



To assess the effectiveness of the Special Collections in rendering services among the undergraduate Students. Case study the University of Zambia main Library Special Collection.

BY

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A RESEARCH PAPER SUBMITTED TO THE UNIVERSITY OF ZAMBIA IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF THE DEGREE OF BACHELOR OF ARTS IN LIBRARY AND INFORMATION SCIENCE

THE UNIVERSITY OF ZAMBIA

SCHOOL OF EDUCATION

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

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JULY, 2018

DECLARATION

We Mwansa Marvin, Kakulwa Cholwe, Katenga Victoria and Siame Mirriam wish to declare that this research “to assess the effectiveness of the University of Zambia Main library Special Collection Department in rendering services among undergraduates” is our own work and that all sources that have been used or quoted are indicated and acknowledged by means of complete reference.

Signed.....

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DECATION

We would like to dedicate this work to our guardians and siblings who has been there for us encouraging and supporting.

ACKNOWLEDGEMENT

We would like to express our bottomless gratitude to Mrs Daka our course lecturer and research supervisor, for her guidance, encouragement and useful critiques of this research work. Special thanks should also be extended to all the lecturers under the department of Library and Information Studies for their professional guidance, support and constructive recommendations which they gave to us during the course of the work.

We would also like to thank the Management of the UNZA main library and the Head of the Special Collection Department for enabling us carrying out the research in their institution and offering us valuable information which was useful in writing our report. Other thanks goes to all the students that provided us with the information by answering the questionnaires, their cooperation was just so amazing and helpful to our research work. Finally, we want to thank our families and friends for their support and encouragement.

ABSTRACT

This study intended to investigate the effectiveness of the special collections and to find out the materials and services provided by the special collections, to assess the utilization of the special collections by the undergraduates at the University of Zambia and also to assess the challenges faced by undergraduate students when using the Special Collections. This case study was meant to find out the major issues in the case and to suggest solutions that would help dissolve them. It consisted of both qualitative and quantitative techniques with a sample size of 100, which was selected using purposive sampling and data was collected through the use of interviews and questionnaires which included closed-ended and open-ended questions. Furthermore, the data was analyzed using content analysis and the statistical package for social sciences (SPSS).

The findings of this study showed that the Special Collection contains materials of different kinds of which some are in digital and physical format which includes; government documents, Zambian University publications, thesis, publications of international organizations like World Bank, United Nations and other international organizations. It also contains newspapers and publication done by Zambians which are rarely found in the public domain. Concerning the accessibility and utilization of the materials and services under the Special Collection, the findings of the study showed that there is underutilization of the materials in the Special Collections. The underutilization of the materials and services is as a result of lack of sensitization or marketing programs as it can be attributed to the lack of awareness of the Special Collection and its services among undergraduate students.

In addition, it was further noticed that most of the undergraduates only visit the Special Collection when they have an academic assignment which requires them to visit the department. The department should come up with sensitization or marketing programs, make rules more flexible pertaining to the accessibility of the special collection and also the University of Zambia management should put into consideration renovating the roofing in the department to protect the materials from water leakages during the rainy season.

LIST OF ACRONYMS

MS EXCEL.....	Microsoft Excel
MS WORD.....	Microsoft Word
SP.....	Special Collection
SPSS.....	Statistical Package for Social Sciences
UCLA.....	University of California, Los Angeles.

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CHAPTER ONE

INTRODUCTION

An undergraduate is a university student who has not yet received a first degree. These are students of universities or colleges who have graduated from high-school but have not yet graduated university or college. Undergraduate programs are general in nature and therefore include a variety of subjects in a particular field. They are designed to provide a solid but broad base on which to build future knowledge and education. Access to accurate, complete, relevant, reliable and timely information is vital to undergraduate students. Due to the nature of undergraduate academics, it is essential to have access to key primary information resources. These however tend to be usually irreplaceable, valuable and also rare materials which cannot be accessed easily (Wenzel, 2000).

In a university setup such rare information resources can be accessed in the Library's special collection. The special collection department's main purpose is to ensure the long-term preservation of rare primary source materials. Different libraries define the role of their special collection in different ways. Materials housed in the special collections can be in any format (including rare books, manuscripts, photographs, archives and digital records), And are generally categorized by their art factual or monetary, value, physical, format, uniqueness or rarity, and institutional commitment to long term preservation access. They can also include association with important figures or institutions in history, culture, politics, sciences, or the arts. The term can be a convenient definition for any research materials that fall outside the main collections of current publications, serials, and monographs. it can be used to mean almost any library material that is more than 100 or 150 years old (Prochaska, 2003).

In some libraries, newspapers also fall within the category. In others, certain electronic materials (for instance in art history and related fields) come under the special collections purview. Sometimes archival materials are included, but in certain libraries they will be distinguished from special collections, and often they will be separated institutionally, with archivists and manuscript librarians belonging to two quite distinct professional groups. Generally, but not

always, rare books and manuscripts are brought together as special collections, beyond that, the term is almost infinitely elastic (Cannon, G. H, 1964).

The primary function of a special collections division is to foster research by providing researchers access to items while ensuring their longevity. Many staff members involved with special collections has either advanced degrees or specialized training related to the collections for which they are responsible. It can be said from here that Special collections in the library have an important role to play as repositories of primary source materials, and should ensure the preservation as well as transmission of the knowledge contained in the collection. Thus the research seeks to investigate the effectiveness of the University of Zambia library special collections in rendering services to undergraduate students.

1.1 BACKGROUND OF THE INSTITUTION

The development of the special collection in Zambian university libraries dates back to the establishment of the first university namely The University of Zambia. The University of Zambia was the highest learning institution and because there was no national library in existence, the university library was designated as the nation repository for Zambian publications and due to that, all these materials were then allocated to the main libraries special collections.

