

IMPLICATIONS OF LEGISLATION ON THE PROVISION OF NATIONAL AND PUBLIC LIBRARY SERVICES IN ZAMBIA

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ABSTRACT

Currently (2017), there is no single institution designated as a national library in Zambia. Although national library services are provided by some institutions, there is no legislation to support them. Efforts to foster the enactment of library legislation since 1976 have not resulted into this law being passed. This study measured the correlation between the lack of legislation and the provision of national library services in Zambia. The study comprised a cross-sectional survey to collect quantitative data through questionnaires administered to public library staff, interviews with senior government officials, executive members of the Library and Information Association of Zambia and the Zambia Library Consortium, and a document analysis on text from grey literature. The results of the survey revealed that enactment of library legislation in Zambia could help establish a national library and increase government funding to existing library services and facilities. It is recommended that the Library and Information Association of Zambia, the Zambia Library Consortium, and the Zambia Library Service relentlessly collaborate to push for the immediate enactment of the library bill.

Keywords: library legislation; public libraries; national library; national library service; Zambia



INTRODUCTION

Libraries are institutions that undertake and carry out diverse operations and activities which require well-set procedures and regulations for them to achieve a satisfactory performance. In order for libraries to achieve a satisfactory performance, they need a steady flow of funding from the relevant authorities. Funding can be secured from government if there is proper legislation that regulates national and public library services. Legislation sets up proper governance of libraries, provides for financial support on a stable and progressive basis, and ensures that the authorities in charge of libraries are so constituted that they are responsible for its implementation, and are ultimately answerable to the legislature or representatives of the people (IFLA/UNESCO 2001; Lungu 1988; Ocholla 1991). Ocholla (1991, 28) contends that legislation could ensure better development and operation of libraries, which have already been established or which are in the process of establishment in a given country. Despite the importance of legislation in establishing a national library, Zulu (2014) and Zulu, Ngoepe and Saurombe (2016) posit that the national library services in Zambia have been provided in a fragmented fashion from various institutions as no single institution is charged with the responsibilities of a national library. This is attributed to the lack of national library legislation in Zambia which could mandate a single institution to provide national library services rather than in a fragmented approach. This study aimed at establishing through empirical evidence the correlation of legislation and provision of national and public library services in Zambia.

Efforts by the library fraternity in Zambia, the Library and Information Association of Zambia (LIAZ), the Zambia Library Service (ZLS), and other stakeholders to foster the enactment of library legislation have since 1976 up to now (2017) not resulted into this law being passed. The latest submission of the library bill was submitted to the Ministry of Education in August 2015 (Zambia Ministry of Education 2012a), but owing to change of office bearers and the split of the Ministry into two, i.e. the Ministry of Higher Education and the Ministry of General Education, the process has been dragging before it could be presented to Parliament (interviews with Robinson Bwato, the Chief Librarian of ZLS, 29 March 2017 and Velenasi Munsanje, the President of LIAZ, 30 March 2017).

The absence of legislation on library services in Zambia, despite a number of efforts made before in this regard by the library fraternity (Kantumoya 1987; Lumpa and Moyo 2012), justified the need to conduct this study. It is hoped that empirical evidence from the study would contribute to the efforts to advocate for legislation by the library fraternity and assist government to appreciate its importance. The study sought to enhance public awareness and understanding about the benefits of having national library service legislation and the consequent implications of not having any legislation. It also sought to find out whether the view that national library service legislation correlates positively to the efficacy of public library service provision can be upheld,

and above all it also sought to ascertain whether efficiency and effectiveness of public library service provision can equally be achieved in the absence of legislation.

PROBLEM STATEMENT

There is no single institution designated as a national library in Zambia (Chiwaura 1993; Kantumoya 1987; Longwe 1988; Lumpa and Moyo 2012; Lundu 1988; Lungu 1988; Nkhoma 2008; Zulu 2014; Zulu, Ngoepe, and Saurombe 2017). Although national library services are provided by some institutions, there is no legislation to support them. According to Kantumoya (1987, 47), a country needs library legislation for it to provide adequate and appropriate public library services which would meet the information needs of society, and face the challenges of current trends in information provision which require steady funding to keep abreast with. Legislation through the legislature can hold authorities who are responsible for the management of national library services accountable for the manner in which they pursue their enacted aim and carry out its statutory functions (IFLA and Lor 1997). It is believed that the lack of library legislation may be the cause of the poor and uncoordinated state of the national library services in Zambia, and that the absence of legislation has caused the country not to have a national library or designated institution that should perform all the functions of a national library (Chiwaura 1993; Kantumoya 1987; Longwe 1988; Lumpa and Moyo 2012; Lundu 1988; Lungu 1988; Nkhoma 2008).

