

Alternative Library Models Suitable For Rural Communities in South Africa: Services of Various Library Types

N. P. Mahwasane

*Department of Library and Information Services, University of Venda, South Africa
E-mail: Nkhangweni.mahwasane@univen.ac.za*

KEYWORDS Documentation. Information Needs. Information Services. Rural Library. Extension Services

ABSTRACT Libraries are essential elements for the provision of both wanted and needed information in order to enable people as a whole to succeed in life. As a result, it is of paramount importance that even though most of the people in the rural areas are not literate, and they are oral based, communities in the rural areas should have suitable libraries that will be able to address their needs. This study investigates the alternative library models suitable for rural communities in South Africa. The study employed literature review methodology along with narrative and integrative approach. Significant literature existing on different community library and information services in the rural communities they provide to meet the needs of people in the rural communities were consulted. The aim of this conceptual paper is to highlight the various alternative libraries that are suitable to meet the information need of people living in rural areas. Based on the literature review, this study brings to light different types of libraries and information services that can assist in closing the information need gap of rural people. The study recommends that suitable libraries and information services that will be able to provide relevant information to meet the information needs of the rural people who cannot read and write should be made available in rural communities.

INTRODUCTION

Considering that there is a lack of libraries in the rural communities in South Africa, alternative library models can be utilized to substitute the libraries. People in rural areas also have their needs that are different from the needs of people in urban areas. Libraries are associated with education, books, and as a result literate people only can use the libraries effectively. On the contrary, most people in the rural communities are not educated and cannot read and write, but still, they have the information needs that they want to be met. This is also supported by Mahwasane (2008), in her studies, she indicated that although people coming from an African culture are not certainly non-reader, they do hold a certain level of knowledge in their individual unique information situation. On the other hand, public libraries are meant for modern societies to meet the information needs of educated consumers. Mostert (1993: 71) opines that the usual western public library is appropriate for use by population who are “well -educated”, educated, and illiterate members of the community are not taken into account,” information needs of the rural communities addressed (Moyo and Chibaya 2017: 1).

According to Salim (2020: 31), “community library is not only a library of few books but also a hub of the local communities, particularly of the rural and disadvantaged communities offering a

continuously changeable information resource for the community. It empowers individuals and communities to help them reach their goals”. Therefore, information plays an important role in the lives of people, without the information, they cannot succeed. According to Marcella and Chowdhury (2018), information poverty is regarded as being unable to reach or access needed information for the purpose of survival and development. This view on information poverty is also supported by Strand (2016) who indicated that information poverty is concerned with lack beyond information or technology it also includes lack of using, accessing, producing and realizing the value of information. OECD (2017) stressed that information poverty is in abundance in developing countries. “A community library means a distinct type of public library or an alternative to a public library that is established and governed by local people with or without public funding normally in disadvantaged areas to supply miscellaneous studying facilities and community information services for the growth of life” (Salim 2020: 31).

Objectives of the Study

The objectives of this paper are as follow:

To examine the alternative library models that can be used in rural areas; to explore the information needs of people in rural areas, and understand the different types of libraries.

The Community Library and Information Service (CLIS)

According to the 68th IFLA council and general conference (2002: 2-3) the community library and information services (CLIS) are playing an important role in the rural areas by empowering the rural community members in as far as their basic needs are concerned. The services rendered by the CLIS are able to cover the information needs of all the community members from all walks of life, also taking account of the uneducated people. The CLIS environment is not a complex and complicated one. The semi-literate and illiterate are also able to use the type of library because the condition is conducive to that. According to the 68th IFLA council and general conference (2002), the CLIS should not be a frightening place while on the other hand the provision of services are easy to all the community members and the services should be user friendly. The educational and economic status of the community should also be taken into account as far as the entrance into the CLIS is concerned.

“The library can’t reach the illiterate masses through its book delivery services; they create different activities under extension service programmes like organize a lecture or exhibition, musical concert, a puppet show, a drama, celebration of a local festival, a story hour, book display session, reading circle, mobile library services, adult education programme, etc. which will reach to literate as well as to the illiterate people of the society” (Borghain and Nath 2020: 3).

