



**ACCESS TO INFORMATION FOR TRAINING AND RESEARCH PURPOSES: A CASE OF BANDARI MARITIME ACADEMY LIBRARY IN MOMBASA, KENYA.**

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ACADEMY LIBRARY IN MOMBASA, KENYA.**

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**ABSTRACT**

*The goal of this research was to examine the impact of users' and researchers' levels of information literacy on their ability to make use of available resources for training and research. The study used descriptive design. A total of 415 students and staff members from the Bandari Maritime Academy formed the basis of the study's sample population. The number of participants, 204, was determined using the Yamane method. The study found that library orientation, which has the goal of introducing the student to the library in terms of the physical policies, procedures, as well as resources and services, is an effective method of raising awareness among all its users. According to the findings of the research, library orientation, which is designed with the intention of familiarizing the student with the library in terms of its physical policies, procedures, as well as its resources and services, is an efficient method for increasing awareness among all of the library's users. According to the findings of the survey, a sizeable percentage of library patrons at the BMA are aware of the reference materials that are at their disposal. The BMA librarians should regularly inform all library users about the reference materials that are accessible and at the same time guide them on how to use them in order to ensure that all of the library's resources are used by all of the library's users. This will ensure that all of the library's resources are used effectively. The utilization of the library's information resources is absolutely necessary in order to provide high-quality services to students of all ages and from all different kinds of backgrounds. In order to fully profit from a society that has been revolutionized by information technology, it is necessary to make efficient use of the information resources and services that are available to us. The findings of the study indicate that the library only contains a limited number of reference materials; as a result, the management of the BMA should make an effort to both enhance the number of reference materials and make them more easily available to the patrons. During the process of acquiring reference resources, the management of the BMA have to make it a point to ensure that the requirements of users are taken into consideration. If we are successful in achieving this goal, it will go a long way toward guaranteeing that the essential resources are available, and it will also provide the users with sufficient information for purposes of research and training. BMA administration should increase spending on ICT infrastructure to meet the needs of a large number of customers who want to use the library's electronic materials instead of physically visiting the building.*

**Key Words:** Information utilization, Information Literacy, Training and Research, Library Services

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## INTRODUCTION

Access to information refers to a person's capability of efficiently acquiring and disseminating information to themselves and others (Ahmad & Panda2018). It is necessary for people to contribute in the decisions that affect their lives in order for them to successfully exercise, monitor, and take accountability from the government, as well as participating in an informed discussion about options available for them. Article VII of the Library Bill of Rights in the United States stipulates that all individuals have a right to private life and trust in their library usage, regardless of their origin, age, background, or views. This provision applies to anybody who uses a library (Echezona, 2019). The American Library Association advocates for patrons of all ages to have equal and equitable access to the services provided by libraries. It takes exception to any and all efforts that are made to restrict access to library contents and facilities based on factors such as gender, age, or any other factor. The article guarantees that library users will make use of the library's resources and services. It says that, among other things, library users have the right to unfettered use of the library's physical space and all of the library's services, resources, and amenities (Fagbola & Uzoigwe, 2019).

American Library Association (2020) affirms that equity, diversity, and inclusion are essential to the promotion and practice of intellectual freedom. Libraries are essential for protecting the inalienable rights of all people to life, liberty, and the pursuit of happiness, as well as for promoting effective representative democracy and self-governance. Thus, it is imperative that librarians and library staff promote equality, diversity, and acceptance in all that they do. ALA (2020) suggests that libraries should hire and promote people who are representative of the community they serve in terms of age, ethnicity, background, and worldview. The library personnel should be representative of the community they serve. The libraries' physical location, library activities and type of information

resources they have, should be accessible to all (ALA2020).

Uzoezi and Olanrewaju (2016) indicated that the mental health of prison inmates in Nigeria is absolutely essential to their survival. Uzoezi and Olanrewaju (2016) further noted that Inmates must have access to information in order to maintain a steady state of fear and isolation. It's fascinating that the analysis shows that most inmates understand the importance of information to their mental health and are aware of the resources necessary to acquire it.

