SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTATION STUDIES

(SLADS)

RESEARCH REPORT

AN ASSESSMENT ON EFFECTIVE UTILIZATION OF LIBRARY FACILITIES BY PEOPLE WITH MOBILITY DISABILITIES: A CASE OF UHURU MCHANGANYIKO PRIMARY SCHOOL LIBRARY, DAR -ES- SALAAM

BY;

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A Research Report Submitted at The School of Library, Archives and Documentation Studies Seeking Approval To Undertake A Study as a Partial Fulfillment of Requirements for The Award of Ordinary Diploma in Library and Information Studies.

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CERTIFICATION

The undersigned certify that the supervisor has read and hereby recommend for the acceptance by the School of Library, Archives and Documentation Studies a research report entitled ***"An Assessment on Effective Utilization of Library Facilities By People With Mobility Disabilities: A Case 0f Uhuru Mchanganyiko primary school library, Dar -Es- Salaam*"** As A Partial Fulfillment of requirements for the award of ordinary diploma in library and information studies.

Signature

…….

Supervisor

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Date

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DEDICATION

I dedicate this work to my loved parents for their advice, support of materials and prayers during the whole process of pursuing my Diploma. Thank you, so much may God be with you always.

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LIST OF ABBREVIATION

SMT	Surface Mount Technology
TLSB	Tanzania Library Services Board
ICT	Information and Communication Technology
IFLA-	International Federation of Library Associations and Institutions
NCPD	National Council for Persons with Disabilities
OPAC	Online Public Access Catalogue
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNESCO	United Nations Educational, Scientific and Cultural Organization
WHO	World Health Organization
SLADS	School of Library, Archives and Documentation Studies

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ABSTRACT

The study focused on assessment on the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary school library in Dar es Salaam. The specific objectives were to identify the library facilities available for people with mobility disabilities, assess the significance of these facilities in promoting effective library use, examine the challenges faced by people with mobility disabilities in utilizing library facilities, and propose measures for improving accessibility and effective utilization of library services.

The study was conducted at Uhuru Mchanganyiko primary school library using a descriptive research design. A mixed-method research approach was adopted. The study involved a sample of 30 respondents, comprising 25 library users with mobility disabilities and 5 library staff members. Respondents were selected using purposive sampling techniques. Data were collected through questionnaires, interviews. Quantitative data were analyzed using Microsoft Office while. The findings were presented in tables, figures, and descriptive narratives.

The study revealed several challenges affecting the effective utilization of library facilities by people with mobility disabilities. These included inadequate accessible facilities, difficulty accessing library shelves and pathways, limited assistive technologies, inaccessible washroom facilities, insufficient staff training on disability support services, and inadequate financial resources for improving accessibility infrastructure.

The study recommends that library management should improve physical accessibility by constructing additional ramps, widening access routes, and enhancing accessible washroom facilities. It also recommends the provision of assistive technologies, regular staff training on disability inclusion and accessible library services, increased financial support from the government and other stakeholders, and continuous assessment of users' accessibility needs. These measures will enhance equal access to information and promote inclusive library services for people with mobility disabilities.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

1.0 Introduction

1.1 Background of the Study

Globally, libraries were recognized as essential institutions for promoting access to information, education, lifelong learning, and social inclusion for all members of society, including people with disabilities. International frameworks such as the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) emphasized the right of persons with disabilities to access information, education, and public facilities on an equal basis with others (American Library Association [ALA], 2017). In response, many countries adopted inclusive policies aimed at ensuring that library services, resources, and facilities were accessible to users with mobility disabilities (Chiwona-Karltun, 2017).

In developed regions such as North America, Europe, and parts of Asia, libraries made significant progress in improving accessibility through well-designed physical infrastructure, inclusive resources, efficient circulation services, and advanced Information and Communication Technology (ICT) facilities (ALA, 2017). Many libraries constructed ramps, installed elevators, widened doorways and aisles, provided adjustable furniture, and established adapted washrooms to facilitate independent movement for wheelchair users and individuals with mobility challenges. In addition, library collections were diversified to include large-print books, audiobooks, e-books, and digitized materials, enabling users to access information in formats that reduced physical strain and movement within the building (Adebayo & Ngulube, 2020).

Furthermore, circulation services in many developed libraries were redesigned to enhance inclusivity by introducing lowered service desks, accessible self-checkout machines, extended loan periods, book reservation systems, and staff assistance services (ALA, 2017). The integration of ICT facilities such as Online Public Access Catalogues (OPAC), digital libraries, institutional repositories, internet-enabled databases, and remote access platforms further

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reduced physical barriers by allowing users to search, retrieve, and access materials without necessarily moving around the library premises (Adebayo & Ngulube, 2020). These developments demonstrated a strong global commitment to inclusive library services.

In Africa, libraries continued to play a crucial role in supporting education, research, and community development. However, access to library facilities by people with mobility disabilities remained limited in many developing countries (Chisita, 2018). Although national disability policies and legislative frameworks existed, their implementation within library systems was often constrained by financial limitations, outdated infrastructure, insufficient assistive technologies, and limited staff training (Chiwona-Karltun, 2017). As a result, many libraries still faced challenges such as staircases without ramps, narrow entrances, high service counters, inaccessible shelving arrangements, inadequate adaptive equipment, and unreliable ICT infrastructure (Adebayo & Ngulube, 2020).

At the local level, Uhuru Mchanganyiko Library served as an important center for learning, information access, and academic support within its community. As an academic and information institution, it was expected to provide equitable access to all users, including people with mobility disabilities (ALA, 2017). This required the availability of accessible physical infrastructure, inclusive resource formats, user-friendly circulation services, and supportive ICT facilities. However, the extent to which these facilities were adequately provided and effectively utilized by people with mobility disabilities remained uncertain. Therefore, it was important to examine the availability and effectiveness of physical infrastructure facilities, resource facilities, circulation services, and ICT facilities at Uhuru Mchanganyiko Library in order to determine how they influenced the utilization of library services by people with mobility disabilities.

1.2 Statement of the Problem

Libraries were established to provide equitable access to information for all users, regardless of their physical abilities. Globally, inclusive access was strengthened through frameworks such as the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), which emphasized equal access to information and public services for persons with disabilities (IFLA, 2019; IFLA, 2021). In Tanzania, efforts to promote accessibility and inclusion in public

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institutions, including libraries, aligned with international guidelines advocating equal access to information services (IFLA, 2021).