The Types of Services Provided by the Community Library and Information Services (CLS)

According to the 68th IFLA Council and General Conference (2002) and Meyer (2002) since the African community are generally of oral tradition, most of the population both you and adults cannot read and write. As a result, the books are valueless and do not have meaning to them. They need the services.

In Africa, Acacia, for instance, has funded pilot telecentre projects as part of a program aimed at “advancing the access of disadvantaged communities in Africa to modern information and communications technologies and to apply them to their own development priorities” (Benjamin 2000: 3)

The Community Library and Information Services (CLIS)

The community library is the library that is funded by the grant referred to as community library services conditional grant which is used by the government to finance /fund the library services in order to improve access to libraries as well as to address backlogs in the services. Moreover the grant ensures that it covers the basic needs of the community library such as the “proper library services including: materials, maintenance of existing facilities, appointment of staff, use of IT systems, use of monitoring systems and library programs deliveries. With this grant, the province needs to report against the business plans as well as the national department so as the funds may be released to the provision” (South Africa Department of Arts and Culture 2013: 58).

Moreover, according to Mokgaboki (2002), the cluster library is the best solution that can be suitable for rural people since there is still disparity in as far as community library and information services are concerned. Therefore, the communities nearby can be clustered together to be assisted by a mutual community library and information service so as to reduce monetary challenges (Mahwasane and Mudzielwana 2016b).

The Community Library

According to Moyo and Chibaya (2017), the community library provides information that addresses the socio-economic, cultural, educational, political, environmental, and technological needs of the communities (Moyo and Chibaya 2017). This is also supported by Mahwasane (2008), who opined that community libraries are also considered as the community information center and consequently, community library and information services aim to transform the lives of the people in the rural community with “timely educational, informational, recreational, and cultural information, documents or resources” (Mokgaboki 2002: 78). Mahwasane (2008) stressed that for the community library to provide relevant services that will address the needs of the whole community, library planning as well as community analysis have to be done in detail so as to identify the real needs of the community. The community library can be accommodated in any usual space and be utilized for the purpose

of the community library. In rural areas where the majority of people cannot read and write, books are not considered important when people are unable to read them. Therefore, the services required in those types of communities are the facilities that sustain the basic needs, food and safety by means of supplying appropriate knowledge concerning social safety programs that makes them aware of the provision of food and accommodation to those who require them (Mayer 2002; Mokgaboki 2002).

Extension Services

There are different extension services that are provided to users in the community, services “such as s like reading circles, exhibitions, mobile library, book display, adult education programme, special talks, etc.” (Borghain and Nath 2020: 3). Kumari and Singh (2017) stressed that there are “different forms of extension services provided by public libraries like library orientation, reading/study circle, organizing meetings, public lectures/talks; arranging cultural programmes, observation of events and festivals, book fair/ exhibition, mobile library services, etc. The primary goal of these services is to transfer a public library into a social and cultural institution.” Moreover, Nanjunda (2017) supported this and denoted social insertion amenities such as occupation information, training curricula for modest assessments, consciousness concerning community development instruction and many other things. With extension services the only challenge is lack of exposure and lack of knowledge.

Public Library

“A public library is more or less the information storehouse and the custodian of knowledge for posterity in its community of operation. It is not just the clearinghouse for all informational, educational and recreational needs for a nation; it is more importantly, a source of power. Public libraries are primarily saddled with responsibilities bordering on conservation, preservation and of course, the transmission of the people’s culture” (Chukwueke 2020: 7). Consequently, public libraries are important tools for social and political changes, but indeed, as the principal guardians of intellectual freedom (Chukwueke et al. 2019).

“Sadly, public libraries are yet to embrace the recommendation of the International Federation of Library Association (IFLA), which revealed that the services provided by the public library should include community information services, recreational activities, reference services, loan services, storytelling, reading, career information, customer care, adult literacy education and many more” (Chukwueke 2020: 5). By so doing, “public libraries will remain relevant and keep up with the many needs and expectations of their users, they must be proactive, vibrant, and abreast of the latest developments in information dissemination as they play a crucial role in the advancement of knowledge” (Anyalebechi and Udo-Anyanwu 2016: 39). Public libraries should provide a variety of both resources and services as well as making sure the effective operation of the resources through their users. The best way of inspiring the clients to employ the library resources is by taking the initiative as well as providing access to the Internet and provide community-based services comprising literacy programs (Chukwueke 2020).