PURPOSE AND OBJECTIVES

The purpose of this study was to investigate the implications of providing national library services without legislation. The study was guided by the following specific objectives:

1. To determine the current status of public library facilities, services and collections in the absence of legislation in Zambia.
2. To investigate why previous attempts to enact national library service legislation in Zambia failed.
3. To measure the correlation between the lack of legislation and the provision of national library services in Zambia.

LITERATURE REVIEW

This section provides an overview of literature reviewed on legislation of national and public library services. The review was guided by the objectives of the study. The study was informed and based on Gardner's principles of the formulation of a public library law (Gardner 1971, 276–80), and also the IFLA/UNESCO Public Library Manifesto

(IFLA/UNESCO 1994), which give guidelines for and stress the importance of library legislation. The literature reviewed was necessary not only to give the researchers an insight as to whether national library service legislation is needed for Zambia, but also to assist in the construction of a comprehensive questionnaire and interview schedule.

NATIONAL LIBRARIES

Access to information is a fundamental human right that can break the cycle of poverty and support sustainable development (IFLA 2017). According to the IFLA (2017), all over the world, libraries combine a trusted local institution with information access that is critical to driving economic opportunity and community development. A national library is a library that is established and funded by a national government to serve the needs of this government, often to function as a library of record for the nation's publishing output, and in some cases to act as a central agency for library and bibliographic development in the nation (Dictionary.com 2016). It is a library established by the government of a country that is funded mostly from public funds, that is open to the public, and that acts as a repository of information for that country. National libraries have special responsibilities that are often defined in law, and which vary from country to country. They are likely to principally strive to collect and to preserve the nation's literature, and also try to include as many international collections as possible (Cornish 1991; IFLA 2016). According to stipulations contained in national library legislation passed by different countries, national libraries also act as legal depositories mandated by law to collect a copy or a number of copies published within the country (Ngoepe and Makhura 2008).

CURRENT STATUS OF NATIONAL AND PUBLIC LIBRARY SERVICES IN ZAMBIA

The role and importance of libraries as explained above cannot be overemphasised. Libraries provide all sorts of information ranging from national, economic, political, cultural, religious and human development free of charge or at nominal or affordable charges. The state of libraries, therefore, needs to be conducive, attractive, welcoming and favourable in terms of both infrastructure and services. In Zambia, however, the state of libraries is generally poor and unfavourable (Chiwaura 1993; Kantumoya 1987; Longwe 1988; Lumpa and Moyo 2012; Lundu 1988; Lungu 1988; Nkhoma 2008). National library services are provided on default by some institutions namely the ZLS, the University of Zambia (UNZA) Library, the National Institute for Scientific and Industrial Research (NISIR), and the National Archives of Zambia (NAZ). Currently, there is no legislation to support these institutions. Furthermore, there is no single institution designated as a national library in Zambia.

The draft National Library Policy document (Zambia Ministry of Education 2012b) states that the current library situation in Zambia cannot adequately meet the information needs of various users owing to the lack of capacity precipitated by a dilapidated infrastructure which is limited only to urban and provincial capitals. The importance and need to improve library services in Zambia are also acknowledged in the Policy Document on Education (Zambia Ministry of Education 1996, 88) which states that the Ministry of Education will improve funding to the ZLS to enable the organisation to increase access to the rural areas and facilitate the establishment of more libraries all over the country.

The Zambia Education Policy (Zambia Ministry of Education 1996, 86) acknowledges that library facilities in Zambia are scarce, at both institutional and public levels. The ZLS annual report (ZLS 1997) points out low funding, the lack of transport and the lack of general support as some of the problems the ZLS is facing in its efforts to provide library services. These problems also result in the ZLS falling even lower in public esteem. Mwanakatwe (1992) also recognises the constraints of funding to public libraries and so concludes that for 10 years there was virtually no funding thereby mercilessly starving the Zambian public of library services.

NECESSITY OF LIBRARY LEGISLATION

Nicholas (2007) argues that in order for libraries and information organisations to provide better services that would be inclusive for all users, effective laws have to be passed as an appropriate way of intervening to promote citizenship and equity in the information society of the 21st century. Lajeunesse and Sene (2004) studied the situation regarding legislation on library and information services for 20 years in 24 French-speaking African countries by examining primarily national libraries and documentation centres. In their review, they noted a definite improvement in documentation systems which they attributed largely to trained professionals in library science faculties and colleges, who continue to promote the need for adequate legislation to ensure well-performing institutions.