The special Collections at the University of Zambia are housed inside the main library and it has always been part of the main library since its inception in 1969. The special collections division of the University of Zambia main library is the National reference research center which preserves and provides access to primary sources and rare materials that support research programs at the University of Zambia. The special collections' rarity and fragility of its collections require that there should be restriction on access to the materials. For undergraduate students to have access to the special collection he/she needs to have an introductory letter from the department he/she belongs which acts as a pass to the special collections.

There are currently 5 full-time members of staff whose responsibility is to manage and make available the collections to the internal and external users. The services are open from Monday to Friday, 8am to 4pm to students and staff of the University of Zambia and other external users. The collections are managed using a mix of the University's library catalogue, Microsoft Office applications stored on a staff server and the database accessed via the archive staff Computers.

The services offered by the special collections vary considerably in terms of size, staffing, funding and course provision of the parent institution. Opening hours in the special collection's reading rooms of research libraries are shorter than in the main body of their parent libraries. Even though these primary sources are the raw material of new knowledge and feed into the bloodstream of learning and popular culture, they do not command the attention of library administrators in the same way that heavily used serials or current monographs do. A vicious circle is set up, whereby the relative inaccessibility of the collections removes them further from the main agenda of their parent libraries, and the shortage of resources leads special collections librarians to impose further limitations on access (Whitfield, 2002).

Smith (2015). The University of California, Los Angeles (UCLA) Library Special Collections inspires discovery, cultivates knowledge, advances research, and preserves cultural heritage to create a distinctive learning environment for the UCLA community and society at large. The University welcomes researchers to explore their collections of rare books, archives, manuscripts, oral histories, and other materials and to utilize their services. In addition, The University of California, Los Angeles (UCLA) has made the library special collections an open access in order to support the free exchange of information and ensure all of its holdings can be discovered and used, and reach as wide an audience as possible.

The University of California, Los Angeles (UCLA) Library Special Collections services provide expert staff to meet the needs of their users as quickly, effectively, and efficiently as possible and to anticipate and address evolving research needs. The special collections division partners with colleagues in the UCLA Library, on campus, in their surrounding communities, and in the library

and archives profession to build capacity and achieve common goals. Furthermore, it also teaches others the significance of their cultural heritage and the importance of primary research skills and ensures their holdings are incorporated into all levels of the UCLA curriculum. It also develops creative, practical, and flexible strategies to meet the challenges of the future by attaching the best new methods and technologies. In addition, it also demonstrates Library Special Collections' role as fundamental to the mission of the UCLA Library and the university by enacting and broadly promoting its mission and principles.

It has become widely recognized across the academic and research libraries sector that special collections play a key role in differentiating each institution from its peers. The University of Zambia main Library special collections supports the research and teaching of the University through the effective acquisition and management of accurate, complete, relevant, reliable and timely information. The special collections offer students insights into times past, distant lands, and the human mind. From our experience with the special collection section of the university of Zambia main library, we can reveal that the department would face numerous challenges if it were to maximize its potential to bring the special collections to the attention of those whose research or learning would benefit from their use.

1.2 STATEMENT OF THE PROBLEM

The special collection serves as primary source for scholarship activity, attracting researchers and funding, engaging communities, enhancing reputations, and enriching student learning. Most higher education institutions in Zambia provide undergraduate courses, and therefore most university special collection services have a potential undergraduate client base on which to focus their engagement and outreach activities. The main roles of the special collection in the university of Zambia library is to document and preserve the history of the parent body but also to serve the needs of the student community who are the institution's *raison d'être*. Student motivations for using special collections material also vary. Undergraduates commonly attend the repository as part of a teaching session with their academic lecturer or tutor. Others may have a personal interest in visiting, such as curiosity about the history of the institution. These varying

factors all signify very personal interactions with the service, each experience is unique. In our experience, first-time users of the special collection often find the experience daunting, undergraduate students may never have engaged with primary-source material in a hands-on setting before and digital access may not exist and the necessary rules and regulations regarding physical archive material may create barriers to student engagement. Thus, this study aims at investigating the factors that hinders the utilization and effectiveness of the special collection's services among the undergraduate students and this investigation will provide an opportunity to review how students interact with their institutional archives and special collections.

1.3 GENERAL OBJECTIVE

To investigate the effectiveness of the Special Collection of UNZA Library in rendering services among undergraduate students at the university of Zambia main campus.

1.3.1 SPECIFIC OBJECTIVES

1. To find out the materials and services provided by the special collection to undergraduates at the university of Zambia.
2. To assess the utilization of the special collections by the undergraduates at the university of Zambia.
3. To assess the challenges faced by undergraduate students when using the Special Collections.

1.3.2 RESEARCH QUESTIONS

1. What materials and services does the special collection offer to undergraduate students?
2. What are the motivations and barriers that affect the undergraduate's use of the special collections?
3. What are the challenges faced by undergraduate students when using the Special Collections?

1.4 SIGNIFICANCE OF THE STUDY

The findings of this study will redound to the benefits of the University of Zambia populous use of the special collection. It will open up a passage for the undergraduate students in all faculties, who before did not know what the special collection has to offer them. Furthermore, the study will endeavor to alert the special collection staff on how undergraduates view their various services. Thus schools that apply the recommended approach derived from the results of this study will be able to get full utilization of the special collection department.

1.5 ETHICAL CONSIDERATION

Ethical consideration will be taken into account in this study. All the data collected will be strictly treated as confidential and would not be used for any purpose other than the intended one. Informed consent will be sought from the respondents and the researchers will ensure that the subject participants voluntarily participate in this study and maintain an open and honest approach to the study. The consent form will be given and signed by the respondents. The names of the participates will be protected and kept confidential and if the participant wishes to withdraw, they will be free to do so. The study will also ensure that there is no falsification, plagiarism or any other unethical practices at any stage of the research.