At Uhuru Mchanganyiko Library, the presence of ICT facilities such as computers, internet services, and other digital devices was expected to help pupils access information easily. However, people with mobility disabilities still faced challenges in accessing and effectively using these facilities due to unfriendly infrastructure and arrangements that did not adequately consider their needs. Therefore, this study aimed to assess the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary school library in Dar es Salaam.

1.3 Objectives of the Study

1.3.1 General Objective

The general objective of this study was to assess the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary school library, Dar es Salaam.

1.3.2 Specific Objectives

i. To identify the library facilities available for people with mobility disabilities in public libraries.
ii. To assess the need of library facilities for people with mobility disabilities in public libraries.
iii. To examine the challenges faced by people with mobility disabilities in utilizing library facilities in public libraries.

1.4 Research Questions

i. What types of library facilities are available for people with mobility disabilities in public libraries?

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ii. What is the need of library facilities for people with mobility disabilities in public libraries?
iii. What challenges people with mobility disabilities facing on utilizing library facilities in public libraries?

1.5 Significance of the Study

The findings of this study were beneficial to library management by providing insights into the accessibility needs of people with mobility disabilities. The study helped librarians and policymakers improve library infrastructure and services to promote inclusivity.

Additionally, the study contributed to academic knowledge in library and information Studies by highlighting disability-related access issues. It also provided useful information for future researchers and advocacy groups working to improve library services for people with disabilities in Tanzania.

1.6 Scope of the Study

The study focused on the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary school library. It examined physical facilities, available resources, challenges faced, and possible solutions. The study was limited to library users with mobility disabilities and library staff at Uhuru Mchanganyiko primary school library.

1.7 Limitations of the Study

The study encountered several limitations that affected the scope and depth of the findings. These limitations are outlined below.

Financial Constraints

The study faced financial limitations that restricted extensive data collection. Costs such as printing questionnaires, travelling to interview participants, and obtaining relevant literature

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required adequate funding. Limited financial resources reduced the number of respondents included in the study and limited the scope of observation.

To overcome these financial limitations, the researcher minimized costs by using affordable data collection methods such as distributing a limited number of questionnaires, conducting interviews within the school premises, and using freely available online and library resources for the literature review. In addition, careful budgeting and proper time management helped ensure that the available funds were used efficiently to support the study.

Time Constraints

Time limitations affected the researcher's ability to gather extensive data and conduct in-depth interviews and observations. Academic deadlines, library operating hours, and respondents' availability restricted the duration of data collection.

To address these time constraints, the researcher prepared a clear research schedule and planned all data collection activities in advance. Questionnaires and interviews were conducted at convenient times for respondents, and priority was given to the most relevant data required for the study. Proper time management helped ensure that all research activities were completed within the available timeframe.

1.8 Definition of Key Terms

1.8.1 Library Resources

In the context of this study, library resources refer to all materials and information sources provided by Uhuru Mchanganyiko primary library that support learning, research, and information access for users with mobility disabilities. These include books, journals, newspapers, digital resources, e-books, audiobooks, and online databases. Access to diverse and inclusive information resources is considered essential in promoting equitable education and participation (UNESCO, 2020; United Nations, 2019). Effective utilization of these resources by people with mobility disabilities depends on their accessibility, format, and the ability of

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users to retrieve and use them without facing physical or technological barriers (Yoon & Schultz, 2017; Ngulube, 2020).

1.8.2 Library Facilities

Library facilities encompass the physical structures, equipment, and amenities that enable users to access and use resources efficiently. For people with mobility disabilities, this includes ramps, wide entrances, accessible seating, adjustable furniture, elevators, accessible shelves, washrooms, and circulation counters designed to accommodate users with mobility challenges. Universal design and accessible infrastructure are fundamental to inclusive service provision in libraries (Zijlstra & Minnaert, 2021; National Council for Persons with Disabilities, 2020). The availability and proper design of such facilities significantly influence independent use and user satisfaction.

1.8.3 Mobility Disabilities

Mobility disabilities refer to physical impairments that limit an individual's ability to move freely, making activities such as walking, standing, or navigating spaces difficult without assistance. According to the World Health Organization (2017, 2022), mobility impairments may result from physical, neurological, or musculoskeletal conditions that affect movement and functional independence. Understanding the nature of mobility disabilities is essential in evaluating whether library environments and services promote accessibility and inclusion (Shakespeare et al., 2018; Tanzania Ministry of Health, 2021).

1.8.4 Effective Utilization

Effective utilization, in this research, is defined as the ability of people with mobility disabilities to access, navigate, and fully benefit from library resources and facilities. It involves not only physical access to materials and spaces but also the capacity to engage with information independently, efficiently, and comfortably, without encountering barriers that limit participation (United Nations, 2019; Ngulube, 2020). Studies emphasize that effective

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utilization is influenced by accessible infrastructure, inclusive policies, assistive technologies, and supportive institutional practices (Yoon & Schultz, 2017; Zijlstra & Minnaert, 2022).

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviewed existing literature related to the accessibility and utilization of library resources and facilities by people with mobility disabilities. It provided an overview of previous studies, international guidelines, and theoretical frameworks that address accessibility issues in libraries. The literature review was organized according to the study objectives, covering available resources and facilities, utilization patterns, challenges faced by users, strategies for improvement, and finally the research gap.

The purpose of this review was to situate the study within the broader academic and professional discourse, highlighting what was already known and identifying areas that required further investigation. By examining both global and local studies, this chapter provided a foundation for understanding how accessibility features, library services, and user experiences interact to influence the effective utilization of library facilities. It also established a rationale for conducting a case study at Uhuru Mchanganyiko Library, where such issues had not been fully explored.

2.1 Library Facilities for People with Mobility Disabilities

Research indicates that accessible library facilities are crucial for enabling independent use by individuals with mobility disabilities (IFLA, 2019) (Adebayo & Ngulube, 2020). Physical infrastructure, including ramps, elevators, wide doors, low service counters, accessible shelves, and ergonomic seating, is essential to accommodate users with varying levels of mobility (ALA,2017) (NCPD,2020). Libraries that implement universal design principles ensure that all users, including those with mobility challenges, can navigate and use resources safely and comfortably (IFLA, 2021).