Ugandan libraries have come to appreciate the value of Information Literacy (IL) initiatives, for maximizing the impact of their substantial investments in electronic resources. The availability of resources is of paramount importance, but so is the knowledge of how to access and use them (Kinengyere, 2017). Workshop instruction on using electronic databases like HINARI and AGORA was offered by the Makerere University Library in 2005. Some of the games were played offline, while others required players to go online and visit specific websites. The purpose of this session was to provide researchers, policymakers, educators, librarians, and extension workers with the tools they need to take use of the plethora of newly accessible high-quality, relevant, and timely data on agricultural and health. As a result, interdisciplinary efforts were fostered and agricultural and medical education and research were bolstered in Uganda (Kinengyere, 2017).

The dissemination of information, the enhancement of national research publications, the execution of research and development, and the evaluation of the program's results were some of the other goals that were included in addition to the program's primary objective, which was training in the management of information and communication technologies (ICTs) and electronic resources. These workshops' primary objective was to raise participants' consciousness about the significance of receiving an information literacy education that

covers a wide range of subject matter (Kinengyere, 2017).

Information access in academic libraries is critical for students and faculty. Users of academic libraries require information for a variety of purposes, including education, training, and research. Academic programs at universities are rigorous, and students are frequently overwhelmed by the number of units they must complete, term papers to complete, and projects to complete within a given time frame (Brophy 2018). Some of the problems that library users face are not knowing how to find and access information, not knowing about the resources that are available, working with inexperienced library staff, and not feeling like the library staff is committed to their jobs (Nilsen, 2010). As a result, it is critical that access to and retrieval of these information resources be as straightforward as possible. Improved tools and strategies for organizing and managing library contents should be developed by libraries in order to do this (Mutwiri, 2019).

According to a study conducted by Karshorda and Waema (2019), who conducted an E-readiness survey of Kenyan public and private universities, online public access catalog (OPAC) usage in libraries is still low, with off-campus students suffering the most. Furthermore, most libraries have not yet integrated electronic and Internet-based information resources like e-books into their digital libraries due to limited resources.

Later on, in 1988, it was realized that the efficiency of the port depended not only on trained and experienced workforce, but also on trained port users. This was a significant realization because it had previously been thought that trained and experienced workforce were the only factors that contributed to port efficiency. Once again, training programs that arose to fill this training shortage required extensive involvement from the library. Researchers from Jomo Kenyatta University and Nairobi University utilized the BMA library as part of their academic pursuits.

Bandari College was renamed Bandari Maritime Academy in November, 2018. The most significant aspect of the transition was the transformation of the institution into a Center for Maritime Education and Training and research. Kenya's efforts to position its Maritime industry as a driving force in the country's economic development can be improved by resolving some key difficulties that, before anything else, have to be tackled.

Since its scope has been broadened, the training facility has experienced a sharp increase in the number of students from an average of 83 students per term to an average of 342 students per term. However, the BMA library has also been operating on a lean staff and the library can only accommodate a maximum of one hundred people at one time. It is questionable whether the library has adequate information resources for training and research purposes. Therefore, it is crucial to conduct an empirical study to determine how well users understand the training and research information resources and services available to them, examine the level of information utilization for training and research, determine user satisfaction levels of the college resources and services for training and research and finally assess how information literacy impacts training and research at BMA.

#### **Statement of the Problem**

Bandari Maritime Academy Library was originally planned to have a maximum capacity of one hundred people. This has not changed up to then, despite the fact that there are now more internal users (workers & students) and external users (stakeholders) along with KPA staff. This indicates that the resources are limited despite the significant increase in the number of people using them currently and in the future. If this issue is not resolved, it is likely that the Academy library will not be able to fulfill the purposes for which it was intended for and in the manner, it was aimed at. Most importantly, a significant portion of the population that could gain from these services could not do so, due to lack of resources. Another

issue to be looked into is how users exploit the information resources and services available to them. The data gathered will be utilized to make informed decisions on the creation of a library that meets the educational, training, and research needs of the community. It is in this context that the study on access to information for training and research purposes in Bandari Maritime Academy Library is imperative.