Community Centers

Community Information Communication Technology Centres

“Community ICT centres refer to a physical structure in which members of (usually) a disadvantaged community can access the Internet. This type of information resource centre includes telecentres, multipurpose community centres (MPCCs) and various other variations”. Benjamin et al. (2000), pronounce services provided by the Community ICT centres as information resources and communication connections that are used to provide services to people living in rural communities. The perception that computers being joined to the telecommunications network could be utilized to supply information to remote rural areas by joining them to the Network and, as a result, the contemporary economy, created in the industrialized countries (Benjamin et al. 2000).

Multi-Purpose Community Centres (MPCCs)

According to Berlyn (1998), the Multi-Purpose Community Centres (MPCCs) is regarded as an integrated community development center

in community contribution plays a crucial role in providing the information needs of the rural people. Most of the MPCCs and telecentres in South Africa appear to experience deficiency in as far as successful administration and other matters such as well-maintained and working equipment, and the availability of Internet that should encourage the disadvantaged rural areas with suitable and significant information.

“In 2002, 20 MPCCs of the GCIS were listed, of which eight did not have a centre manager or general information centre manager, and only two had a fully equipped telecentre with telecommunications facilities, including Internet access from which information on the government websites could be downloaded. The rest of the MPCCs depended on traditional media such as pamphlets and interpersonal communication for disseminating government information” (Snyman and Snyman 2003: 97-101).

Telecentres

According to Van Audenhove (1999), the type of services suitable for under developed communities were to be planned and initiated by the Universal Service Agency (USA). Hundred telecentres were considered so as to provide access to telephony and information services and also to address the fundamental progressive needs and make available education in the information era skills (USA 2006). Schreiner (1999: 66-70) confirmed that “there were serious problems in this regard. She found that the great anticipation created around the launch of the first USA telecentre in April 1998 was not met. There were frequent technical problems and little support for the managers from the Agency, yet the project continued”. Snyman and Snyman (2003: 97-101) “found that less than half of the 56 telecentres listed by the USA could be reached by telephone during office hours. Telecommunications services were poor and only nine telecentres had an Internet connection”. According to USA (2006) in 2005, 111 telecentres were installed, and functioning and the project was a success and it spread out.

Public Information Terminals (PiTs)

According to South Africa Department of Communications (1998), Public Information Terminals

(PiTs) were supposed to be positioned in places such as the post offices and the Internet laboratories. The PiT system is another type of service which is suitable for meeting the information needs of the people in rural areas. The PiT is found to be steady, needs frequent supervising, as well as dependent on the databases that carry on developing regular (Snyman and Snyman 2003).

According to South African Post Office Limited (1999: 1), the aim of PiTs was “to create a communication infrastructure through which the public will have access to information from Government/business as well as be empowered to communicate via Internet or e-mail with the party of their choice”.

“Due to the fact that PiTs are stand-alone units that can be (and were later) placed in any location and are not, due to the skewed distribution of post offices in South Africa, available in most instances to the needy rural populations, they will be left out of the evaluation to follow. Telecentres of the USA, MPCCs and CPOs can, in summary, be regarded as the most important vehicles for the centre approach chosen by the government to ‘offer(ing) a range of developmental services (including information services) ... to the people out there’ (Berlyn 1998: 21). Moreover “occasional reluctance on the part of branch staff to buy into the idea of having Internet kiosks within their environment” is cause of the challenges in the provision of services (SAPO 2006: 3).