In addition to physical infrastructure, library resources play a significant role in accessibility. Large print books, audiobooks, e-books, digital databases, and online repositories provide

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alternatives to physical access, reducing the need for extended movement around the library (Ngulube 2020 & UN, 2019). Assistive technologies such as adjustable computer stations, screen readers, and voice-controlled search systems further enhance accessibility (Kaur & Singh, 2019; Kaur & Hooda, 2018). Studies conducted in Sub-Saharan Africa indicate that libraries with accessible facilities and digital services demonstrate improved independent usage among people with disabilities (Adebayo & Ngulube, 2020).

However, in many developing countries, including Tanzania, the provision of these facilities remains limited (Chisita, 2018). Libraries often have staircases without ramps, narrow aisles, and high shelves, and few provide digital alternatives or assistive technologies (Mutula & Mostert, 2018). This gap highlights the importance of assessing what types of facilities are actually available at Uhuru Mchanganyiko Library and how they meet the needs of users with mobility disabilities.

2.2 Utilization of Library Facilities by People with Mobility Disabilities

The utilization of library resources by people with mobility disabilities is directly influenced by the availability and accessibility of facilities (Mtega & Ronald,2019). When physical infrastructure and digital resources are accessible, users with mobility disabilities are more likely to visit libraries frequently, engage in research independently, and participate in academic programs (Adebayo & Ngulube, 2020). Conversely, inaccessible facilities reduce library usage and discourage users from relying on library services (Mutula & Mostert, 2018).

Studies show a strong relationship between accessibility features and frequency of use. Libraries equipped with ramps, elevators, and digital access report higher participation by users with mobility challenges (IFLA, 2019). Beyond infrastructure, staff support and user awareness significantly influence utilization. Even when facilities exist, underutilization may occur if staff are not adequately trained or if users are unaware of available accessible services (Kaur & Hooda, 2018; Chiwona-Karltun, 2017).

In Tanzania, research on actual usage patterns remains limited. However, existing studies suggest that people with disabilities often experience reduced access due to physical and

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institutional barriers (Mtega & Ronald, 2019). Therefore, assessing utilization patterns at Uhuru Mchanganyiko Library is essential to determine how accessible resources are translated into actual use.

2.3 Challenges Faced by People with Mobility Disabilities In Utilizing Library Facilities

Challenges in accessing library facilities are major barriers to effective utilization. Physical obstacles such as narrow doorways, staircases without ramps, high bookshelves, and inaccessible washrooms significantly hinder independent movement (Mutula & Mostert, 2018) ; (NCPD, 2020). In addition, inadequate seating arrangements and limited assistive technologies create discomfort and restrict participation (Kaur & Singh, 2019).

Human and organizational factors also contribute to these challenges. Library staff often lack adequate training on assisting people with disabilities, resulting in poor service delivery (Chiwona-Karltun, 2017). Limited awareness about disability needs and inadequate institutional policies further exacerbate the problem (UN, 2019). In developing countries, financial constraints frequently prevent libraries from renovating infrastructure or acquiring assistive technologies (Chisita, 2018).

Other challenges include the limited availability of resources in accessible formats and weak ICT infrastructure. Libraries that do not provide e-books, audio books, or remote access systems restrict independent engagement with information (Ngulube, 2020; Kaur & Hooda, 2018). Consequently, people with mobility disabilities may experience reduced educational and social inclusion (Shakespeare et al., 2018; Tanzania Ministry of Health, 2021).

2.4 Measures to Improve Effective Utilization of Library Facilities

The literature identifies several strategies for improving accessibility and utilization of library resources by people with mobility disabilities. Infrastructure improvements such as ramps, elevators, wide aisles, low service counters, and accessible washrooms are fundamental (IFLA, 2019; ALA, 2017). Libraries should also provide flexible and adjustable furniture to accommodate varying mobility needs (NCPD, 2020).

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Technology integration plays a complementary role. Providing digital resources, online catalogues, remote databases, assistive software, and adjustable computer workstations reduces the need for physical movement and enables independent access (Kaur & Hooda, 2018; Kaur & Singh, 2019). Staff training and awareness programs are equally critical, as trained personnel are better equipped to support users with mobility disabilities (Chiwona-Karltun, 2017; Ngulube, 2020).

Furthermore, policy implementation and stakeholder collaboration enhance sustainable improvements. Alignment with national and international inclusion strategies strengthens accessibility initiatives (United Nations, 2019; IFLA, 2021). These measures collectively create a more accessible environment, encourage frequent library use, and enhance the learning and research experiences of people with mobility disabilities.

2.5 Research Gap

Although global studies highlight best practices in accessibility, there is limited research specifically focusing on mobility disabilities within Tanzanian libraries (Mtega & Ronald, 2019). Most studies address general disability inclusion rather than mobility-specific challenges (Chisita, 2018; Ngulube, 2020).

Uhuru Mchanganyiko Primary School Library, as a key academic resource in Dar es Salaam, had not been the focus of detailed empirical research. Therefore, this study sought to fill this gap by examining the types of resources and facilities available, assessing usage patterns, identifying challenges, and proposing actionable measures to improve accessibility and utilization. Addressing this gap contributed to both academic knowledge and practical improvements in Tanzanian library services.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlined the methodology that was employed to conduct the study on the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary library. It described the research design, research approach, study area, population, sample size, sampling techniques, methods of data collection, data analysis, and ethical considerations. The purpose of this chapter was to ensure that the study was conducted systematically, reliably, and ethically, producing findings that accurately reflected the experiences and challenges of library users with mobility disabilities.

The methodology was designed to address the research objectives and research questions effectively. By combining both quantitative and qualitative methods, the study sought to capture not only statistical data about usage patterns but also deeper insights into the personal experiences, perceptions, and challenges of users. This dual approach enhanced the credibility, validity, and comprehensiveness of the research findings.

3.1 Research Design

The study adopted a descriptive research design, which was suitable for the study. The descriptive design allowed the researcher to examine the interactions between the library environment, available facilities, and the experiences of users with mobility disabilities. By focusing on Uhuru Mchanganyiko primary school library, the study provided detailed insights into the accessibility of physical infrastructure, resource availability, circulation services, and technological support in a real-world setting.

Descriptive research was particularly valuable in situations where the boundaries between the phenomenon and context were not clearly defined. It allowed for the collection of multiple sources of evidence, including interviews, observations, and questionnaires, which were triangulated to provide a holistic understanding of the issue. This approach was ideal for

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understanding the complexities of accessibility challenges and the factors influencing the utilization of library services by people with mobility disabilities.