### **Purpose of the study**

The purpose of this study was to analyze access to information for training and research purposes at Bandari Maritime Academy library Mombasa, Kenya. The study was guided by the following objectives

- To establish the extent to which user awareness influence training and research studies a case of Bandari Maritime Academy Library in Mombasa, Kenya.
- To examine the extent to which information utilization influence training and research studies a case of Bandari Maritime Academy Library in Mombasa, Kenya.
- To determine the extent to which user satisfaction influence training and research studies a case of Bandari Maritime Academy Library in Mombasa, Kenya
- To identify the extent to which information literacy influence training and research studies a case of Bandari Maritime Academy Library in Mombasa, Kenya.

This study asked the following questions

- How does user awareness influence training and research study a case of Bandari Maritime Academy Library in Mombasa, Kenya.?
- How does information utilization influence training and research study a case of Bandari Maritime Academy Library in Mombasa, Kenya.?
- How does user satisfaction influence training and research study a case of Bandari Maritime Academy Library in Mombasa, Kenya?

- How does Information literacy influence training and research study a case of Bandari Maritime Academy Library in Mombasa, Kenya?

## **LITERATURE REVIEW**

### **Theoretical Framework**

The information exchange theory, which Marcella and Bartex devised in 1997, was utilized in the research. The exchange of information or the sharing of information implies that individuals or organizations transmit information from one person to another. From public service research and citizen information behavior at the regional, United Kingdom, and European levels, the concept of information sharing has emerged over the course of a number of years (Marcella and Bartex 1997). The central tenet of the theory is that it is critical to take into account the functions and goals of both the information provider and the information consumer when evaluating the efficiency of the information communication process, as well as any opportunities for its expansion or improvement, and their respective historical contexts (Marcella & Bartex, 2001).

Based on the historical foundation of the theory of information exchange, it is evident that, it essentially encompasses the perspective of the supplier and the view of the user. The provider tries to generalize and work towards a basic principle and react badly. The user, on the other hand, operates in a range of contextualized roles and changes in his or her knowledge before information exchange. The perspective of users is multifaceted, rich and complicated and has a different incentive to be well informed, depending on the urgency and the importance of the information required. The notion works well with the Bandari maritime academy library which serves as a resource for the institution's administration, faculty, and students, as well as the general public. These resources can only be useful if they are provided for access and use by those in need. The provision, access and use are a concern of this current study.



## Conceptual Framework

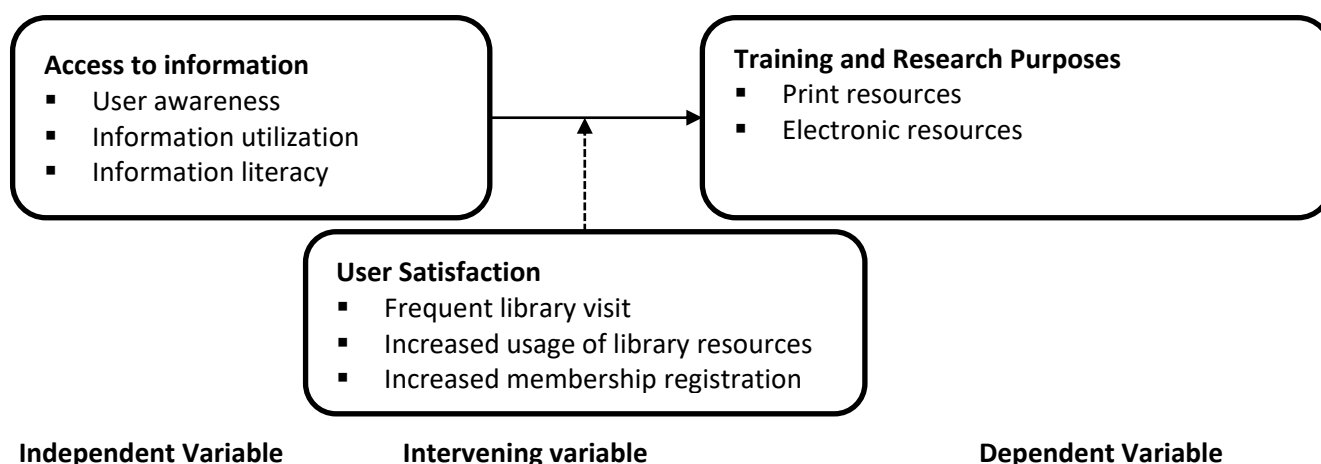


Figure 1: Conceptual Framework

Source: Researcher, (2021)