Rural Library

A rural library is regarded as a library or library system that provide services such as the library service as well as the resource persons and administrators who offer assistance to a rural community or inhabitants that predominantly resides in places such as the farms and ranches, as well as in distant communities (Reitz 2004). Moreover, Kempson (1986) in support of the view of rural libraries, stressed that the rural library is not supposed to specialize in providing only one type of resource like for example printed materials and that the rural library should be located in the community and be managed by the member of that specific community; and the rural library service should be a channel for transferring information both to and from the local community. It is not surprising that a rural library has a benefit above

other communication means such as media and printed materials because it can provide extremely custom-made services to the community. Dent (2006: 19-26), indicated the reasons why the rural libraries are important:

- “to help the rural children and adults maintain knowledge gained from their education;
- to help a rural community understand the country’s social, political and economic endeavours and nation building efforts;
- to aid in the development of wholesome family life, providing materials about social, economic and health care development; and
- to inspire members of the community to read, to use books, information and knowledge access, and to enjoy all materials in the library for education and recreation.”

These services enable the rural people to develop reading habits and it also helps inhabitants, as well as by improving their literacy speed in the rural communities.

Conceptual explanation has been compelled by the fact that so many terms have emerged in the literature which is related to rural establishments, and these libraries are sometimes interchangeably referred to as “rural village libraries”, “rural libraries”, “community libraries”, rural community libraries”, and “village libraries” (Nwokocha and Chimah 2016: 2). According to Dent (2014), the public library differs from other types of libraries because they (public libraries) are often dependent on the “governance and its affiliation (local, national library service, NGO) and funding (local tax, local philanthropy, national government, international philanthropy, and so on)”.

Rural Community Libraries

Rural community libraries are regarded as prospective general resources for progressing individuals as well as groups. Consequently, it can be considered as a means of development to embark on different progressive plans concerning sustainable development in the country as a whole. In a rural community library, the librarian is considered a supporter of rural community development. Moreover, the rural community library functions as a nucleus for all activities performed in the particular community and culture. The rural

community library is regarded as a solution as far as the provision of numerous things for the rural community is concerned, like for example, economic, social and cultural development (Mia 2020). Literature (Hamilton-Pennell 2008; Jones 2009; Abu et al. 2011; Strand 2016) denoted that, libraries are indispensable in most of the crucial responsibilities such as sustaining education, community rules and procedures, information, social improvement as well as economic improvement. The notion on rural community libraries contributing to the social development of the community is supported by Leonard and Ngula (2013) who indicated that the involvement of the rural community libraries in the society as well as their effect on social and economic advancement should be taken into consideration and that the rural community library plays an indispensable role in the community as a whole.

“Rural community library plays various important roles in the reduction of information poverty. A rural community library is established to deliver advice centre functions and community information centre for the people of the community rather than only offering a volume of books and study materials to learners. Rural community library provides information to address the real needs of the people. Different communities have different information needs. A rural community library is actually established on the basis of considering the real information needs of the community. People’s demand for information is changed on the basis of changing communities. A rural community library is always active to meet the changing needs of the community” (Mia 2020: 34-35).

Sultana (2014) opines that the development of a community lead to the development of the country as a whole. This is supported by Lahti (2015) who indicated that the community library is an indispensable vehicle advancement in the community and as a result, contribute successfully in various domains of community success.

Community Book Units (CBU)

A Community Book Unit (CBU) is one of the information services that are used in the rural communities to assist the rural people with their information needs. These are similarly identified as ‘wheelie wagons’. A Community Book Unit

is a huge storage place with entrances which is attached on little 'wheels'. The entrances of the cabinet can be padlocked for protection and to move the storage place 'is pushed around a flat floor' by a single individual. The entrances of a cabinet are easy to open and close. The CBUs' collection can be up to 2 500 of books. This service is managed by an individual being for just a limited period in a week. When the CBU is not being utilized, its' entrances can be closed and moved aside to provide space in the storage place for other activities (Department of Arts and Culture 2013).

"In some provinces, CBUs have been placed in unused rooms on farms, community halls, church facilities and schools. The communities have equipped the rooms and transformed them into small, functional libraries. In the hierarchy of libraries, CBUs are used to serve areas with very low population densities. The population density in these areas is expected to remain low and CBUs are seen as a long-term service delivery solution. A critical part of the CBU service is that the province must renew the book collection of the CBU regularly. Note that CBUs are a more cost-effective means of reaching small, low density populations than mobile book vans/busses due to the high operating costs of the latter" (Department of Arts and Culture 2013: 74).