3.2 Research Approach

A mixed-method research approach was employed, integrating both quantitative and qualitative data collection and analysis. The quantitative component focused on measurable aspects such as the frequency of library visits, use of resources, and the availability of accessible facilities. This provided statistical evidence about the extent of utilization of library services by users with mobility disabilities.

The qualitative component involved interviews and observation to capture detailed experiences, opinions, and perceptions of the participants. This approach allowed the researcher to explore personal challenges, barriers, and suggestions for improvement that could not be captured by numbers alone. By combining both approaches, the study produced comprehensive findings that reflected both the scope and depth of library accessibility issues.

3.3 Area of the Study

The study was conducted at Uhuru Mchanganyiko primary library in Dar es Salaam. The library was selected because it served a diverse population of students, researchers, and community members, making it an appropriate site for investigating accessibility and utilization of resources by people with mobility disabilities. Uhuru Mchanganyiko primary library was also representative of public academic libraries in Tanzania, where infrastructure and resource challenges were often observed.

By focusing on a single library, the study was able to conduct a detailed assessment of physical facilities, circulation services, and ICT resources. The findings provided a basis for comparison with other academic or public libraries in Tanzania and offered insights that informed broader policy and practice in inclusive library service provision.

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3.4 Population of the Study

The population of the study included two main groups: library users with mobility disabilities and library staff. Users with mobility disabilities were the primary beneficiaries of library services and were directly affected by accessibility issues. Their perspectives and experiences were essential for understanding the effectiveness of existing facilities and identifying areas for improvement.

Library staff formed the secondary population group because they were responsible for providing services, maintaining facilities, and assisting users. Understanding staff perspectives helped identify institutional challenges, gaps in training, and procedural limitations that affected accessibility. Including both groups ensured that the study captured both user experiences and organizational factors influencing library utilization.

3.5 Sample Size

The study involved a total of 30 respondents, including 25 users with mobility disabilities and 5 library staff members. This sample size was considered sufficient for a case study, allowing in-depth data collection while remaining manageable within the available time and financial resources.

Selecting 25 users ensured that a variety of experiences were captured, accounting for differences in age, gender, educational level, and mobility challenges. Including five staff members provided a representative view of institutional practices, challenges, and potential areas for improvement.

3.6 Sampling Techniques

Sampling techniques refer to the procedures or methods used by a researcher to select participants from a target population for inclusion in a study. The use of appropriate sampling techniques helps the researcher obtain relevant information from a manageable number of

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participants while ensuring that the selected respondents represent the population under investigation.

3.6.1 Simple Random Sampling Technique

Simple random sampling is a probability sampling technique in which every member of the target population has an equal and independent chance of being selected to participate in a study. This technique reduces selection bias and allows the sample to represent the characteristics of the wider population.

In this study, simple random sampling was used to select twenty-five (25) library users with mobility disabilities who participated in the research. The technique was applied to ensure that each eligible library user had an equal opportunity to be included in the study, thereby increasing the fairness and reliability of the collected data.

3.6.2 Purposive Sampling Technique

Purposive sampling technique was employed to select 5 participants for the study. This technique was appropriate because it focused on individuals who were most likely to provide relevant and reliable information about the research problem.

Purposive sampling ensured that the study targeted participants with specific knowledge or experience, enhancing the quality and relevance of the data.

3.7 Methods of Data Collection

Data were collected using three complementary methods: questionnaires, interviews, and observation.

3.7.1 Questionnaire Method

A questionnaire is a data collection instrument consisting of a set of structured questions used to obtain information from respondents in a systematic and standardized manner. It enables the

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researcher to collect data from a large number of respondents efficiently and facilitates quantitative analysis.

In this study, questionnaires were administered to twenty-five (25) library users with mobility disabilities to collect quantitative data on their utilization of library services, access to information resources, and experiences with the available library facilities. The questionnaire consisted mainly of closed-ended questions to ensure consistency in responses and to facilitate coding, tabulation, and statistical analysis. The use of questionnaires enabled the researcher to gather information directly from the respondents regarding the accessibility and utilization of library facilities.

3.7.2 Interview Method

An interview is a data collection method in which the researcher asks participants questions to obtain in-depth information about their experiences, opinions, perceptions, and suggestions regarding the research topic.

In this study, semi-structured interviews were conducted with five (5) library staff members to gather qualitative data on the availability, accessibility, and utilization of library facilities for people with mobility disabilities. Semi-structured interviews were selected because they allowed the researcher to ask predetermined questions while providing the flexibility to probe for further clarification and detailed responses where necessary. The information obtained complemented the questionnaire data by providing a deeper understanding of the challenges encountered and suggestions for improving library accessibility and services.

3.7.3 Observation Method

Observation is a data collection method in which the researcher systematically watches and records events, behaviors, or physical conditions as they occur in their natural setting.

In this study, observation involved the researcher directly assessing the library environment to verify the availability and accessibility of facilities for people with mobility disabilities.

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Particular attention was given to the physical infrastructure, accessibility of shelves and service points, ICT facilities, entrances and pathways, and circulation practices. An observation checklist was used to systematically record the accessibility features available and identify any barriers that could affect access to library services by people with mobility disabilities.

3.8 Data Analysis Plan

The collected data were checked for completeness, coded, Descriptive statistics, including frequencies and percentages, were used to summarize and analyze the data in line with the study objectives.

The analyzed data were presented using tables to facilitate interpretation and comparison of the findings. The results were then described and interpreted in narrative form by explaining the frequencies and percentages presented in each table. This approach enabled the researcher to identify patterns and draw conclusions regarding the availability, accessibility, and utilization of library facilities for people with mobility disabilities.

3.9 Research Ethics

The study adhered to strict ethical guidelines to protect the rights and well-being of participants. Informed consent was obtained from all respondents, ensuring that they understood the purpose of the study and their role in it. Participation was voluntary, and respondents were free to withdraw at any time without consequences.

Confidentiality and anonymity were maintained. Personal identifiers were not included in the research report, and the data were securely stored and used only for academic purposes. Additionally, the study respected the dignity of participants, especially those with mobility disabilities, ensuring that the research process did not cause discomfort or harm.

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CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter gives the presentation, analysis, and discussion of findings of the study based on the research questions in the form of tables, pie charts, and bar charts. The analysis and discussion were based on an investigation on the effective utilization of library facilities by people with mobility disabilities at Uhuru Mchanganyiko primary school library in Dar es Salaam.