## Review of Related Literature

### The Concept of Access to Information

Since it was founded in 1945, the United Nations Educational, Scientific, and Cultural Organization (UNESCO) has worked to expand access to knowledge in all regions of the world. In light of this, the United Nations General Assembly in September 2015 appointed the United Nations Educational, Scientific, and Cultural Organization (UNESCO) as the custodian UN agency for global monitoring of Sustainable Development Goal (SDG) indicator 16.10.2 on ensuring public access to information and protecting fundamental freedoms. This was done in accordance with national legislation and international agreements. UNESCO has the responsibility of ensuring that the SDG indicator is met.

A study by Abubakar (2020) on pharmaceutical science students at the University of Jos who wanted to learn more about the accessibility and availability of information resources in university libraries for academic usage. According to the responses, it was discovered that certain data resources were lacking in quality, and more than half of the respondents were aware of this fact. Additional information resources such as periodicals, encyclopedias, the internet, and electronic books library catalog, computers, electronic journals, handbooks, newspapers,

magazines, visual documentation of conferences, monograph abstracts & indexes and standard CD-ROM databases.

### User Awareness

According to the study that was conducted by Kumar and Naik (2020), it was found that 84.8% of students visit the library on a regular basis. The percentage of frequent users is 44.1%, whereas the percentage of casual users is 40.7%. There is a solid understanding on the availability of printed information sources. Majority of users (83.9%) read textbooks, followed by newspapers (67.1%), research materials (65.7%), and school assignments (65.3%). Insufficient computer and Internet access (cited by 75.6% of students) and an absence of recently published works (cited by 60% of students) are cited as the most significant challenges to students' efficient use of the college library. Increased accessibility to better facilities and resources may encourage students to make full use of the tool by providing them with more opportunities to do so; the tool is designed to give informational support for the students' studies and the practice of evidence-based graduating.

Abdul Mannan Khan (2017) conducted the research in order to determine the reasons why faculty, students, and researchers at the School of Business at Aligarh Muslim University seek knowledge. This was done with the intention of enhancing the level

of assistance that the institution provides to local businesses. According to the findings, an overwhelming majority of respondents consider books and magazines to be valuable knowledge tools. On the other hand, academics and researchers tend to rely more heavily on journals than they do novels. Articles that have been published in electronic journals are regarded as extremely significant tools by teachers and students in graduate programs. The research also suggests that libraries have access to high-quality computer labs with internet access.

### **Information Utilization**

Obi, Okore, and Kanu (2019) studied the influence of social media on university library service delivery. According to the research, in order for this contemporary library to meet the information needs of its patrons in the present, Mobile technology and social media would need to be aggressively integrated into its operations and services. The library must adapt to the changing demands of its community and seize new opportunities or risk falling behind. Conclusions from this study show that librarians should not underestimate the power of social media in promoting library and information resources and services, despite the fact that students at the University of Medical Sciences, Ondo use social media only to a negligible degree. Irregular power supplies, a lack of incentive, a fear of technology, and a lack of training (skill and knowledge) are only few of the issues that prevent librarians from using social media to improve service delivery. University libraries around the world stand to gain a lot from social media, but first they need to overcome obstacles like addiction and time wastage, technophobia, tiredness at night, poor network connections, a lack of training, an inconsistent power supply, and a lack of incentive.

Tukur and Kannan (2020) conducted a study to assess the library and information resources offered to first-year students at three universities in Northern Nigeria. that specialized in agriculture. Findings show a discrepancy between what

respondents' value and what is really available in terms of library services and materials; respondents, regardless of their area of expertise, reported using the library rarely. Based on the results of this research, libraries in Northern Nigeria's agricultural universities are encouraged to acquire and keep relevant print and digital materials. The University Libraries around the country need to hire more qualified employees. Power must be maintained and improved for essential services like circulation, current awareness services, user-education/orientation, interlibrary loan, translation services/language laboratory service, indexing/abstracting services, selective and disseminating information, and others need to be bolstered and provided with a steady stream of energy.