1.6 DEFINITION OF KEY TERMS

Undergraduate: An undergraduate is a university student who has not yet received a first degree. These are students of universities or colleges who have graduated from high-school but have not yet graduated university or college (Wenzel, 2000).

Information: information has many definitions but for the purpose of this stud, information refers to intelligence and knowledge that contributes to the social, economic, cultural and political wellbeing of the society (Lundu, 1989).

Special collections: special collections refer to “Research libraries define their “special collections” in different ways. The term can be a convenient definition for any research materials that fall outside the main collections of current publications, serials, and mono- graphs. it can be used to mean almost any library material that is more than 100 or 150years old. In some libraries, newspapers also fall within the category. in others, certain electronic materials (for instance in art history and related fields) come under the special collections purview (Whitfield, 2002).

CHAPTER TWO

LITERATURE REVIEW

2.0 INTRODUCTION

This section is oriented at reviewing work centered on the effectiveness of the special collections in rendering services among the undergraduate students. The objective of this section is to draw out invaluable knowledge from the several researches that have been conducted on the effectiveness of the special collection in rendering services among the undergraduate students and use the diverse available knowledge in the analysis of the subject matter of interest. This review will be aimed at affirming the current practice of the special collections, motivations and barriers that affects the undergraduates use of the special collections and what the undergraduates benefit from using the special collections. The Discovery Service provided by Google Scholar will be used to find relevant books, articles and dissertations. Search terms will be used to locate relevant contents. The referencing of other works found in publications will be used to discover further relevant material. To maintain the relevancy of the literature in setting the context of this study, only literature from 2000 onwards will be included.

2.1 MATERIALS AND SERVICES OFFERED BY THE SPECIAL COLLECTIONS.

Special libraries by their nature, their collection and services must reflect their parent body's aims and objectives. This means that they must always get ready to protect the interests of their patrons through the provision of relevant, qualitative information and services.

Fordharm (2008) says that, "Special library is usually created for the specific purpose of providing accurate and current information for a particular set of patrons and therefore must contain materials considered to be of quality and be able to access them in sometimes demanding circumstances." The statement above, exhibits the basic purpose for the existence of an ideal

special library. Critically the survival and effective functioning of special library depend on the nature of policy guiding the materials and activities or services taking place in the library.

However; special library collection is usually different from other libraries, as the name implies, it has special collections for different types of users. The library's objectives are positively related or associated with the objectives of the parent institution. One can say that both the two objectives are intertwined. In other words, the library is aiding its parent institution in the achievement of its sets objectives. However, experts in the subject have attempted defining the concept of special library. Reitz [2008] defined it as, "A library established and funded by a commercial firm, private association, government agency, or profit organization, or special interest group to meet the information needs of its employees, members, or staff in accordance with the organization's mission and goals. The scope of the collection is usually limited to the interests of host organization.

According to the University of Maiduguri in Nigeria Department of Library science (1996), the special collection at the University of Maiduguri consists of books connected with local history, celebrities, industries, government documents etc. or a certain subject or period, or gathered for some particular reason in the library which is general in character.

The development of special collections in Nigerian University libraries dates back to the establishment of the first University namely the University of Ibadan, in 1948. Because it was the highest institution of learning and there was no national library in existence, the university library was designated the national repository for Nigerian publications (Nigerian Publication Ordinance of 1950). It thus became compulsory for all publishers in the country to deposit two copies of their books, journal, pamphlets, gazettes; sheets of music, maps, plan etc. the University played this role fully till 1964 when then the northern region designated Ahmadu Bello University, zara, as the legal deposit for all publications emanating from the region. in the university library, these deposits form a substantial part of the university special collection and mostly forms the collection special collection department of many university libraries.

Nevertheless, the study by the department of library science of the University of Maiduguri reveals that special collections in Nigerian academic libraries are comparatively grossly inadequate. The materials available lack properly coordinated arrangement for the purpose of easy retrieval and utilization. The inability of the major academic libraries in Nigeria to cope with these problems have driven enthusiastic researchers in the humanities and social sciences for instance, to turn to foreign academic institutions with the mistaken belief that no material of their interest exists locally that could aid their research efforts. The study further reveals that for these collections to be well exploited their existence and location must be known, they must be well organized and managed and managed for easy retrieval. Academic libraries in Nigeria should strive to encourage rapid development of existing special collections and where there are none; effort should be made to develop them.

Another study by Lindsey J. Smith, conducted at University of North Carolina's Wilson Library, in 2005 whose aim was to determine Access and services of special collection at the university. The study reveals that much of the field research into special collections specifically has focused on ways that the institution can make the user experience better and increase access to materials. One of the larger challenges for special includes processing and making available "hidden collections," which often include collections of materials that are known only to the archivists and are not accessible to any category of users. In addition, promoting the importance of special collections in the university community and environment remains a priority. Special collections must increasingly prove their worth and their effectiveness to receive the funding that continues to be in short supply. Many institutions are encouraged to actively promote the use of archival materials for "whatever purposes people find constructive and interesting. The study further reveals that some of the services identified to be relevant to the achievement of the institutions objects and through which access to the materials can be made easy are cataloguing services, indexing and abstracting, finding aids and the use of online services, consultation or reference services within legally established restrictions of privacy, confidentiality, and security clearance of the users.

However; though all of these services are critical to the success of special collections of institutions, relatively same questions still demand answers, questions like what kind of research experience users are interested in when they visit the special collection? The study reveals that most users expect their experience on a special collections website or a library website to be similar to the experiences they have with search engines like Google or shopping sites like Amazon. Users expect a high level of service quality, interfaces that are easy to use, and that standard functions like searching work in the same ways that they do on the internet in general. The same could be said of those who visit the special collection in person, not simply through an online interface. Traditional user aids lag behind the expectations of the users, especially those who are not familiar with the research processes. Today, a wide variety of users have access to some form of Internet technology through which they could access information or special collections materials remotely. However, a large majority of special collections institutions do not have any kind of web accessible information available for potential users. This is a critical challenge when digital access could be a powerful way to address the often intimidating experience of using repository materials in person.