Specifically, the study aimed to examine the availability of library facilities for people with mobility disabilities, assess the accessibility and utilization of library facilities, identify the challenges faced by people with mobility disabilities in using library facilities, and explore possible solutions for improving accessibility and utilization of library facilities.

4.1 Demographic Characteristics of Respondents

The demographic information collected included age, gender, and category of respondents. These characteristics were considered important because they influenced respondents' experiences regarding the utilization of library facilities.

4.1.1 Age of Respondents

Findings are presented in Table 4.1:The age of respondents was analyzed because age is an important demographic characteristic that may influence respondents' experiences, perceptions, attitudes, and responses to the study variables. Understanding the age distribution also helps determine whether the sample adequately represents the target population. The findings are presented in Table 4.1:

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Table 4.1: Age of Respondents (N = 30)

Age Group	Library Users N=25		Library Staff N=5	
	Frequency	**Percentage (%)**	**Frequency**	**Percentage (%)**
15–20	13	52%		
20–25	6	24%		
25–45	3	12%	2	40%
Above 45	3	12%	3	60%
Total	25	**100%**	**5**	**100%**

Source: Field Data, (2026)

The findings presented from Table 4.1 show that the library users, 13 (52%), were aged between 15 and 20 years. This indicates that young people constituted the largest group of respondents in the study, suggesting that the library is used predominantly by individuals in this age category. This may be because many users are secondary school or college students who rely on library resources for academic learning, research, and personal development.

The table further shows that 6 (24%) respondents were aged between 20 and 25 years. This age group also represents a substantial proportion of library users, reflecting continued demand for library services among young adults pursuing higher education, vocational training, or early career development.

In addition, 3 (12%) respondents were aged between 25 and 45 years, while another 3 (12%) were above 45 years of age. Although these age groups were fewer in number, their participation demonstrates that the library serves people of different ages and backgrounds. Older users may utilize library services for professional work, lifelong learning, access to information, or personal interests.

Overall, the findings indicate that respondents from various age groups were represented in the study, although young people aged 15–20 years formed the majority. This diversity enhances the reliability of the findings by incorporating views from respondents with different age-related

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experiences and information needs. The results also suggest that library services are particularly important to younger users while remaining relevant to older members of the community.

4.1.2 Gender Distribution of Respondents

; The Gender was analyzed to determine the composition of respondents by sex and to assess whether both male and female participants were represented in the study. Examining the gender distribution helps provide a demographic profile of the respondents and ensures that the findings reflect perspectives from both genders where applicable. The findings are presented in Table 4.2 below

Table 4.2 Gender Distribution of Respondents (N=30)

Gender	**Library Users N=25**		**Library Staff N=5**	
	Frequency	**Percentage (%)**	**Frequency**	**Percentage (%)**
Male	16	64%	2	40%
Female	9	36%	3	60%
Total	**25**	**100%**	**5**	**100%**

Source: Field Data, (2026)

The findings from Table 4.2 showed that for library staff 16 (64%) of the respondents were male while 9 (36%) were female. For the library staff 2 (40%) of library staff were male while 3 (60%) were female.

From the findings, it indicates that both genders were represented in the study, although males constituted a slightly higher proportion of the sample. The distribution suggests that the study achieved a reasonable level of gender balance, thereby allowing for the inclusion of diverse perspectives. The observed variation in gender representation may reflect the composition of the target population from which the sample was drawn.

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4.2 Availability of Library Facilities for People with Mobility Disabilities

Respondents were asked whether the library had facilities that support people with mobility disabilities because the availability of accessible facilities is essential for ensuring equal access to library resources and services. The information was collected to assess the extent to which the library provides an inclusive environment that enables people with mobility disabilities to access and use library services independently and without barriers. The findings are presented in Table 4.3 below:

Table 4.3: Availability of Accessible Facilities (N = 25)

Response	**Frequency**	**Percentage**
Agree (Facilities available)	19	76%
Disagree (Facilities not available)	6	24%
Total	25	**100**%

Source: Field Data, (2026)

The findings presented in Table 4.3 reveal that out of 25 library users, 19 (76%) agreed that the library had accessible facilities to support people with mobility disabilities, while 6 (24%) disagreed, indicating that such facilities were not available or were inadequate. The results suggest that the majority of respondents perceived the library as having facilities that promote accessibility for people with mobility disabilities. However, the responses from nearly one-quarter of the respondents indicate that some accessibility challenges may still exist. This implies that although the library has made progress in providing accessible facilities, there is still a need to improve or expand these facilities to ensure that all users with mobility disabilities can access library services conveniently and without barriers.

The respondents 19 (76%) agreed that accessible facilities are available in the library, while 6 (24%) disagreed. This suggests that the library has made some efforts to provide facilities that support users with mobility disabilities, although these facilities may not be fully comprehensive or evenly accessible to all users.

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The results indicate that accessible facilities are present to a considerable extent, which plays an important role in promoting inclusivity and enabling independent use of library services. This finding is consistent with IFLA (2019), which emphasizes that physical accessibility is a key requirement for ensuring that persons with disabilities can independently access library resources and services. In addition, the findings support the views of Adebayo and Ngulube (2020), who observed that libraries with improved accessibility features are more likely to encourage active participation among users with disabilities.

However, the presence of 24% of respondents who disagreed indicates that gaps still exist in the provision of accessible facilities. This implies that although improvements have been made, some users may still face challenges in fully accessing or benefiting from library services. These challenges may relate to incomplete infrastructure, limited assistive equipment, or inadequate maintenance of existing facilities.

During the interview, one respondent further explained that:

The interview response indicates that while some accessibility facilities exist within the library, they are not yet fully adequate to ensure complete independence for users with mobility disabilities. The respondent suggests that additional improvements are necessary to enhance ease of movement and overall usability of the library environment. This implies that existing facilities may still have limitations that restrict full accessibility, highlighting the need for continued investment in infrastructure and assistive features to better support independent navigation within the library.