### **User Satisfaction**

Users of academic libraries on the Kitui Campus and the Machakos University campus were surveyed by Kinya and Muthee (2022) to determine their degree of satisfaction with the services they received. They found that although some library users went there once a week, others went their multiple times a day to make advantage of the resource available. The users cited one of the reasons they frequented the library as being because the librarians gave them individualized attention as one of the reasons for their visits. It has been observed that staff members at the library always maintain a tidy appearance and dress appropriately. The investigation also discovered that the library maintains precise documents, such as those pertaining to circulation, accounting, and academic reports, among other things. It was observed that staff members at the library do not have an excessive amount of work to prevent them from responding quickly to inquiries from students.

Maina, Mogaka, Omallah, and Nyanyu (2017) conducted a study on the use of library resources and the level of user pleasure with such resources in the Kisii University Library. The study focused on the level of user satisfaction with such resources. The amount of user utilization as well as the level of

user satisfaction were the primary focuses of the research. According to the findings of this study, library patrons desire a collection that is pertinent to their needs, a service that is immediately available, unlimited access to information, a reading room that is spacious, an atmosphere that is conducive to study, appropriate library equipment, and helpful staff.

### **Information Literacy**

Researchers Gekara, Namande, and Makiya (2021) examined how secondary school students in Kenya acquire and apply information literacy skills. The results demonstrate that secondary schools had access to some information literacy practices but did not use them, leading to pupils entering higher education without the necessary information literacy abilities. Findings indicated that in order to make good use of digital resources, it is essential that secondary school pupils develop information literacy skills. Successful information literacy learners are able to find information on their own, retrieve it quickly and efficiently utilizing modern technology, evaluate the quality and usefulness of the results, and apply the knowledge they've obtained in a range of settings.

Thanuskodi (2019) conducted research on the information literacy capacities of Indian library and information science employees. The findings of this study stressed showed that literacy in information is a process that never ends; it should not be regarded as a destination. It has been determined to be of the utmost importance to implement information literacy programs on a consistent basis in institutions of higher learning as well as research and development facilities. Library workers are gradually becoming familiar with various technology devices and are demonstrating an interest in assisting patrons in locating material and accessing it. This is a positive development. Information literacy programs need to be implemented in schools, universities, public libraries, and other types of libraries, with the primary focus being on the library staff. This will allow the libraries to

achieve their goals of converting their patrons into lifelong learners and critical thinkers.

### **Training and Research Purposes**

Kavulya (2016) looked on how successful information literacy programs were at a subset of Kenyan universities' libraries. Despite disjointed efforts, the vast majority of students are still required to graduate from university without having mastered the art of information retrieval and utilization. Financial constraints, a lack of human resources, and insufficient policy and material support from their parent organizations are the main challenges that university libraries encounter when trying to implement information literacy programs. Librarians are not putting enough emphasis on information literacy as a service provided by the university library. A shortage of both financial and human resources limits their capacity to improve their computer literacy. The library typically has only a handful of available computers, and little money to buy more. Kenyan librarians still have a low level of computer literacy, and there is a dearth of trainers in this area. Libraries struggle to provide effective training in the use of information sources for their patrons when there are no guiding institutional rules in place on information technology.

According to the findings of a study conducted by Oduagwu (2021) on the availability and use of library resources in training libraries by students, indicated that libraries of all types provide information services of various kinds to diverse types of individuals. They are organizations that provide social services and focus on serving a specific constituency in need of such services. As a result, an academic library is formed to fulfill the demands of lecturers and students in terms of both learning and research, as well as the information requirements of non-academic employees. According to the findings, the current resources are not sufficient to satisfy the needs of the students, and there is a pressing need to implement user education in order to make better use of the resources that are now accessible.