Gardner (1971, 11) made a comparative study of library legislation in 14 countries and stated that, although his study was not a complete one, and though it was shown that legislation did not always achieve the effects intended, he found no example of a country which had a successful, effective and nationwide public library service without a foundation and encouragement in general law, and thus the need for public library law was self-evident.

Bello (1991) stresses the importance of a national library service in nation building and believes that before a national library can effectively carry out its functions, it must be backed by strong legislation. Bello (1991) also states that legislation is essential to the continued existence of a library. Westermann (1984), on the importance of library legislation, states that the introduction of a Library Act for Greenland in 1978 changed

the library system to one of independent municipal libraries with a national library in Nuuk. The 1978 Act made the provision of children's services mandatory in each library, required the national library to build a Greenlandic collection, and ordered publishers to deliver three copies of each item to the national library.

The main purposes of library legislation (Gardner 1971; IFLA/UNESCO 2001; Kantumoya 1987; Singh 1960) are to (i) clearly define the government's responsibility in the matter of public libraries, (ii) lay down the constitution and functions of the library authority, (iii) provide for access by the library authority to the resources of a public library service including finance, (iv) lay down in outline and in clear terms the public library system, and (v) provide for participation by the representatives of the public in the work of the public. According to the IFLA/UNESCO Public Library Manifesto (IFLA/UNESCO 1994), "The public library shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education".

RESEARCH METHODOLOGY

The quantitative research approach employing the administration of questionnaires, a document analysis and interview schedule was used. A cross-sectional survey was undertaken in July 2014 to collect data from public library members of staff, senior government officials and executive members of the LIAZ (formerly the Zambia Library Association (ZLA)), and the Zambia Library Consortium (ZALICO). In other words the population for this study consisted of libraries and other institutions that provide national and public library services in Zambia. Units of analysis identified under this population were public libraries run by the ZLS and local government authorities spread around the country, the UNZA Library, NISIR Documentation and Scientific Information Centre, and the NAZ, whose common characteristics were either providing public library services or performing national library functions. Institutions included in this population were those that were operational at the time the researchers were collecting data. At the time of the cross-sectional survey in July 2014, the ZLS had 25 functional public libraries in six provincial towns and 19 districts, therefore, all these libraries were included in the study. Two council public libraries in Kabwe and Lusaka were also conveniently included as they were within reach of the researchers, and were also functional at the time of the survey. Respondents to the questionnaire from these institutions were randomly selected while participants in the interviews were purposively chosen.

KEY VARIABLES

The different values that a variable can take affect the type of analysis that can be made, which may be a “univariate analysis” (an analysis on its own), a “bivariate analysis” (an analysis with one other variable), and a “multivariate analysis” (an analysis with a number of other variables) (Jupp 2006, 316). The most basic distinction is between independent variables and dependent variables for which the former are deemed to have a causal influence on the latter. In this study the following two key variables were identified:

1. Independent variable = “Library legislation”.
2. Dependent variable = “The provision of library services in Zambia”.

The independent variable, “library legislation” was based on the premise that library legislation was necessary in the provision of library services in Zambia. On the other hand, the dependent variable, “the provision of library services in Zambia” was premised on library legislation that has an invaluable influence on the enhancement of public library services, and consequent establishment of a national library service in Zambia. Since the key variables involved a possible relationship between two variables, the chi-square was employed to measure the correlation between “library legislation” and “the provision of library services in Zambia”.

DATA COLLECTION TOOLS

Data were collected through questionnaires, interviews and document analysis. After pretesting the questionnaire for omissions, errors and ambiguities, 50 copies of the questionnaire were distributed to the six ZLS provincial libraries and 19 district libraries through contact persons at the ZLS headquarters. The questionnaire was also distributed to members of staff at the UNZA Library, the NISIR Documentation and Scientific Information Centre, the NAZ, and the two council libraries in Kabwe and Lusaka. Respondents were assured of utmost confidentiality and were requested to kindly complete the questionnaire within one week. The data collected from the survey were entered into the computer using SPSS version 24. To ease the capturing of the data, the questionnaire was precoded and numbered. A total of 50 questionnaires were distributed and 41 were completed and returned representing a response rate of 82 per cent.

