librarians at the Department of Library and Information Science, Federal University of Technology Minna, Nigeria. The proposed undergraduate programme and curriculum aim to train and produce 21st-century librarians capable of withstanding the challenges and complexities in executing library operations and the information service delivery of the 21<sup>st</sup> Century. The objectives of the study are to determine the organisational structure of the Department, employers' rating of the graduates of the existing program, the components of the existing and proposed department/curriculum, available resources to support the implementation of the proposed program/curriculum. The documentary method was employed with the use of student handbooks, employers' rating of Library and Information Technology (LIT) graduates file; National Universities Commission (NUC) 2018 Benchmark Minimum Academic Standards (BMAS), Self-study form for 2019 NUC program accreditation, and proposed academic brief (Bachelor of Technology: Library and Information Science). Documentary analysis was carried out. Tables (tabulation) were used to contain data and information. The major findings include; the existing and the proposed curriculum contain ICT components, and there was a high level of performance on the part of LIT graduates. Other major findings include the availability of adequate human resources, information and teaching facilities to support the establishment/implementation of the proposed undergraduate programme/curriculum. The conclusion was that the proposed curriculum would equip 21st-century librarians with ICT skills that would enable them to compete with their counterparts in other parts of the world and, at the same time, work in organisations other than that of LIS.

**Keywords:** Curriculum transformation, emerging trends, LIS education, Nigeria, undergraduate programme.

\*New/Proposed Department/Programme

\*\*Existing Department/Programme

## USE OF ELECTRONIC RESOURCES BY POSTGRADUATE STUDENTS OF INFORMATION STUDIES AT THE UNIVERSITY OF ZULULAND, SOUTH AFRICA

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### Abstract

The purpose of the study was to investigate the level of use of electronic resources (e-resources) by postgraduate students at the University of Zululand in South Africa. The theoretical basis of the study was informed by the Technology Acceptance Model proposed by Davis in 1989. The study adopted a post-positivist research paradigm to enable numerous perspectives using quantitative and qualitative research approaches. Sixty-six (66) questionnaires were sent to postgraduate students, and 46 (70%) were returned; in addition, interviews were conducted with eight information librarians and two e-resource librarians from the University of Zululand. The study revealed that the use of the library by postgraduate students at the University of Zululand was exceptionally high. In the same vein, the level of awareness about the availability of e-resources was high. Librarians and postgraduate students were able to identify the different types of e-resources available at the University of Zululand library. Electronic databases and electronic journals (e-journals) were highly used, but electronic books (e-books), electronic catalogues (e-catalogues), and CD-ROMs were rarely used. The marketing methods of e-resources include departmental and faculty conferences. The study unveiled a limited budget and inadequate functional computers as challenges that hinder postgraduate students' effective use of e-resources. The study recommends that the management of the University of Zululand increase the budget for e-resources. The institution should also consider seeking funds to purchase additional computers and expand the computer laboratory to accommodate many postgraduate students.

**Keywords:** Electronic resources, marketing, information and communication technology, postgraduate students, technology acceptance theory.

## USE OF LEARNING COMMONS BY POSTGRADUATE STUDENTS IN ACADEMIC LIBRARIES IN THE MASHONALAND WEST AND MIDLANDS PROVINCES IN ZIMBABWE

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### Abstract

This study aims to establish the level of use of the Learning Commons at the Chinhoyi University of Technology and Midlands State University in Zimbabwe. The study examines the state of the Learning Commons at the two universities, assesses the competencies on the use of the Learning Commons and establishes the awareness and training on the use of the Learning Commons. The pressure for postgraduate students to complete their studies on time has influenced academic libraries to create conducive spaces to maximise information service delivery. A quantitative research approach was adopted using an open-ended questionnaire to collect primary data. The target population for the study is six hundred and thirty (630) units which constitute all postgraduate students registered with the School of Business Studies and Business School of Leadership using Learning Commons and the Librarians working in Learning Commons in both Schools. The findings revealed that the LCs provided high-speed internet, quiet reading spaces, tools to support users in locating required information, access to printing and copying services, desktops configured with appropriate application suites, sophisticated software packages, and collaborative software workspaces and outside reading spaces. The findings also found out that LCs librarians are competent in delivering required services such as research assistance, reference services and are also making strides in offering personal assistance and support to users. The librarians also displayed good communication skills while working in an environment that supports knowledge transfer. Taking into consideration that postgraduate students encouraged one another to visit the LCs and frequently use the LCs for specialised research support services, IT support, ILS instruction, and writing papers, among other information services, the study finding revealed that there is a great need for the LCs librarians to constantly upgrade their skills to match the needs of their users. It focused only on postgraduate students who were using LCs. Also, the study excluded other schools such as Art and Design, Engineering Science and Technology, Education, Law, Science and Technology, just to mention a few. Adequate use of LCs and their resources is instrumental in the completion of postgraduate degrees. Suggestions are provided to Universities, academic libraries, academic library consortia, library training schools, and associations for librarians in Zimbabwe, such as ZIMLA, on using LCs by postgraduate students. It establishes the level of use of the Learning Commons by postgraduate students in the two business schools in Zimbabwe, which may lead to other schools and Universities in Zimbabwe and make suggestions on how the usage of LCs may be enhanced. The study further adds to the body of knowledge on LCs by postgraduate students in academic libraries in Zimbabwe.

**Keywords:** Learning commons; LCs; postgraduate students; academic libraries; Mashonaland West; Midlands Provinces



WEB INFORMATION-SEEKING BEHAVIOUR OF LIBRARY AND INFORMATION STUDIES UNDERGRADUATE STUDENTS AT THE  
UNIVERSITY OF ZULULAND

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**Abstract**

In the 21<sup>st</sup> century, higher institutions of learning have completely transformed their teaching and learning by adopting the web and related technologies due to the change of scenery in terms of information searching. Notably, the new generation of students is highly dependent on the World Wide Web for information and its related activities. However, the internet contains a vast array of information, some of this information is not suitable for scholarly use. Thus, new undergraduates must have the necessary skills that will enable them to search and retrieve information on the web effectively. Therefore, this transformation partly prompted this study on the web information-seeking behaviour of undergraduate students of library and information studies at the University of Zululand. This study will enlighten curriculum designers about the importance of including more web-related modules on the first year students' curriculum. Furthermore, it will assist academic libraries to realise the challenges facing undergrads regarding using their services on the web. The objectives of the study were: (1) To determine how student's, seek information using the web, (2) To determine Channels used when searching the web for information, and (3) To find the challenges of the web information-seeking behaviour. The study employed a quantitative research approach using a closed-ended questionnaire as the data collection instrument. The study found that the web is the major source of information amongst undergraduates' library and information studies. The study also found that students use the web for academic purposes like assignment completion, research and study purposes. Further findings indicate that the Google search engine was the most used tool for information searching.

**Keywords:** web, information seeking, information behaviour, undergraduate students, university, digital era, information