A 2009 survey of special collections librarians in college and research libraries revealed that, at the time, many archives and special collections had no online presence, and that digital access was being demanded by users in a time when archival and special collections are increasing and funding is often dramatically decreasing. Much of the rare and unique material continues to be hidden from users, either because of slow processing or due to a lack of online availability. This poses an interesting problem for special collections institutions. Online access is one of the primary outreach methods suggested to improve access to and awareness of special collections, and yet many organizations do not make materials available online, or have very few documents or collections that have been digitized. Along with issues of remote access, researchers have studied undergraduate students as their primary user population when investigating special collections. Many researchers have conducted a variety of user studies that focus on the impact of research assistance, instruction, and other programs on undergraduate students.

2.2 UTILIZATION OF SPECIAL COLLECTION AMONG UNDERGRADUATES

Okore (1998) carried out a study at the University of Nigeria case study of Nnamdi Azikiwe Library. The aim of the study was to find out the utilization of the Special Collection by students. It was found that students were aware of the materials and service found in the department and used it monthly. Among those that were aware about the materials found in the Special Collection 90% used them for vital information in the areas of research, 50% for specific lists of statistical data, 40% for information perspective in particular. When accessing these materials student faced the challenge of absence of internet within the Special Collection, non-updating of catalogue, current materials needed are not available, absence of photocopying services. It was recommended that that they should be establishment of network within other networks, revision of the catalogue, speedy organization of the available resources, photocopying services and students should be taught on how to use the Special Collection.

Anwar (2001) investigated students' satisfaction with library services in academic library in Malaysia for agricultural libraries. Findings were that most undergraduates were not familiar with the materials in the special collection though lecturers recommended the use of the Special Collection. The department was mostly used by postgraduates and they used for research and went there monthly. It was recommended that the library should conduct user awareness program at the beginning of each academic session and that the department should ensure that library documents are shelved properly to enable the user to locate the materials easily.

Omega (2006) carried out a study at the University of Maiduguri in Nigeria the aim of the study was to find out the use of the Special Collection by students. Student used the Special Collection for research purposes. Materials in the Special Collection were in closed access and students were only allowed to use the materials within the Special Collection. Students rarely visited the Special Collection and lectures recommended the use of the Special Collection. It was recommended that books should be updated and they should put books written by Nigerians to aid the research efforts.

Investigation was conducted at Makerere University library in Uganda the aim of the study was to investigate the access and use of newspapers at the University (Caroline, 2006). It was found that students were familiar with the newspapers being in the Special Collection. Students used them for research, current affairs, education affairs, jobs, leisure, business and others. Students preferred on line newspapers and used them weekly. Lecturers recommended the use of the special collection especially those from the School of Humanities and Social Science so that students are up to date with current affairs. It was recommended that staff should create awareness of existence of newspapers to the library users, expand newspapers reading area and these should be provided on line because most students prefer on line materials.

Bassey et al (2015) investigated the evaluation of the extent of utilization of electronic library resources and services by undergraduates' students at the University of Calabar library in Nigeria. It was found that students were familiar with e-library and knew that materials found in the Special Collection were also on line. It was also found that students used the materials online twice a week and spent 2-3 hours daily used it for research and academic work. It was found that accessibility was easy and majority of students knew about e-library during orientation programme, through library staff and University website. It was recommended that there is need to ensure fast internet connectivity and relatively adequate ICT facilities to guarantee optimal utilization of e-library resources and services.

2.3 CHALLENGES FACED BY UNDERGRADUATE STUDENTS

In the year 2016, a study was carried out by Steve Anderson and Genevieve Hart in South Africa at the University of the Western Cape. The aim of the study was to investigate the challenges students face in the utilization of the special collections services. The study revealed that the student's perceptions about the three elements in the process of the effective use of the special collections the library itself, the staff and the students. Many of the issues raised were the same as those discovered in previous studies focusing on students' library use. These included use of facilities; problems with gaining access to the collection, availability of information about special collection services, how students learned to use the library; and 'library anxiety'.

However, it also yielded some interesting and unusual insights. The data enabled a picture to be built up of the student client at the University of the Western Cape Library. The results showed how the staff made students feel guilty; how students developed in stages; and how they learnt to use technology new to them (Hart, 2011).

The findings illuminated aspects of the special collection that hinder students from using it effectively, and aspects which help. The special collection department itself, the special collections staff and the individual student, all have a part in this dynamic interplay. Knowing how students feel as they use the special collections, and gaining an understanding of the stages through which students' progress can assist librarians to provide a library environment which enhances student learning. It is plausible to suggest that the findings of this study may have application in many special collections. If more special collections desire to gain an understanding of behavior from the client's own frame of reference, to understand why their clients react as they do, the method used in this study may be worth considering

In the year 2016 a study was carried out by Adamu Baba Musa at the University of Nebraska in America. The aim of this study was to determine factor that makes the utilization of the special collection challenging for undergraduate students. The findings revealed that the factors may include non-availability of the required information resources in the special collections.

2.4 SUMMARY

Special collections and archives play a key role in the future of research libraries. However, significant challenges face institutions that wish to capitalize on that value, to leverage and make fully available the rich content in special collection in order to support research and teaching among the undergraduates.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 OVERVIEW

This chapter describes the methodology that will be used in this study. The chapter includes the following section: research design, the total population, sample size and procedures, data collection instruments and data analysis as well as the instruments used and the reason for choosing them and lastly a summary of the methodology.