With regard to interviews, two semi-structured interview schedules were developed to carry out face-to-face interviews with senior government officials in the Ministry of Education in Zambia, and executive members of the LIAZ and the ZALICO. Since this cadre of respondents comprised senior officials, the interview method of data collection was found suitable to enable the researchers to immediately follow up and probe responses in order to determine their value. The interview schedules were developed, largely on the basis of the questions in the questionnaire for library staff, and in line

with the objectives of the study and research questions raised. The differences of the questions in the respective schedules were made in accordance with the relevance of the two categories of the participants and their anticipated knowledge pertaining to the topic of study.

Lastly, available documents that included annual reports, institutional minutes, and old files that contained past studies on legislation of national and public library services were referred to. Statistics of use and patronage in ZLS libraries and the two council libraries in Kabwe and Lusaka were consulted in order for the researchers to develop an insight regarding the degree of usage and relevance of the library collections. Other relevant records and grey materials such as in-house reports, files and memorandums from libraries, the LIAZ, the ZALICO and government were also consulted with permission without compromising research ethics in relation to confidentiality.

FINDINGS

This study assessed the quality of national and public library facilities, services and collections in Zambia, in order for the researchers to gauge the extent to which public library services fulfilled the needs of their users. The gauging was made on the premise that the higher the quality of public library facilities, services and collections, the better the library service as a whole to fulfilling the needs of the users. To this effect respondents were asked to rate the condition of physical facilities of public libraries in Zambia in terms of buildings, space within the buildings, shelves, seating arrangement for the users, a clean environment, and facilities for disabled people. They were also asked to state whether they thought electronic facilities such as faxes, access to the Internet, printers, projectors, scanners, binding machines, photographic equipment, copying machines, microcard readers, telephone and CD-ROM were available in most public libraries in Zambia. Furthermore they were asked how important it was for the public libraries to provide electronic or digital facilities.

The respondents were also asked to state whether members of staff in the public libraries they had been to, were friendly and helpful, and what qualifications they thought people running public libraries in Zambia required. The researchers also wanted to determine whether the respondents thought the staff in the public libraries in their area possessed qualifications in librarianship, and whether the poor library service delivery in Zambia could be blamed for the lack of qualified staff.

Public Library Facilities, Services and Collections in the Absence of Legislation

Public library facilities are integral to any library service, and for this reason the respondents were requested to indicate what they thought of the physical structures in

place at the public libraries. All of the respondents indicated that the buildings, space, shelves and seating arrangement in public libraries in Zambia were not very good.

Physical Facilities

According to Figure 1, a total of 20 per cent (8) of the respondents stated that the buildings, shelves, and seating arrangement for the users were good, and 27 per cent (11) stated that the space was good. Those who stated that the buildings, space within the buildings, shelves, and seating arrangement for the users were satisfactory were 29 per cent (12), 24 per cent (10) and 22 per cent (9) respectively.

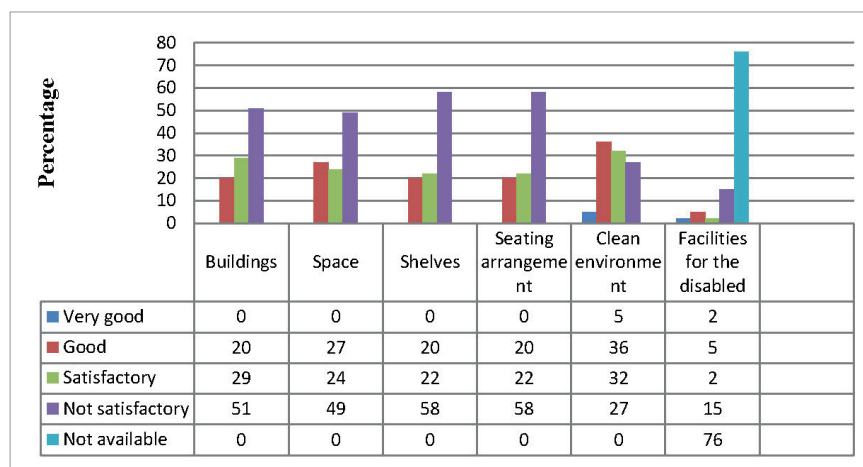


Figure 1: Physical library facilities

Responses on whether the environment was clean were 36 per cent (15) indicating good, 32 per cent (13) satisfactory, 27 per cent (11) unsatisfactory, and five per cent (2) very good. Regarding facilities for the disabled, most of the respondents 76 per cent (31) stated that these facilities were not available, 15 per cent (6) stated that the facilities were unsatisfactory, five per cent (2) stated that they were satisfactory, two per cent (1) stated that the facilities were satisfactory, while another two per cent (1) stated that they were very good.