Container Library

Container libraries are minute libraries accommodated in 'sole or dual containers' or in 'prefab buildings'. Solitary containers are user-friendly since they can be installed and shifted without difficulty because, it is to a greater extent challenging to shift or rearrange 'double containers' or 'prefab buildings'. A container library is a profitable means to examine the requirement for library services. They are supposed to be a temporary method of offering the service although they can be able to be enough accommodations for a period of 10-15 years (Department of Arts and Culture 2013).

"In the hierarchy of libraries, container libraries are used where there are small populations living close together. If the population in these areas (i) grows or (ii) shows a good demand for library services, then the container library may be upgraded. Again, a critical part of the container library service is that the province must renew

their book collections regularly. The costing model is built around a container size of 55m², that is, a double container size. This square meter variable is used to estimate service populations and operational costs" (Department of Arts and Culture 2013: 74).

Problem Statement

Bearing in mind that people in the rural communities have both reading and 'information needs', 'alternative library services' that can be able to provide information that can meet their needs are imperative. Even though people in the rural communities have a background knowledge of an oral-based culture, they still have reading and information needs which is not possible to meet through this oral culture. There are conventional libraries that are able to provide for both the reading and information needs of people in rural communities. Therefore, in the rural communities, where there are no usual libraries due to poverty, absence of qualified employees, finances, resources as well as infrastructure, alternative library services can play an indispensable role in meeting the reading and information needs of people in rural communities.

Purpose of the Study

The purpose of the study is to describe the information needs of the people in the rural communities. The different types of libraries suitable to provide relevant information to address the information needs of people living in rural communities will be highlighted. The study will also explore the information service rendering of the alternative libraries to people in rural communities to assist in closing their information gap. Finally, to study the fundamental notion of rural community library, Community Library and Information Services (CLIS) as well as the information needs of the rural communities.

METHODOLOGY

This study applied literature review methodology along with narrative and integrative approach. Significant literatures existing on different community libraries and information services in the rural communities they provide to meet

the needs of people in the rural communities were consulted. Various accessible secondary information sources for example books, journal articles, conference proceedings, official reports as well as Internet websites were employed for data collection.

OBSERVATIONS AND DISCUSSION

Currently, information is regarded as an important need of life, which also enables people to be able to get hold of other basic needs like for example as food; shelter etc. for their survival and growth. Therefore, it is true that the survival and advancement of human being is impossible without access to information. Information is the important tool that is precise in hastening the speed of advancement of people and the nation as a whole. Most of the Governmental, non-governmental charitable organizations have their own means of functioning as the provision of information need require by people in the rural communities that will enable them to make end meets in their lives and this type of service is called Community Information Service (CIS) is performed by many (Majumder 2016).

“Information need of urban people are different from rural people. The common information needs of rural people require assistance for the following types of information:

- “Agriculture and related issues
- Education
- Employment
- Health
- Self-Employment
- Animal husbandry
- Financial assistance
- Government programmes
- Legal aids
- Social welfare
- Cottage industries
- Housing
- Horticulture
- Local and political news” (Majumder 2016: 798).

Community information is very crucial to people in the rural communities and it empowers persons to make knowledgeable choices concerning them and everyone close to them in the communities. Moreover, this information can also help them to solve their problems, and can encourage

involvement, social inclusion as well as democratic development (Nwokocha and Chimah 2016).

“The history of the rural community library in Africa is closely related to the need for a more organic service to meet the information needs of rural peoples. These small libraries often operate in areas without electricity, paved roads or running. They serve rural communities that have no other access to reading materials. Rural village or community libraries are found in Nigeria, Ghana, South Africa, Stilwell, Tanzania, Kenya, Botswana, Mali, Zimbabwe, Uganda and Burkina Faso among other countries” (Nwokocha and Chimah 2016: 3).