3.1 RESEARCH DESIGN

In this research a mixed method design will be used, that is the use of both qualitative method and quantitative method. We will use qualitative method in order to allow the respondent to give his/ her own explanations in response to the questions which in turn will enable us as researchers to have an in-depth knowledge of the respondent's view on the research topic. We will also use quantitative method in the study because quantitative method will enable us to quantify the findings of the study, the questionnaire will include close ended questions that can be easily quantified. The reason for using the mixed method design is to ensure that information obtained using one method is complimented by the other.

3.2 TOTAL POPULATION

The population in this study will consist of students and staff of the special collection department of the University of Zambia main library.

3.3 SAMPLE SIZE AND PROCEDURES

The sample size of our research will be 101; the respondents will comprise of 100 students and 1 key informant from the special collection department of the University of Zambia main library. This will be the head of the special collection department.

The sampling procedures to be used will be the purposive sampling, 100 respondents will be purposively selected from the full time students regardless of the year. Respondents will be

picked from the school of education, school of humanities and sciences and school natural sciences. 34 from education, 33 from humanities and 33 from natural sciences. The reason for this is because these schools represent the widest variety of the respondents and the members of these subsets are easily identified from the large population of the case study. We are using the purposive sampling because we want to select respondents that will be more useful to our study. The convenience sampling will be used when selecting the 1 respondent from the special collection department of the university of Zambia main library. This is because we want to target the respondent that will be useful to the study in terms of giving the reliable information.

3.4 DATA COLLECTION INSTRUMENTS

The study will make use of semi-structured questionnaires to collect data from the respondents and interview guide for the key informant as research instruments for data collection. A total of 100 questionnaires will be administered to the respondents and 1 interview guide for the key informant. Participant from the target population is the head of department of the special collection, will be interviewed using an interview guide to collect data. The use of questionnaire and interview guides will enable respondents to remain anonymous and be honest in their responses.

3.5 DATA ANALYSIS

The analysis of the data collected from the questionnaires and the interview guide will be done by the following softwares; Ms- Excel, statistical package for social sciences (SPSS) software and data presentation will be done by Ms-word.

3.6 SUMMARY

In this research a mixed method design will be used, that is the use of both qualitative design and quantitative design. The population in this study will consist of students and staff of the special collection department of the University of Zambia. The sample size of our research will be 104, the respondents will comprise 100 students and 4 key informants from the special collection department of the University of Zambia. The sampling procedure to be used will be the simple random sampling and purposive sampling. The study will make use of semi-structured

questionnaires and interview guides as research instruments for data collection. Statistical package for social science (SPSS) will be used to analyze the data.

CHAPTER FOUR

PRESENTATION OF THE RESEARCH FINDINGS

4.0 OVERVIEW

This chapter presents the findings of the study on the effectiveness of the special collection among students at the UNIVERSITY OF ZAMBIA. A total of 99 questionnaires were purposively distributed to the target population. In return all the questionnaires were answered and collected for data analysis. The 99 respondents in the sample were divided in accordance with their school of origin, 34 from the school of education, 32 from the school of humanities and social sciences and 34 from the school of natural sciences and interview was conducted with one key informant from the special collection.

4.1 CHARACTERISTICS OF THE RESPONDENTS

The general information of the study population was described in terms of sex, age, school and year of study. The results indicated that; of the respondents (48%) were males and (52%) were females, of which 29.3% were aged between 19 -21, while 58.6% were aged 22- 24 and 12.1% were aged 25-27 years. The respondents were purposively selected from different schools, of which 34% were from the school of education, 32% from the school of humanities and social sciences and 34% from the school of natural sciences. These are categorized according to the year of study from first year to fourth year, from the sample 16% were first years, 18% were second years, 42% were third years and 24% were fourth years. The following table summarizes the characteristics of the respondents.

TABLE 4.1: CHARACTERISTICS OF REpondENTS

VARIABLE	FREQUENCY	PERCENTAGE (%)
AGE	FREQUENCY	PERCENTAGE (%)
19 to 21	29	29.3
22 to 24	58	58.6
25 to 27	12	12.1
TOTAL	99	100
SCHOOL	FREQUENCY	PERCENTAGE (%)
EDUCATION	34	34.3
HHS	33	33.3
NS	32	32.3
YEAR of STUDY	FREQUENCY	PERCENTAGE (%)
FIRST	16	16.2
SECOND	18	18.2
THIRD	42	42.4
FOURTH	23	23.2

SOURCE: FIELD DATA**4.2 MATERIALS AND SERVICES PROVIDED TO UNDERGRADUATES BY THE SPECIAL COLLECTION**

This section presents the findings from the interview which was held with the key informant from the Special Collection. The findings from the interview were guided by the first objective which was finding out the materials and services provided by the special collection to undergraduates.

It was revealed that the services provided by the special collection are mainly user services and the users of the collection are undergraduates, postgraduates and external users. The special Collection consists of specialized collection such as government documents, Zambian University

publication and thesis, publications of international organizations like World Bank, United Nations and other international organizations. It also contains newspapers and publication by Zambians which are rarely found in the public domain. It was established that the special collection is useful to students because it provides them with primary sources of information which is vital when undertaking research. The key informant also revealed that the collection is adequate in terms of meeting the demand of the user's research needs.