Electronic Facilities

The majority of the respondents, 88 per cent (36), reported that only telephones were available in most public libraries in Zambia. For other electronic facilities namely faxes, access to the Internet, printers, projectors, scanners, binding machines, photographic equipment, copying machines, and microcard readers, most respondents reported that they thought these were not available in most public libraries in Zambia. Most of the

respondents, 73 per cent (30) as shown in Figure 2 were of the opinion that electronic facilities were extremely important for public libraries.

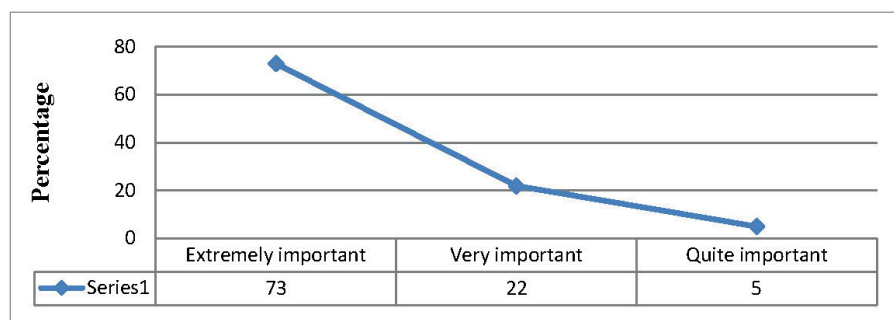


Figure 2: Importance of electronic library facilities

Staffing, Staff Qualifications and Library Services

The results from the survey also revealed that 93 per cent (38) of the respondents believed that members of staff in public libraries need to have qualifications in librarianship as opposed to seven per cent (3) who stated that the staff could have any qualifications. Furthermore, most of the respondents, 56 per cent (23), believed that almost all the members of staff in the public libraries in their areas had qualifications in librarianship, while 44 per cent (18) stated that most of the public libraries staff did not have qualifications in librarianship.

Figure 3 shows that 66 per cent (27) of the respondents indicated that they agreed that the staff in the libraries they had been to were friendly and helpful. As to whether poor library services in Zambia could be blamed for the lack of qualified staff, 51 per cent (21) of the respondents disagreed with this statement.

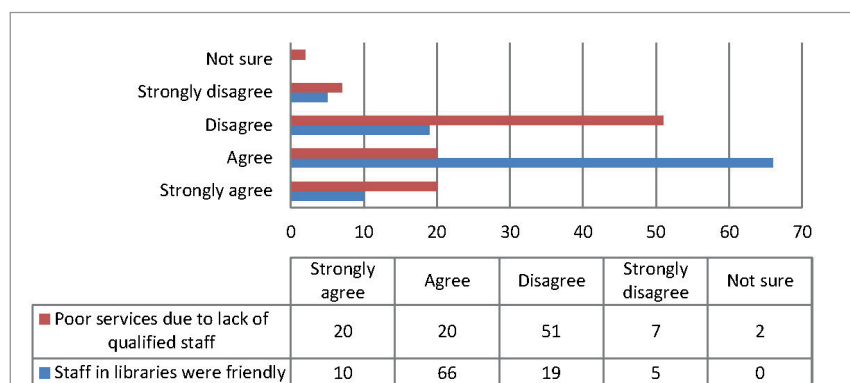


Figure 3: Staffing in public libraries in Zambia

To assess the current status and availability of public library facilities, services and collections in Zambia, respondents were asked to indicate what public library was the most prominent in their area, what services were available in the public libraries in their area, what resources were available, and whether public libraries in their area provided adequate and up-to-date resources. Regarding the question of what library was most prominent in their area, 58 per cent (24) of the respondents indicated the ZLS, 29 per cent (12) indicated the council libraries, 10 per cent (4) indicated foreign missions, and only two per cent (1) indicated non-governmental organisations.

With regard to the availability of library services in public libraries, it was revealed that there were reference services in all the public libraries in the areas where the respondents lived. Other services that were offered included lending services (95% (39)), indexing and abstracting services (63% (26)), current awareness services (CAS) (56% (23)), selective dissemination of information (SDI) services (22% (9)), interlibrary loan services (15% (6)), ICT services (27% (11)), and special services for the blind (15% (6)).