## METHODOLOGY

A descriptive survey research method will be used for this study. The purpose of a descriptive survey is to try to provide a clear picture of a situation, problem, or wonder; to provide information about an issue; or to show how people feel about a particular topic (Mugenda and Mugenda, 2016). Bandari Maritime Academy library in Mombasa was the site of the research. Data from Bandari Maritime academy indicated that the BMA library had 415 active users that were spread as follows; 350 Bandari Maritime Academy students, 20 Institution membership, 25 Bandari Maritime Academy Lecturers and 20 Bandari Maritime Academy Administration Management. Stratified random sampling technique was used in selecting the study respondents. The study used a sample size of 204 respondents. To gather information for the study, questionnaires and interview guides were used. The study used questionnaires with closed-ended question. The study was piloted at

### Knowledge of Library and Its Services

**Table 1: Knowledge of Library and Its Services**

User Awareness	Frequency	Percentage %
Through colleagues	45	29%
Through orientation session	81	53%
Library brochures	18	12%
Internet	9	6%
Others	0	0%
<b>Total</b>	<b>153</b>	<b>100%</b>

Source Field Data (2022)

In response to a question regarding how they became aware of the library and its resources, the majority of survey respondents (53.3%) reported having attended an orientation. Many more (29%) had heard about the library and its resources from coworkers, while 12% had read about them in library brochures, and 6% had used them online. This conclusion is based on research by Mwatela (2018), who looked at the factors that influence students' use of the library's resources at the University of Nairobi's Mombasa Campus in Kenya. The results showed that library orientation, which is meant to familiarize students with the library's

the Kenya Revenue Authority Training School (KRA) because it has similar characteristics with the study area (locale); both are state corporations-based libraries funded by the exchequer and serve trainees and researchers in their fields of specialization i.e. revenue and maritime issues. Besides, they are located in the same environment. In order to verify the accuracy of the instruments, we entrusted two professionals with the task of assessing and verifying the relevance of each component to the overall goals of the instruments. Additionally, the Cronbach Alpha Eco efficiency was utilized to measure internal reliability. Questions were asked and answers were gathered in-person and via questionnaires.

## FINDINGS

### User Awareness

The first objective was to establish awareness level of information resources and services at Bandari Maritime Academy Library in Mombasa, Kenya.

layout, rules, and regulations, and collection of materials and services, is an efficient way to increase their knowledge of the library's existence. Ojo and Akande (2015) conducted a similar study on the availability, familiarity, and utilization of electronic information resources amongst Nigerian students. Research shows that during orientation, students are given access to a limited number of reference sources and indexes in an effort to familiarize them with the abundance of resources accessible to them beyond what they may have encountered in high school or at previous institutions. To increase library usage and revenue,

BMA needs to spread the word about all the services they offer.

### Information Utilization

The second goal of the research was to determine the extent to which the utilization of information influences both training and research that takes place at the Bandari Maritime Academy Library.

### Frequency of Using Library Resources and Services

**Table 2: Frequency of Using Library Resources and Services**

Information Utilization	Frequency	Percentage %
Daily	68	44%
Weekly	40	26%
Monthly	15	10%
During Examination period	23	15%
When need arises	7	5%
<b>Total</b>	<b>153</b>	<b>100%</b>

Source Field Data (2022)

The researcher sought respondent's opinions on the frequency with which they used BMA library services, and the results shown in Table 2. above indicated that 44% of the respondents used library services every day, and 26 % of the respondents used library resources and services every week, respectively. 10% of the respondents use library resources and services on a monthly basis, while 15% of the respondents utilize library resources and services during the exam time. 5% of the respondents use library resources and services just when the need arises. According to the data, 44% of respondents use BMA library services on a daily basis, indicating that users make moderate use of the material available to them.

The results of this survey are in line with the findings of an earlier study that was conducted by Ishola and Obadare (2014). That earlier study discovered that the vast majority of respondents utilized library information sources on a daily basis. The authors Agboola and Bamigboye (2011) state

that students frequently visit the library in order to make use of the available information resources. The amount of time that students spent using libraries increased as they progressed through their respective academic careers. In the course of their research at the Federal Campus of Oye-Ekiti, Olajide and Adio (2017) came to the conclusion that approximately 53 percent of respondents made occasional or monthly visits to the university library. Students, staff members, lecturers and trainers, and individuals employed in the shipping business were reported to be the most frequent users of the BMA library and information services during the course of the past year, as stated by the interviewers. They were mostly interested in using the BMA library for academic reasons and for research-related tasks.