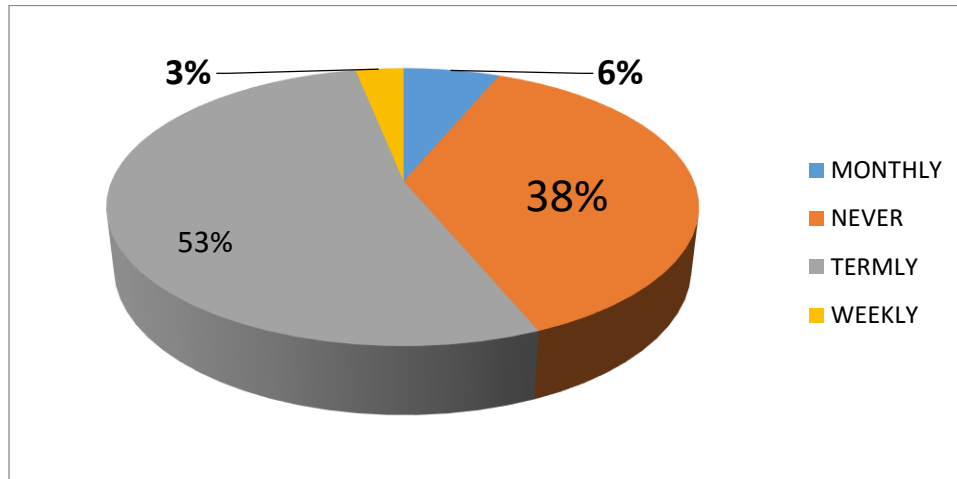
The key informant highlighted the following challenges: Firstly, they are understaffed; hence they tend to be overworked. Secondly it was revealed that, during the rainy season the department faces the challenge of roof leakages, which puts the materials at risk of damage. With regards to the dilapidated roofs it was suggested that the department be moved to a new place where they keep the United Nations repository, however nothing has been done about it.

4.3 UTILIZATION OF THE SPECIAL COLLECTION

To find out the utilization and familiarization of the Special Collection, the respondents were asked if they were familiar with the Special Collection department. The study revealed that (38%) of the respondents were familiar with the department while (62%) of the respondents were not familiar with the Special Collection department. And among those that were familiar with the Special Collection 46.2% knew the types of materials and services they offer in the Special Collection while 53.8% did not know the materials and services offered in the Special Collection (field data).

Further enquiry on how often the respondents visits the Special Collection, the study revealed that, out of the total respondents (53%) visit the Special Collection on the termly basis, (38%) never visit the Special Collection, (6%) visit on the monthly basis and (3%) visit on the weekly basis (Figure 4.2.1). The study further discovered that; of those that visits the Special Collection, they visit for different reasons of which (30%) visit for research purposes, (25%) visit for class work and (10%) visits the special collection for study (Field data).

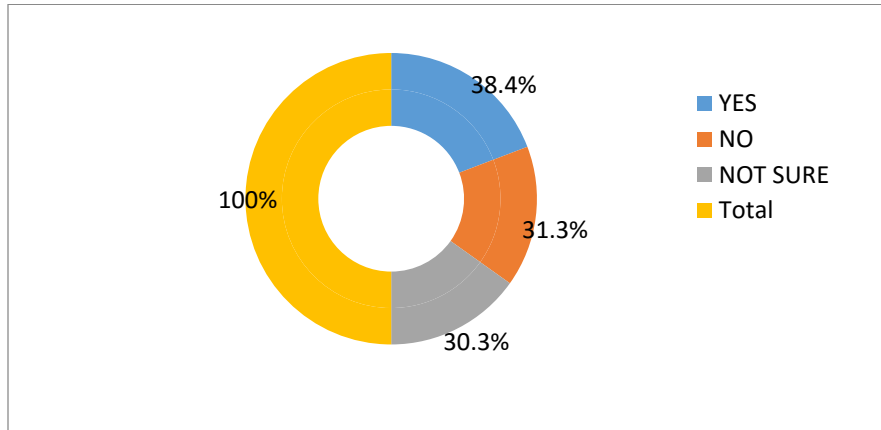
FIGURE 4.2.1: HOW OFTEN DO YOU VISIT THE SPECIAL COLLECTION?



SOURCE: FIELD DATA

The respondents were asked if in their program of study, there are courses that require the use of materials from the Special Collection. The study discovered that (31.3%) of the respondents, in their programs of study there are no courses that require the use of materials from the Special Collection while (38.4%) in their programs, there are courses that require the use of the special collection and 30.3% were not sure (Figure 4.2.4). The study further revealed that 48% of the respondents out of the 99, their lecturers recommend the use of the special collection materials while (51%) of the respondents, their lecturers did not recommend the use of the special collection.

FIGURE 4.2.2 COURSES THAT REQUIRE THE USE OF MATERIALS FROM SPECIAL COLLECTION.

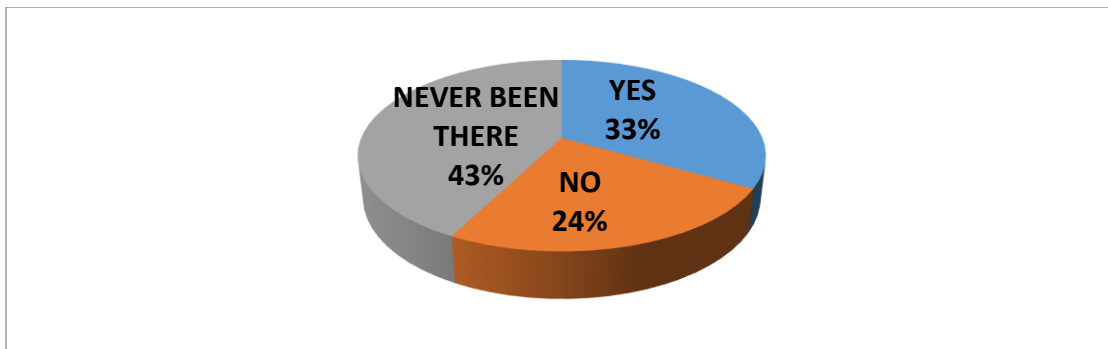


SOURCE: FIELED DATA

4.2 CHALLENGES FACED BY UNDERGRADUATES WHEN USING THE SPECIAL COLLECTIONS.

The figure below shows the percentage distribution for responses of students when asked, if the services provided by the Special Collection department were user friendly. Out of the 99 respondents (42%) have never been to the special collection, (33%) found the services to be user friendly and 24% did not find them to be user friendly.