There is a “need for essential amenities like the good transportation system, electricity, schools and good water supply; health care deliveries such as EPI, health care centers for their pregnant women, family planning and environmental sanitation; how to form cooperative societies and how to get credit facilities from governments and their agencies; their culture and the culture of other people; and the need for recreation that is, the various ways by which they could relax after a hard day’s work. Considering therefore, the highlighted information needs of rural dwellers, it is important that rural libraries should be able to identify information needs peculiar to a particular community and preferred ways of disseminating information” (Momodu 2012: 92-93).

Information infrastructure in the majority of underdeveloped countries has a number of important imperfections. The postal and telecommunication systems are not available in these areas, those that are existing have deficiencies. This is consistent with literature that “there is little funding, particularly foreign exchange, for the maintenance of channels of communication distribution. There is inadequately trained manpower and an absence of properly stocked libraries. In some developing countries the morning newspaper arrives in the evening or the following day” (Adimorah and Ugoji 1997: 53). It is also understandable that as a result of deprived transport systems and distressing roads also have the influence in successfully providing needed information. In the largest part of African countries small-scale quantities of remote homes are clustered collectively to develop communities. As a result of this type of setting, it becomes a challenge to successfully make

available a proper communication system for their use. Moreover, in numerous underdeveloped countries the establishment of information technology has resulted into dissatisfaction and discouragement due to the fact that the system has either collapsed into disuse or for the reason that the information provided has not been suitable (Adimorah and Ugoji 1997).

Therefore, it is logical that there is no established national information policy in place in nearly all of these countries. In under developed countries primary information is made available precisely by established information organizations like for example “libraries, documentation centres and archives, broadcasting corporations’ departments of information and telecommunication, culture, education, external affairs trade and commerce, industries, finance planning, tourism and government printers”. This resulted in uncalled for repetition of work, because these established information organizations are not undirected (Adimorah and Ugoji 1997). It is also understandable that Adimorah and Ugoji (1997) concurred that the incredible expenditure of managing these types of established information organizations successfully and cost-effectively is the major challenge. There are expenses incurred for setting up and utilizing “telecommunication facilities, television sets, video cameras and tape recorders”, developing a computerized database and managing the making of ‘posters, leaflets and booklets’. The other challenge in under developed countries is the problem faced by the rural communities in adopting inter-agency collaboration and liaison. The rural communities’ ‘information centres’ are considered in the same way as enemies by numerous change agencies and as such, are also unwilling to cooperate. The amount of the utilization of the rural communities’ information centres by the users is decided by their position within the community (Adimorah and Ugoji 1997).

“The librarian of a rural community library is an advocate for rural community development. The rural community library serves as a focus for local activity and culture. Rural community libraries can contribute a lot to rural economic, social and cultural development. It actually, works in order to develop the socio-economic status of the community” (Salim 2020).

“Apart from library buildings that are found in developed areas, there are also other types of

library services that could be more suitable in rural areas. Taking into consideration that there is poverty in the rural areas, establishing a conventional library may be expensive compared to other types of library facilities that could be used. These types of library services (discussed below) could be provided in rural areas because they provide facilities that are affordable. They should try to focus on the needs of the rural community members who do not have a reading culture” (Mahwasane and Mudzielwana 2016b: 161).

Ogar et al. (2018) indicate that all people need the information to make important decisions and to solve problems in order to succeed all levels of life. “Another contributing factor that leads to the poor provision of library services to rural areas is the lack of industrialisation which results in poor economic conditions. While developed countries are industrialised and rich, developing countries are less industrialised and as a result they have poor economies” (Mahwasane and Mudzielwana 2016a: 35).

According to the Development and Access to Information Report (2017), access to information is a means for progressing internationally. It is not surprising that Sarkar (2019) opines that the public libraries have an important role in accelerating the importance for the development of community buildup circumstances to transformation. It also discovered that public libraries had a very considerable responsibility in managing the community information centres that will enable them to deliver the information needs of the people in the rural communities.

Moreover, Nanjunda (2017) affirmed that there are various public library services that are used to sustain the social inclusion of various communities such as for example: “employment information, training programmes for competitive examinations, SC/ST cell, awareness about community development programme, and other developments”.