### User Satisfaction

The third objective was to determine the extent to which user are satisfied with library services and resources in their training and research endeavors.

### Satisfaction Level with Library Materials and Resources

**Table 3: Satisfaction Level with Library Materials and Resources**

User Satisfaction	Frequency	Percentage %
Highly satisfied	83	54%
Satisfied	59	39%
Dissatisfied	11	7%
Don't know	0	0%
<b>Total</b>	<b>153</b>	<b>100%</b>

Source Field Data (2022)

Because the study was concerned in finding out how satisfied the users are with the library information resources at BMA, the researcher interrogated the participants to find out their thoughts. Table 3. above shows that 54% of those surveyed stated they were extremely satisfied with the library information resources, 39% were satisfied whereas 7% were unsatisfied. In accordance with the findings of an investigation conducted by Iwhiwu and Okorodudu (2012), the level of enjoyment experienced by library users is a

function of the quality of the information product they receive. Therefore, the findings of this investigation are compatible with the findings of previous studies. They established three categories of customer satisfaction measurement, which were classified as follows: information resources, facilities, and service quality (or quality).

#### Impact of Information Literacy on Library users

The fourth objective was to assess how information literacy impact training and research at Bandari Maritime Academy.

**Table 4: Impact of Information Literacy on Library users**

Utilization of information resources and services	Frequency	Percentage %
Am able to locate information from the library	126	82%
Am able to carry out a research better than before	135	88%
Am able to cite all the information I use when researching	52	34%
I can easily access and evaluate information from the internet	69	45%
Am able to publish my research on electronic platforms in the library	46	30%
I can easily access and evaluate information from books in the library	131	86%
Am able to differentiate methods used to access information resources	95	62%
There is adequate utilization of information resources and services awareness and promotion in BMA	59	39%
Am able to evaluate if an information resource is timely and appropriate	84	55%
I have adequate knowledge to analyze the quality of an electronic resource.	70	46%
Have gained more knowledge by accessing information from different sources	123	80%

Source Field Data (2022)

The study sought to find out how participants in their study had profited from their knowledge of information. Table 4 shows that 82% of people who took the survey were able to discover the information they were looking for in the library. 88% were way better than ever, Three-quarter of respondents claimed to be able to cite all of information sources utilized in their studies, four-fifths responding to easily find and evaluate information on the internet, 30% were able to publish their research on electronic platforms at the library, according to the survey. 30% of the population or 86% of respondents said they had no trouble finding and evaluating information in books at their local public library, 60% claimed they were

able to differentiate between various methods of acquiring information. Further, three-fourths of BMA's respondents indicated that the group makes good use of and promotes its' available online information tools and services. 55% of those interviewed could tell whether or not an information resource was relevant and timely. As per the survey, just 46% of respondents thought they had enough expertise to evaluate the quality of an electronic resource, and 80% of those who responded stated they had gained new information as an outcome.

According to the findings of Issa, Amusa, and Daura (2019), students' information literacy abilities have not been adopted as they should have, which is

consistent with the findings of this research. The absence of teaching aids is a significant problem, as students' ability to learn the necessary skills is significantly impacted as a result of their absence. Despite students' lack of prior experience with computers in the classroom, they have learned how to conduct research and analyze critically, putting them on the path to being informationally literate. Use of library resources and services, which necessitates information literacy skills, has been found to have a substantial impact on undergraduates' use of information resources and services by several researches, including Portman and Rousch (2014).

### **SUMMARY**

The primary objective of this study was to find out how well-informed BMA Library users were about the library's resources and services for training and research purposes. Survey results show that, majority of library visitors had attended an orientation session or had learnt about library services from their colleagues. Several users are clearly unaware of the reference materials accessible in the library as indicated by the results of this survey.

Outcome of the study shows that, a considerable proportion of those interrogated are aware of the library vast resources including: research services, reference services, circulation services, Current Awareness Services among others. Methods for promoting library and information services include: exhibiting new acquisitions at the display stack, offering user training/education sessions in class and in the library, providing orientation services for new members and so forth.