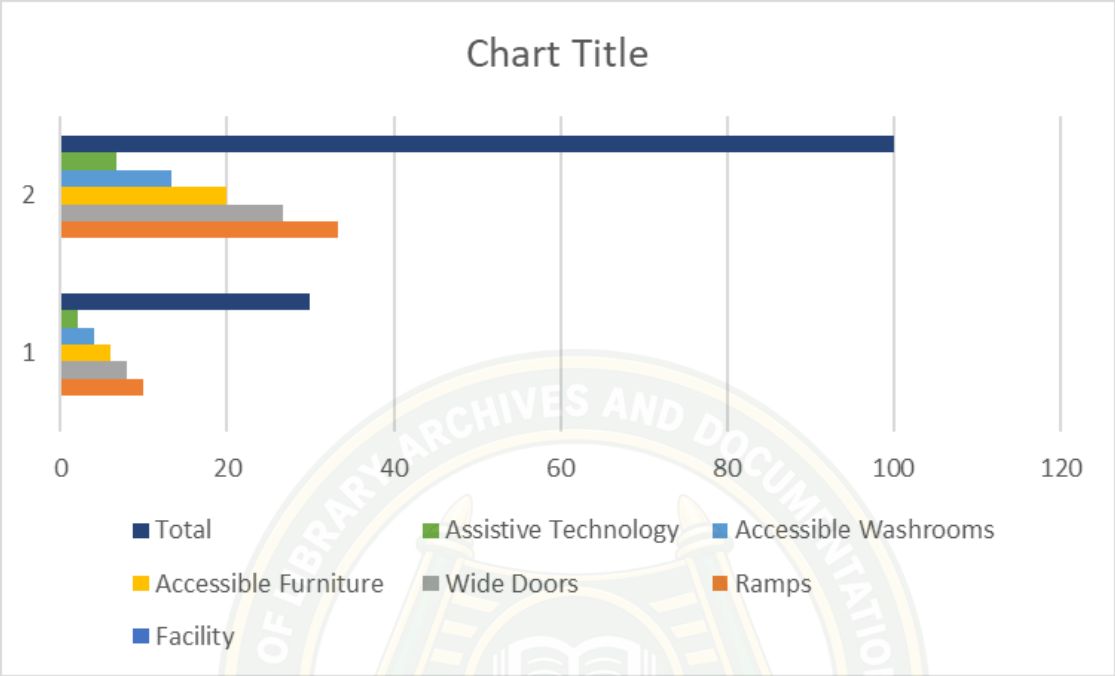
This statement reinforces the quantitative findings by highlighting that, despite the availability of some accessibility features, there is still a need for further improvement to ensure full independence and inclusivity for users with mobility disabilities.

4.3 Types of Library Facilities Available

Respondents were asked to identify the facilities available in the library. Figure 4.1 has the results:

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Figure 4.1: types of accessible facilities Available (N=25)



Source: Field Data, (2026)

The findings from Figure 4.1 above revealed that the library facilitates available in Uhuru Mchaganyiko primary school library

The findings indicated that ramps were the most available facility, mentioned by 10 (33.3%) of respondents. This indicates that the library has made some progress in improving physical accessibility for people with mobility disabilities. However, accessible washrooms and assistive technologies were identified as the least available facilities, suggesting that certain essential accessibility needs have not yet been fully addressed within the library.

The results demonstrate that physical accessibility features such as ramps are more commonly implemented compared to assistive technologies and other specialized facilities. This implies that the library has prioritized basic structural modifications over advanced accessibility solutions that could further enhance independence and service use. The limited availability of

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assistive technologies may restrict users with mobility disabilities from fully benefiting from library resources, especially those who require additional support tools for effective access.

These findings further suggest that while initial steps toward inclusivity have been taken, there is still a gap in comprehensive accessibility planning. Full inclusion requires not only physical access but also the provision of supportive technologies and user-friendly facilities such as accessible washrooms, adaptive equipment, and digital assistive tools.

The findings are consistent with Mutula and Mostert (2018), who observed that libraries in many developing countries tend to prioritize physical infrastructure improvements while neglecting technological accessibility. Their study highlights that this imbalance limits the full participation of persons with disabilities in accessing library services.

A library staff member explained:

The statement from the library staff member indicates that while some progress has been made in improving physical accessibility through the installation of ramps, the library still faces significant financial constraints that limit the acquisition of assistive technologies. This suggests that efforts to enhance accessibility are ongoing but incomplete, as funding limitations hinder the implementation of more advanced or specialized tools needed to fully support users with mobility disabilities. Consequently, although basic infrastructure improvements have been achieved, the lack of assistive technologies continues to restrict the library's ability to provide fully inclusive services.

4.4 Utilization of Library Facilities by People with Mobility Disabilities

Respondents were asked whether they regularly utilized library facilities because the study sought to assess the extent to which available library facilities are actually used by people with mobility disabilities. Understanding the level of utilization helps determine whether the facilities provided meet users' needs and whether there are barriers that affect their access to and use of library services. Findings are shown in Table 4.4:

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Table 4.4: Utilization of Library Facilities (N=25)

Response	Frequency	Percentage
Yes	21	84%
No	4	16%
Total	25	100%

Source: Field Data, (2026)

The findings from Table 4.4 above revealed that 21 (84%) respondents regularly utilized library facilities, while 4 (16%) did not. This indicates that the respondents make use of the available library facilities, suggesting a relatively high level of utilization among people with mobility disabilities. The results further imply that the presence of accessible facilities plays a significant role in encouraging the use of library services.

The findings suggest that when library environments are made more accessible, users with mobility disabilities are more likely to visit and use the available resources. This may include features such as ramps, accessible reading spaces, and supportive staff assistance, which collectively enhance user experience and independence. However, the presence of 20% of respondents who do not utilize the facilities indicates that barriers still exist, which may include physical inaccessibility, lack of awareness of available services, or inadequate assistive infrastructure.

This finding is consistent with Mtega and Ronald (2019), who reported that improved accessibility significantly increases the frequency of library use among persons with disabilities. Their study emphasized that inclusive library design and supportive services play a key role in promoting equitable access to information.

One respondent reported:

"The respondent's statement indicates that the availability of accessible infrastructure, such as ramps, along with supportive library staff, plays an important role in encouraging the use of library facilities by people with mobility disabilities. This suggests that when the library environment is

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made more inclusive and user-friendly, it enhances users' confidence, comfort, and willingness to visit the library more frequently. It further implies that both physical accessibility and human support are key factors in promoting regular utilization of library services among persons with mobility disabilities."