Print resources were predominant in all the public libraries as compared to electronic resources. A total of 90 per cent (37) and 93 per cent (38) of the respondents respectively reported that print books and periodicals were available in public libraries in their areas. As for electronic resources, 15 per cent (6) reported that the electronic resources available included electronic books, periodicals and software. The questionnaire also probed the respondents to comment on whether they thought their resources were up to date and if the services were adequate. Almost all of the respondents, 83 per cent (34), disagreed that the public libraries in their areas contained up-to-date information resources. Moreover, 75 per cent (31) also disagreed that the libraries provided adequate resources.

Failure on Previous Attempts to Enact National Library Legislation

To investigate why previous attempts to enact national library service legislation failed, respondents were asked to explain how the Zambia Library and Information Service (ZLIS) bill was submitted to government in 1976, 1977 and 1998, and what they thought were the reasons for its rejection by government. Responses were targeted to be derived from face-to-face interviews with senior government officials, LIAZ executive members, and also members of the ZALICO.

Considering the ZLIS bill that was presented to government, responses attempting to answer the question on why the bill was rejected were interesting. The LIAZ and the ZALICO felt there was not much political will in the past to seriously facilitate the enactment of the proposed bill, while government officials on the other hand blamed the library fraternity for not having done much to push for the enactment of the bill. The government officials also felt that the involvement and sensitisation of the general

members of the public were not adequate to instigate government's realisation pertaining to the urgency of enacting the bill.

Correlation of Legislation and Provision of Library Services in Zambia

This study used SPSS version 24 to calculate the chi-square and to measure the correlation between "library legislation" and "the provision of library services in Zambia".

A chi-square test χ^2 is a statistical test of significance which is used to compare observed frequencies with expected frequencies, and is used for analysing data where one has counted the frequency in different categories (Jupp 2006). If a researcher is concerned with whether there is a relationship between the independent and dependent variables, for instance, whether there is a relationship between "library legislation" and "the provision of library services", the chi-square test can be used to answer such a question. The test involves calculating the frequencies, known as the expected frequencies, which would be found if there were no relationship between the variables and comparing them with observed frequencies. If the difference between the expected and observed frequencies is sufficiently large, it can be concluded that there is a relationship between the variables (Jupp 2006).

Correlation refers to the linear relationship between variables. The correlation coefficient is a measure of the association between two numerical variables, usually denoted as x and y . It is a symmetrical relationship such that if x is correlated with y , y is correlated with x (Jupp, 2006, 43). The value of the correlation coefficient lies between $+1$ and -1 . A positive coefficient indicates that a high value of x tends to be associated with a high value of y , and a negative coefficient indicates that as the value of x increases the value of y is likely to decrease. A coefficient of $+1$ is a perfect positive correlation between x and y , while a coefficient of -1 is a perfect negative correlation, sometimes referred to as an inverse correlation. A coefficient of 0 means that there is no relationship between the two variables.

To measure the relationship, using the chi-square test of association, between the independent variable, "library legislation" and dependent variable, "the provision of library services in Zambia", the question "Is library legislation necessary?" from the questionnaire was identified and used to represent the independent variable, while for representation of the dependent variable, four questions were used. The four questions used were "Can legislation increase government funding to public libraries?", "With legislation in place, would there be more donor support for public libraries?", "Can legislation enhance coordination and integration of public library services?", and "Will legislation help to establish a national library?". The identified variables were cross-tabulated, and the chi-square was calculated using SPSS version 24.

Table 1 shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2 (1) = 2.352, P = 0.332$. This portrays that the difference

between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between the necessity of legislation and the increase of government funding to public libraries in Zambia.

Table 1: Chi-square tests for necessity of legislation with legislation to increase funding for public libraries

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson chi-square	2.208 ^a	2	.332
Likelihood ratio	2.352	2	.309
Linear-by-linear association	.967	1	.325
N of valid cases	41		

^a Four cells (66.7%) have an expected count less than five. The minimum expected count is .02.

Furthermore, the phi and Cramer's V test of the strength of association was, value = 0.232, and approximate significance = 0.332, portraying that the strength of association between the variables was strong. Therefore, the assumption that library legislation is necessary to increase government funding to public libraries in Zambia, as expressed on the questionnaire, is accepted.

Table 2 shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2(1) = 1.567$, $P = 0.756$. This portrays that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between necessity of legislation and increase of donor support for libraries in Zambia.