A second objective was to undertake an experiment to see how information use affects the BMA Library's training and research goals. People who work in shipping are among those who use the BMA library's information resources most frequently, according to the results of a survey. Many of these people go to the library on a regular basis. They came to the BMA library primarily to conduct research for school assignments.

Representation on how user satisfaction levels at the BMA Library influence training and research thrived, as library patrons and staff are exceedingly pleased with the library resources and services. BMA library has a lousy security system and is in the process of digitizing its local collections. It does not use its resources to their full potential due to lack of automated library Management system. By virtue of using manual systems in the management of library resources, the processes are disorganized, slow, inefficient, and access to some information materials is only possible by physically visiting the library. Users must travel to the library to obtain some of the materials which consumes time, energy, and resources. Additionally, underutilized resources result in an underestimation of the financial value the organization receives from its resources.

The ultimate objective was to find out the role of information literacy on training and research at BMA. People were better able to locate materials and conduct study in the library than they had previously been. Users, on the other hand, were unable to credit all of the information they relied on while performing their research. This was a significant problem. More than one in five people surveyed said that, they have no trouble finding and analyzing information online. Knowledge and marketing of information resources and services were found to be insufficient in BMA library. According to the findings, there are many hurdles to overcome while teaching information literacy in the classroom, including a shortage of time in the course, lack of personal experience and lack of student interest in using the numerous information resources available.

### **CONCLUSIONS**

The purpose of this study was to investigate the availability of information for educational and research purposes within the Bandari Maritime Academy Library located in Mombasa, Kenya. Based on the analysis conducted by this study, it can be concluded that students' attitudes and behavior toward library use are influenced by how much they

are aware of the library and how actively they seek out information from it. There are multiple important corrections for the improvement of this behavior where future exploration on the same could be useful to finding out better comprehension. This would greatly improve access to library resources hence enabling the Academy to account for value for the money spent on acquiring the information resources hence deserving consideration.

It is essential for a library to be well-organized in order for it to be of any use. This necessitates not only the availability and accessibility of important information resources but also the layout of those resources, in addition to the general interior décor of the library. In addition to assisting students in developing better reading comprehension and study routines, one of the most important roles that the BMA library plays is to offer access to a diverse collection of informational resources in order to bolster the educational program that is offered by the institution.

It is essential for library patrons to be satisfied with the services and resources provided by the library; this is where they spend their money. In order to justify their existence and draw in new clients, libraries need to offer information resources and services that are both relevant and efficient. Libraries would be able to sustain their clientele despite the difficulties they encounter in the age of information abundance if they followed this strategy.

Key to reaping benefits from the information revolution is utilizing information resources and services. Students' attempts to finish course-related works that need research are delayed and frustrated due to a lack of information search skills by BMA library users. Students in the BMA program struggle academically and in their research because they lack the basic abilities necessary to make effective use of the available materials.

## RECOMMENDATIONS

- In order to better serve its' users, the BMA should make an effort to increase the variety and quantity of reference resources available to them.
- The administration at Bandari Maritime Academy needs to make sure that the needs of students are considered when accumulating research materials. This will help tremendously in securing the right resources.
- By providing students with the knowledge and skills necessary for efficient and effective identification and access to information from the numerous sources accessible in the BMA library, it is possible to maximize the utilization of library and information resources and services.
- BMA should evaluate its own educational mission and aims to see where better use of information resources and services could boost education and research. The application of the standards requires not only the adoption of the standards themselves, but also the execution of a faculty and staff development program. The program's efficiency and smooth running might be ensured by the lecturers who take part in it.
- Various methods of teaching and assessing students' information literacy skills, such as individualized instruction, collaborative classrooms, online tutorials, and the creation of assignments based on research scenarios, should be established.
- BMA management should make sure there are multiple copies of reference materials so that users can use them at the same time.

## Recommendations for Further Research

The barriers to digital information needed for training and research can be the subject of further study. A comparable study may be conducted in another educational institution in another country to determine whether a similar outcome would occur.



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