4.5 Challenges Faced by People with Mobility Disabilities

Respondents were asked to identify challenges affecting effective utilization of library facilities because to understand the library resources that are not being used effectively and how services can be improved .Table 4.5 shows the results:

Table 4.5: Challenges Faced by Users (N=25)

Challenges	Frequency	Percentage
Inadequate accessible facilities	12	48%
Difficult access to shelves and pathways	6	24%
Lack of assistive equipment	4	16%
Lack of staff support	3	12%
Total	25	**100**%

Source: Field Data, (2026)

The findings from Table 4.5 above revealed that inadequate accessible facilities were the major challenge identified by 12 (48%) of the respondents. Other challenges included difficult access to shelves and pathways 6 (24%), lack of assistive equipment 4 (16%), and lack of staff support 3 (12%). This indicates that physical accessibility remains the most significant barrier affecting the effective utilization of library facilities by people with mobility disabilities.

The results suggest that many users still face structural limitations within the library environment, such as narrow pathways, poorly arranged shelves, and the absence of proper mobility-friendly infrastructure. These barriers make it difficult for users with mobility

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impairments to move independently and access information resources efficiently. In addition, the lack of assistive equipment such as wheelchairs, adapted furniture, or mobility aids further limits their ability to fully benefit from library services. Although staff support was identified as a smaller challenge, its presence still highlights the need for improved service responsiveness and awareness among library personnel.

These findings indicate that accessibility challenges are not only physical but also operational, requiring both infrastructure development and improved service delivery systems. The persistence of such barriers suggests that more investment is needed to ensure inclusive library design that accommodates all users equally.

The findings are consistent with those of Mutula and Mostert (2018), who observed that inaccessible infrastructure remains a major obstacle for persons with disabilities in accessing library services. Their study emphasized that without inclusive design, users with mobility challenges continue to experience exclusion from information services.

Another respondent noted:

" The respondent's statement indicates that certain areas of the library are not properly designed to accommodate wheelchair users, making it difficult for people with mobility disabilities to move freely and access information resources. This suggests that the library's physical layout does not fully support inclusive use, particularly in terms of shelf arrangement and pathway design. As a result, users with mobility impairments may experience restrictions in independence and convenience when navigating the library, highlighting the need for improved spatial planning and accessible infrastructure to ensure equal access for all users."

4.6 Measures to Improve Effective Utilization of Library Facilities

Respondents were asked to suggest measures that could improve accessibility and utilization. Table 4.6 shows findings:

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Table 4.6: Measures for Improving Accessibility (N=25)

Measure	Frequency	Percentage
More Ramps and Infrastructure Improvement	10	33.3%
Assistive Technologies	8	26.7%
Staff Training	6	20%
Accessible Washrooms	6	20%
Total	25	100%

Source: Field Data, (2026)

The findings from Table 4.6 above revealed that the construction of more ramps and general infrastructure improvement was the most preferred measure, accounting for 10 (33.3%) of the responses. This indicates that physical accessibility remains the most critical concern among respondents. In addition, 8 (26.7%) respondents suggested the provision of assistive technologies, while 6 (20%) emphasized staff training, and another 6 (20%) highlighted the need for accessible washrooms. These results suggest that improving library accessibility requires a combination of physical infrastructure, technological support, and human resource capacity building.

Overall, the findings indicate that infrastructure development is considered the most effective strategy for enhancing the utilization of library facilities by people with mobility disabilities. This implies that without adequate physical access structures such as ramps, wide pathways, and accessible service points, other support measures may have limited impact. However, the inclusion of assistive technologies and staff training shows that accessibility is not only a physical issue but also depends on service quality and user support systems.

These findings are consistent with the recommendations of the International Federation of Library Associations and Institutions (2021), which emphasizes that libraries should develop accessible infrastructure, adopt assistive technologies, and strengthen staff capacity to ensure equal access to information for all users, including persons with disabilities.

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During the interview, a library staff member stated:

"The statement from the library staff member indicates that improving physical accessibility features in the library, such as ramps, pathways, and other supportive facilities, combined with proper training of staff, would significantly enhance the quality of service delivery to people with mobility disabilities. This suggests that effective inclusion is not only dependent on infrastructure but also on the capacity of library staff to understand and respond to the specific needs of users with disabilities. Therefore, strengthening both physical accessibility and staff competence is essential for ensuring that people with mobility disabilities receive efficient, respectful, and supportive library services.

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CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter presented the summary, conclusions, and recommendations of the study on the effective utilization of library facilities by people with mobility disabilities at Uhuru mchanganyiko primary school library in Dar es Salaam. Specifically, the study sought to identify the library facilities available for people with mobility disabilities, assess the extent to which such facilities were utilized, identify challenges affecting effective utilization of library facilities, and propose measures for improving accessibility and utilization. The study was conducted at Uhuru Mchanganyiko Primary School Library and involved 30 respondents comprising 25 library users and 5 library staff members.

5.1 Summary of the Findings

The summary included the major findings obtained from the field study.

5.1.1 Demographic Characteristics of Respondents

Demographic information collected in the study included age and gender.

Age of Respondents

The findings revealed that the majority of respondents were aged between 15 and 20 years. This indicated that most library users were young individuals who frequently used the library for educational and information-related activities.

Gender of Respondents

The findings showed that both male and female respondents participated in the study. However, male respondents formed the majority compared to female respondents. This demonstrated that the study obtained views from both genders regarding the utilization of library facilities.

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5.1.2 Availability of Library Facilities for People with Mobility Disabilities

The study found that the library had several facilities that supported people with mobility disabilities. The available facilities included ramps, wide doors, accessible furniture, accessible washrooms, and a limited number of assistive technologies. The majority of respondents confirmed that such facilities existed within the library, although some respondents indicated that the facilities were not adequate enough to meet all accessibility needs.

5.1.3 Utilization of Library Facilities by People with Mobility Disabilities

The findings revealed that most respondents regularly utilized library facilities. The availability of accessible infrastructure encouraged users with mobility disabilities to visit the library and access information resources. The study showed that accessibility contributed positively to the utilization of library services.

5.1.4 Challenges Affecting Effective Utilization of Library Facilities

The study identified several challenges affecting effective utilization of library facilities. The major challenges included inadequate accessible facilities, lack of assistive technologies, poor staff training regarding disability support services, and inaccessible washroom facilities. These challenges limited the ability of users with mobility disabilities to access and utilize library services effectively.

5.1.5 Measures for Improving Effective Utilization of Library Facilities

The findings showed that respondents suggested several measures for improving accessibility and utilization of library facilities. These measures included construction of additional ramps, improvement of library infrastructure, provision of assistive technologies, enhancement of accessible washrooms, and regular staff training on disability support and accessibility services.