Table 2: Chi-square tests for necessity of legislation with legislation to increase donor support for libraries

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson chi-square	1.187 ^a	3	.756
Likelihood ratio	1.567	3	.667
Linear-by-linear association	.197	1	.657
N of valid cases	41		

^a Six cells (75,0%) have an expected count less than five. The minimum expected count is .02.

Furthermore, the phi and Cramer's V test of the strength of association was, value = 0.170 and approximate significance = 0.756 portraying that the strength of association between the variables was strong. Therefore, the assumption that library legislation is

necessary to increase donor support for public libraries in Zambia, as expressed on the questionnaire, is accepted.

Table 3 shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2 (1) = 1.005$, $P = 0.720$. This portrays that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between the necessity of legislation and legislation to enhance coordination of public libraries in Zambia.

Table 3: Chi-square tests for necessity of legislation with legislation to enhance coordination of public libraries

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson chi-square	.656 ^a	2	.720
Likelihood ratio	1.005	2	.605
Linear-by-linear association	.590	1	.442
N of valid cases	41		

^a Four cells (66.7%) have an expected count less than five. The minimum expected count is .02.

Furthermore, the phi and Cramer's V test of the strength of association was, value = 0.126 and approximate significance = 0.720 portraying that the strength of association between the variables was strong. Therefore, the assumption that library legislation is necessary to coordinate public libraries in Zambia, as expressed on the questionnaire, is accepted.

Table 4 shows the level of statistical significance between the likelihood ratio and the Pearson chi-square $\chi^2 (1) = 0.703$, $P = 0.935$. This depicts that the difference between the expected and observed frequencies is sufficiently large, thus confirming the existence of the statistical significance of association between the necessity of legislation and legislation to help to establish a national library in Zambia.

Table 4: Chi-square tests for the necessity of legislation and legislation to help establish a national library

Tests	Value	df	Asymp. Sig. (2-sided)
Pearson chi-square	.424 ^a	3	.935
Likelihood ratio	.703	3	.873
Linear-by-linear association	.242	1	.622
N of valid cases	41		

^a Six cells (75.0%) have an expected count less than five. The minimum expected count is .02.

Furthermore, the phi and Cramer's V test of the strength of association was, value = 0.102 and approximate significance = 0.935 portraying that the strength of association between the variables was strong. Therefore, the assumption that library legislation is necessary to help establish a national library in Zambia, as expressed on the questionnaire, is accepted.

DISCUSSIONS OF FINDINGS

From the results of the study, it is abundantly clear that physical library facilities in Zambia are far from meeting the needs of the users. The buildings, space within the buildings, shelves and seating arrangement for the users are unsatisfactory, and therefore need to be enhanced if they are to fulfil their purpose of meeting the needs of the users. These facilities are important for creating attractive and conducive atmospheres in libraries. The state of physical facilities determines the amount of usage of a library as a whole, as more people are attracted where these facilities are good or very good. Apart from just providing information resources, libraries should ensure that the buildings, space, shelves, and seating arrangement are not only adequate, but also neat, attractive and generally welcoming.

According to Oyedum (2011) the environmental factors such as good ventilation, noise-free reading areas and physical facilities are necessary to achieve adequate use of university libraries. Although this statement was made to refer to university libraries, it can equally be applicable to national and public libraries. As regards the general environment in public libraries, even though the environment was reported to be good in terms of cleanliness, it is of less impact or significance when the buildings, space, shelves and seating arrangement are unsatisfactory. The facilities for physically disabled people in public libraries in Zambia were reported to be either not visible or not available at all as is evidenced by the large number of respondents who stated that such facilities were not available. It is important for public libraries and indeed all other types of libraries to ensure that facilities for physically disabled people are made available if public libraries are to provide inclusive services for all.

Library services are provided to ensure that the users are linked to the wide range of information resources available in libraries and to enable the users to have easy and timely access to information and knowledge. Hence, library services need to be both responsive and proactive, aiming at satisfying the information needs of the users (Mnkeni-Saurombe and Zimu 2015). A library or any other information institution comprises books, periodicals and any other information materials that are stocked for purposes of disseminating information to users. The size of the collection of resources is what determines the size of a library. For a library to satisfy the needs of the users, a good balanced collection of both print and electronic resources is needed for it to be both responsive to expressed needs and predictive to possible user requirements. Furthermore, in light of most governments trying to improve services to communities

through e-governance, public libraries are seen as conduits to online services for most citizens who do not have access to these services owing to the digital divide experienced in most African countries such as Zambia ((Mnkeni-Saurombe 2010; Mnkeni-Saurombe and Zimu 2015). Unfortunately, the situation as revealed by the survey portrays that there are inadequate services, and out-dated and unbalanced collections of resources in public libraries in Zambia.