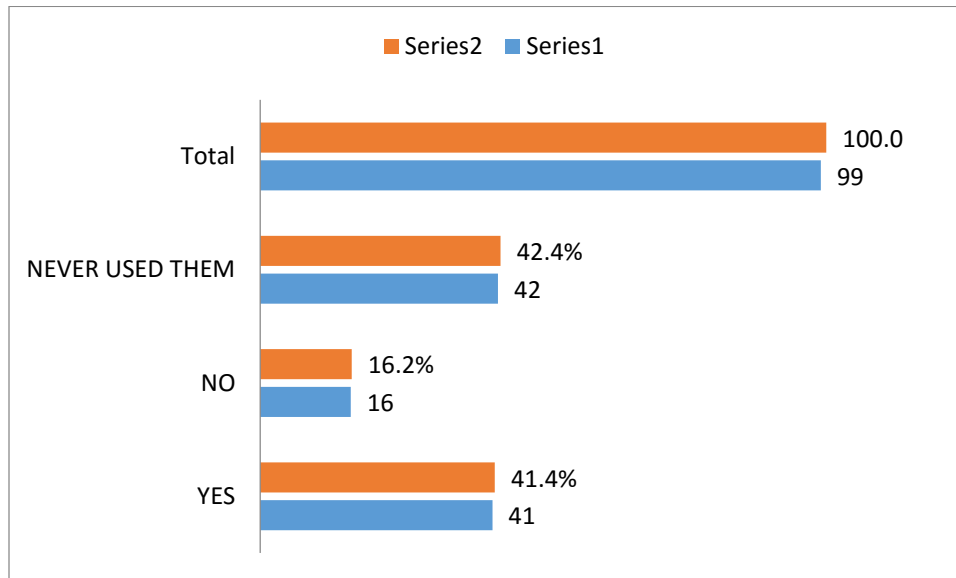
FIGURE 4.3.1: ARE THE SERVICES USER FRIENDLY?



SOURCE: FIELD DATA

Further inquiry from the students about how useful the materials from the Special Collection were in their respective programs of study, the results were that (42%) have never used the materials, (41%) found the materials to be relevant in their programs of study while (16%) did not find the materials to be useful in their program of study (Figure 4.3.2).

FIGURES 4.3.2 ARE THE MATERIALS RELEVANT TO YOUR STUDY?



SOURCE: FIELD DATA

The respondents were further asked what they think could be done to improve the services in the special collections. Majority of the students said that, they should come up with programs to make the students more aware about the special collection, as some were suggesting that, the management should start investing more resources in the orientation programs. According to the responses of the respondents, when asked how accessible is the Special Collection? The majority revealed that access to the department is not easy therefore they should make the rules more flexible pertaining to the accessibility of the special collection. Because some students find it inconveniencing when they urgently need information from the special collection, but they cannot access the materials because the department requires an introductory letter from the lecturer or the department.

4.3: SUMMARY

This chapter presented data collected from students from the School of Education, Humanities and Social Sciences and the school of Natural Sciences through 99 questionnaires and an interview with a key informant. The data has been presented in tables and pie charts and frequencies are in percentages.

CHAPTER FIVE

5.0 DISCUSSION OF RESEARCH FINDINGS

5.1 OVERVIEW

This study focused on an investigation of the effectiveness of the special collection among undergraduate students at the University Of Zambia Great East Road main Campus. Its aim is to find out the materials and services provided by the special collection, to assess the utilization of the materials and the challenges faced by the users when using the special collection.

5.2 MATERIALS AND SERVICES PROVIDED BY THE SPECIAL COLLECTION

In many studies according to literature reviewed it has been established that, special collections in many libraries consists of unique and special materials, such as government documents, thesis, publications of international organizations like World Bank, United Nations and other international organizations, as seen in the study at the University of Maiduguri in Nigeria Department of Library science (1996), which confirms to the earlier statement.

The study revealed that, the Special Collection contains materials of different kinds of which some are in digital and physical form which includes; government documents, Zambian University publication, thesis, publications of international organizations like World Bank, United Nations and other international organizations and also the Special collection provides user services. It also contains newspapers and publication done by Zambians which are rarely found in the public domain also called the Zambian Collection. The findings of this study show a similarity to the literature reviewed by (Nigerian Publication Ordinance of 1950). However, differs on the point of materials concerning the celebrities, the Special Collection rarely keeps information about the celebrities. study agrees with the literature reviewed, were it is compulsory for all publishers in the country to deposit two copies of their books, journal, pamphlets, gazettes; sheets of music, maps and plans. This ensures that the Special Collection is rich with relevant materials which are useful not only in research work among undergraduates, but also in the development of the country at large.

5.3 UTILIZATION OF THE SPECIAL COLLECTIONS BY THE UNDERGRADUATES

Concerning the accessibility and utilization of the materials and services under the Special Collection, the findings of the study indicates that there is underutilization and inaccessibility of the Special Collection. The underutilization and inaccessibility of the materials and services is as a result of lack of sensitization programs. This is explained by the findings of the study of the number of respondents that were familiar with the Special Collection. The study revealed that, the majority of the students were not familiar with the Special Collection Department and among those that were familiar with the Special Collection a lot of them did not know the materials and services that the department offers.

The majority of the undergraduates visiting the Special Collection department mainly on a termly basis and most of them visit for research purposes. The findings of this study disagree with the literature reviewed by Okore (1998). The study was carried out at the University of Nigeria case study of Nnamdi Azikiwe Library. It was found that students were aware of the materials and service found in the department and used them mainly on the monthly basis. As compared to the findings of this study and the literature reviewed, there is under accessibility and underutilization of the special collection by the undergraduates, which can be also be attributed to the lack of awareness of the Special Collection, its services and materials.