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5.2 Conclusion

The study concluded that accessible library facilities played an important role in promoting effective utilization of library services among people with mobility disabilities. The availability of facilities such as ramps, wide doors, and accessible furniture contributed positively to library usage and encouraged independent access to information resources.

The study further concluded that although some accessibility facilities were available at Uhuru Mchanganyiko Primary School Library, they were not fully adequate to satisfy the needs of all users with mobility disabilities. Several barriers, including inadequate infrastructure, limited assistive technologies, and insufficient staff training, continued to affect effective utilization of library services.

Furthermore, the study concluded that improving physical infrastructure, providing assistive technologies, and strengthening staff capacity through regular training would significantly improve accessibility and utilization of library facilities. These improvements would promote equal access to information and support inclusive learning opportunities for people with mobility disabilities.

5.3 Recommendations

Based on the findings and conclusions of the study, the following recommendations were made:

5.3.1 Recommendations to Library Management

➢ The library management should improve accessibility infrastructure by constructing additional ramps and improving access routes within the library.

➢ The library should provide more accessible furniture and equipment suitable for users with mobility disabilities.

➢ Adequate funds should be allocated for acquiring and maintaining assistive technologies and accessibility facilities.

➢ Accessible washrooms should be improved to ensure convenience and comfort for users with mobility disabilities.

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➢ The library should regularly assess the accessibility needs of users and make necessary improvements.

5.3.2 Recommendations to Library Staff

➢ Library staff should receive regular training on disability awareness and inclusive service provision.

➢ Librarians should provide continuous support and guidance to users with mobility disabilities.

➢ Staff should promote awareness of available accessibility services and facilities within the library.

➢ Library personnel should strengthen communication with users to identify and address accessibility challenges promptly.

5.3.3 Recommendations to Library Users

Different recommendations were provided as follows:

➢ Users should actively utilize the accessible facilities provided by the library.

➢ Users should provide feedback regarding accessibility challenges and suggest possible improvements.

➢ Users should participate in library programs and awareness activities related to accessibility and inclusion.

5.3.4 Recommendations to Government and Other Stakeholders

➢ The government should provide financial support for improving accessibility infrastructure in libraries.

➢ Educational institutions should strengthen policies that promote disability inclusion within library services.

➢ Stakeholders and development partners should assist libraries in acquiring assistive technologies and accessibility equipment.

➢ Relevant authorities should ensure that libraries comply with accessibility standards and disability inclusion policies.

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5.4 Areas for Further Research

➢ Further research could be conducted on the role of assistive technologies in improving access to library services for people with disabilities.

➢ Additional studies could examine the accessibility of library services for people with visual and hearing impairments in Tanzania.

➢ Future researchers could investigate the implementation of disability inclusion policies in school libraries and public libraries.

➢ Comparative studies could be conducted to assess accessibility and utilization of library facilities across different educational institutions in Tanzania.

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APPENDIX I

RESEARCH QUESTIONNARE TO STUDENTS

Dear Respondent,

My name is RAHMATH B ISMAIL, I am a student from school of library, Archives and Documentation Studies (SLADS). In diploma of library and information management as a party of study programmer. Am conducting a research report on **"**AN ASSESSMENT ON EFFECTIVE UTILIZATION OF LIBRARY FACILITIES BY PEOPLE WITH MOBILITY DISABILITIES: A CASE OF UHURU MCHANGANYIKO PRIMARY SCHOOL LIBRARY, DAR -ES- SA-LAAM**)**", Therefore, humbly request to responded honestly to these questionnaires guide which will help to collect data in your institution.

Questionnaire

1. What is your gender?

A. Male ( )
B. Female ( )

2. What is your age?

A. 15-20 ( )
B. 20-25 ( )
C. 25-45 ( )
D. 45 And above ( )

3. Are there library facilities available for people with mobility disabilities in this library?

A. Yes
B. No ( )
C. Not sure

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4. How accessible are the entrances of the library for people with mobility disabilities**?**

A. Very accessible

B. Accessible ( )

C. Not accessible

D. Not sure

5. What library facilities do you use?

A. Digital library resources

B. Reference section

C. Computers and internet ( )

D. Books lending services

E. Reading rooms

F. Other (please specify) .....

6. How important are library facilities for people with mobility disabilities?

A. Easy access to informationB. Accessible buildings and equipment

C. Equal opportunity in education ( )

D. Support from library staff

E. Access to digital resources

F. Other (please specify) .....

7. What is the main challenge faced by people with mobility disabilities when using library facilities?

A. Poor infrastructure

B. Lack of assistive equipment

C. Limited space for movement ( )

D. Lack of support from staff

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APPENDIX II:

INTERVIEW QUESTIONER GUIDE FOR LIBRARIAN STAFF

Interview questions

1. What types of library facilities are available in this library for people with mobility disabilities?
2. Are there ICT facilities to support people with mobility disabilities in the library?
3. How do these library facilities help people with mobility disabilities to access information and learning materials?
4. What challenges do you face on service provision to people with mobility disabilities?
5. What improvements would you suggest to make the library facilities more accessible?

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APPENDIX III

APPROVAL LETTER OF DATA COLLECTION

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE NA TECHNOLOGY
TANZANIA LIBRARY SERVICES BOARD

When reply please note:-

Renf. No: AE.23/420/01/159 **16/06/2026**

Principal,
SCHOOL OF LIBRARY,
ARCHIVES AND DOCUMENTATION STUDIES,
P.O. BOX 227,
BAGAMOYO.

RE: PERMISSION TO CONDUCT RESEARCH

Please refer to the subject matter above and your letter **Ref. No. DA.201/457/VOL/1/20** dated **16th April 2026.**

2. We acknowledge receipt of your letter introducing **Ms. Rahmath Bashiru Ismail** a student pursuing an Ordinary Diploma at the School of Library, Archives and Documentation Studies, Bagamoyo, Tanzania.

3. In response to your request, we are pleased to grant her permission to conduct research titled *"An assessment on effective utilization of library facilities by people eith mobility disabilities"* within our jurisdiction.

4. She is authorized to collect data from 17th June 2026 to 19thJune 2026. During this period, she will be required to observe all applicable rules and regulations governing public service.

5. Please find the attached document for completion and submission.

6. Thank you for your cooperation.

Dr. Rehema C. Ndumbaro
For: **DIRECTOR GENERAL**

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