Electronic facilities and online services are extremely important to modern public libraries. Their availability enables libraries to keep abreast of constant advances of new technologies and allow them to prove their relevance to the millennial generation and other users who are heavily addicted to the Internet and who are dependent on electronic rather than print information resources. It is thus the task of the librarians to ensure that such clients are adequately accommodated by providing the necessary electronic facilities in the libraries. Chanakira and Shiweda (2014) and Habiba and Chowdhury (2012) agree that being in touch with library users' interests and habits is more essential to a modern librarian's relevance to the community than ever before. The fact that electronic facilities are lacking in most public libraries in Zambia as portrayed by the results of the study is testimony that the quality of facilities available in these libraries leaves much to be desired.

The results of the survey revealed that there were relationships between the "necessity of library legislation" and "increase of funding for public libraries", "necessity of library legislation" and "donor support for libraries", "necessity of library legislation" and "enhancing coordination of library services", and "necessity of library legislation" and "helping the establishment of a national library". Therefore, the results of the survey confirm that there is a correlation between "library legislation" and "the provision of library services in Zambia".

CONCLUSION AND RECOMMENDATIONS

Library facilities such as buildings, space within the buildings, shelves and seating arrangement for the users were found to be unsatisfactory in most public libraries in Zambia. Electronic facilities such as computers, printers, access to the Internet, projectors, scanners, binding machines, photographic equipment, copying machines and CD-ROM were lacking. Although common services such as reference, lending and CAS services were reported to have been offered, other equally important library services including SDI, interlibrary loans, ICT services and special services for the blind were not being offered in most public libraries. Library collections were found to be inadequate and out-dated. However, the members of staff in most public libraries seemed to be professionally qualified and reasonably experienced. From the foregoing, it is concluded that the quality of library facilities, services and collections in most public libraries in Zambia is generally below par. This confirms what other authors and researchers have stated before that the performance of public libraries in Zambia is

mediocre (Chiwaura 1993; Kantumoya 1987; Longwe 1988; Lumpa and Moyo 2012; Lundu 1988; Lungu 1988). For the buildings, space, shelves and seating arrangement to be unsatisfactory in most public libraries, it is concluded that these facilities have either not been renovated, expanded and adapted to accommodate more users and new facilities since their construction many years ago, or that a number of the libraries are still housed in unplanned and not purposely built buildings such as school classrooms converted into libraries.

Regarding the lack of electronic facilities in the libraries, it is concluded that funds for the procurement of such facilities have been substantially inadequate or not available at all. This conclusion is justified considering the fact that it was clear from the study that the staff in the libraries were professionally qualified and experienced. Professionally qualified and experienced members of staff are expected to understand the importance of electronic facilities and access to online services so that when funds are adequately available, they could definitely ensure that electronic facilities and Internet access are provided in their libraries.

This study measured the importance of legislation using the Pearson chi-square χ^2 . The study proved that legislation can increase government funding to public libraries and donor support for public libraries, enhance coordination and integration of national and public library services, and also help to establish a national library. It is thus concluded that the poor quality of library facilities, services and collections in most public libraries in Zambia as explained above is among other reasons due to the absence of legislation on national and public library services. It is also concluded that to improve the quality of library facilities, services and collections in public libraries in Zambia, library legislation is necessary. Clearly, library legislation plays an important role in the development of national and public libraries as it obliges government to provide the necessary and required support for libraries. It is therefore important that national library legislation be passed, as failure to do so would jeopardise the provision of library services in Zambia.

To enhance the quality of library facilities, services and collections, and to ensure that appropriate legislation for national and public library services is enacted in Zambia, this study recommends the following:

- The LIAZ, ZALICO and ZLS should relentlessly work together and be in the forefront in pushing for the enactment of the library bill. Concerted, well-planned and coordinated efforts by these institutions are required to ensure that the cause for the enactment of legislation on national and public library services in Zambia is sufficiently moved forward and duly publicised.
- Old library buildings should be refurbished and expanded to enable them to have enough space that would accommodate both the growing population of library users, and modern furniture and equipment.

- New libraries should be constructed across the country so that all people can have access to information and knowledge regardless of their status in society.

It is therefore recommended that the Government of the Republic of Zambia takes full responsibility through responsible ministries to ensure that funds are made available for refurbishment and construction of libraries. The refurbished and new library buildings should contain all the necessary facilities including facilities for disabled people.

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