5.4 CHALLENGES FACED BY UNDERGRADUATES WHEN USING THE SPECIAL COLLECTION

Lastly the study investigated if the undergraduate students face any challenges when using the special collection. After been asked the question if the services were user friendly, the study revealed that, majority of the respondents have never used the services from the Special Collection hence they were not sure if the services were user friendly. Others reported that the services were not user friendly while only the few find the services to be user friendly. Those that reported that they have not used the materials hence did not know if the services are user friendly, the challenge they faced is that, they did not know where to start from when accessing

the services, what the Special Collection is all about and what they need to have for them to have access to the Special Collection. Main of the respondents that did not find the services not to be user friendly reported that, access to the Special Collection is not easy. The requirements for one to access the Special Collection are too much, as for one to have access needs to have the introductory letter apart from the identity cards. This study shows a similar result with the literature reviewed by Steve Anderson and Genevieve Hart (2016), in South Africa at the University of the Western Cape, the aim was to investigate the challenges students face in the utilization of the special collections services. The study revealed; majority of the students face the challenge of gaining access to the collection, information about special collection services. In a nutshell the major challenge is access to the collection and wrong perception towards the Special Collection.

5.5 CONCLUSION

The study investigated the effectiveness of the Special Collection Department of the UNZA main library in rendering the services to the undergraduates. The study employed the quantitative and qualitative approach in investigating the view of the undergraduates, some areas of concern were the materials and services offered by the Special Collection, utilization of the Special Collections and assess challenges faced by undergraduates when using the special collection.

The findings of this study revealed that, the Special Collection Department offers user services both to the students and external users and also consists of digital and physical materials. It is housed with special and unique materials such as government documents, United Nations documents, publications done by Zambians, theses etc. The study further revealed that there is underutilization of the Special Collection among the undergraduates. Evidence from the findings indicates that the majority of the respondents find it not easy to access the Special Collection, which to a larger extent explains the underutilization of the Special Collections. Among many challenges that students face in using the Special Collection, this study investigated if the students find the services to be user friendly or not. The study revealed that majority of the respondents did not find the Special Collection to be user friendly. Therefore, the effectiveness

of the Special Collection in rendering the services among undergraduate students were not as effective as expected standard.

5.3 RECOMMENDATIONS

- The department should come up with sensitization or marketing programs.
- The department should make rules more flexible pertaining to the accessibility of the special collection.
- The University of Zambia management should put into consideration renovating the roofing in the department to protect the materials from water leakages during the rainy season.

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APPENDICES

APPENDIX 1: QUESTIONNAIRE FOR RESPONDENTS

THE UNIVERSITY OF ZAMBIA,

SCHOOL OF EDUCATION,

DEPARTMENT OF LIBRARY AND INFORMATION

SCIENCE

TOPIC: TO INVESTIGATE THE EFFECTIVENESS OF SPECIAL COLLECTION AMONG STUDENTS AT THE UNIVERSITY OF ZAMBIA.

Dear respondent,

We are fourth year students in the school of education carrying out a research on “**the effectiveness of the special collection among students at the University of Zambia**”. Therefore, you have been randomly selected from the university of Zambia populace to help us successfully carry out this research. We wish to inform you that this research is purely for academic purposes and that the information you will provide will be treated with utmost confidentiality.

Instructions

- 1.** Please **do not** indicate your name on the questionnaire or anything to give away your identity.
- 2.** Kindly tick where appropriate boxes and where necessary specify to express your views.
- 3.** You are required to give one answer for each question except in some areas where you are requested to tick as many responses as possible and where you are required to explain.

Tick where appropriate in the provided boxes

	QUESTIONS	OPTION	OFFICIAL USE
Q1	What is your sex?	A. Male [] B. Female []	
Q2	What is your age as of your last birthday?	
Q3	Which school are you in?	A. Education [] B. HSS [] C. NS []	
Q4	What is your year of study?	A. 1st year [] B. 2nd year [] C. 3rd year [] D. 4th year [] E. 5th year [] F. 6th year []	

Section B: To investigate the utilization of special collection among students.

Q5	. Are you familiar with the Special Collection Department of UNZA library?	A. Yes [] B. No [] If no skip to Q9	
Q6	. Do you know what type of materials and services they offer?	A. Yes [] B. No []	
Q7	. How often do you visit the special collection?	A. Dairy [] B. Weekly [] C. Monthly [] D. Termly []	
Q8	. For what purposes do you visit the special collection?	A. For research [] B. Study [] C. Borrowing study material [] D. Other reason specify.....	

Q9	. Are there any courses in your programme of study that would necessitate the use of special collection materials?	A. Yes [] B. No [] C. Not sure [] If yes, specify	
Q10	Do any of your lecturers recommended the use of special collection material?	A. Yes [] B. No []	

**SECTION C : CHALLENGES FACED BY UNDERGRADUATES WHEN
USING THE SPECIAL COLLECTIONS**

<p>Q11</p>	<p>Are the services provided by special collection user friendly?</p>	<p>A. Yes [] B. No [] C. Never been there []</p>	
<p>Q12</p>	<p>Are the materials in the special collection relevant to your study?</p>	<p>A. Yes [] B. No [] C. Never used them []</p>	
<p>Q13</p>	<p>What do you think can be done to improve the services in the special collection department?</p>	<p>..... </p>	

APPENDIX 2: INTERVIEW GUIDE

Date of interview:

Title of interviewee:

This section's aim is to obtain information on the practice in the special collections department by the undergraduate's students.

Questions

- 1. How useful is the special collections to the undergraduates?

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- 2. What materials are found in the special collection department?

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- 3. How big is the collection to accommodate the users?

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- 4. Which materials are mostly used by undergraduates in the special collections?

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5. What services are provided by the special collection?

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6. How effective would you say the special collections are in the provision of special materials?

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7. How sufficient is the funding of the special collection?

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8. What challenges do you face in the special collection?

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