CONCLUSION

Based on the findings of the study, the paper sheds light on the fact that information plays an important role in the lives of all people. We all need the information to make a breakthrough in life. As a result, although most people in the rural community are illiterate, and cannot read and write, they do have information needs. Not all

information needs of the rural communities can be met by information from any type of library. The type of information needs of the people in rural communities includes: Agriculture and related issues, Education, Employment, Health, Self-employment, Animal husbandry, Financial assistance, Government programmes, Legal aids, Social welfare, Cottage industries, Housing, Horticulture, Local and political news. These types of information needs cannot be met by academic libraries or special libraries. The information needs of rural people can be met by using the following types of libraries and information services such as: Community Library and Information Services, extension services, public libraries, rural libraries, rural community libraries, rural public libraries, container libraries, community book unit, etc.

RECOMMENDATIONS

The study recommends that suitable libraries and information services that will be able to provide relevant information to meet the information needs of the rural people who cannot read and write should be made available in rural communities. Future research is mandatory to ascertain helpful interventions that alternative library models may use to render its services to people in rural communities. Professional personnel should be trained to provide people living in the rural communities with relevant information that address their information needs. The rural libraries and information services should be well equipped with the facilities, infrastructure and proper information technology. People in the rural areas should be made aware of the availability of these libraries and information services and they should be educated about the indispensable role that they can play in their lives.

REFERENCES

- Abu R, Grace M, Carroll M 2011. The role of rural public library in community development and empowerment. *The International Journal of the Book*, 8: 2.
- Adimorah ENO, Ugoji P 1997. Rural community information system in Nigeria. IMO State Project Report. *World Libraries*, 7(2): 40-55.
- Anyalebechi LI, Udo-Anyanwu AJ 2016. Public library services and the attainment of the social well-being of users in Enugu State. *Journal of Policy and Development Studies*, 10(1): 37-47.
- Benjamin P 2000. *Telecentre 2000: Literature Review*. Pretoria: DRA-Development and LINK Centre.
- Benjamin P, Stavrou A, Burton P, McCarthy C 2000. *Telecentre 2000: Synthesis Report*. Johannesburg: DRA-Development and LINK Centre.
- Berlyn J 1998. Multi-purpose community centres and the dissemination of government information. *Meta-info Bulletin*, 7(4): 20-27.
- Borghain Debajit, Nath Rima 2020. Public library extension service as a community development programme: A case study. *Library Philosophy and Practice (e-journal)*, 4351. <https://digitalcommons.unl.edu/libphilprac/4351>
- Bryman A 2012. *Social Research Methods*. 4th Edition. New York: Oxford University Press.
- Chukwueke Chukwuemeka 2020. Transposing Public Libraries for Effective Information Services Delivery and Rural Development: The Nigerian Focus. *Library Philosophy and Practice (e-journal)*, 4660. From <<https://digitalcommons.unl.edu/libphilprac/4660>> (Retrieved on 15 May 2021).
- Chukwueke C, Onuoha J, Nnadozie CD 2019. Libraries as Facilitators of Intellectual Freedom. *A Paper Presented at the 57th National Conference/AGM of the Nigerian Library Association*, Held at the Petroleum Training Institute (PTI) Conference Centre, Efurrun Warri Delta State, Nigeria, 28 July – 2 August 2019.
- Dent VF 2014. Rural Library Services in African Countries: History, Development, and Characteristics. From <www.igi-global.com/.../rural-library-services-in-african-countries/94475> (Retrieved 15 May 2015).
- Dent VF 2006. Modelling the rural community library: Characteristics of the Kitengesa Library in rural Uganda. *New Library World*, 107(1220/1221): 16-30.
- Hamilton-Pennell C 2008. Public Libraries Community Economic Development: Partnering for Success. *Rural Research Report*, The Illinois Institute for Rural Affairs, Western Illinois University, 18: 10.
- Hulbert D 2006. *An Approach for the Sustainability of ICT Centres Implemented by Technikon SA in Developing Areas in Southern Africa – Case Studies*. PhD Thesis, Unpublished. Pretoria: University of Pretoria
- Jones SK 2009. The community library as site of education and empowerment for women: Insights from rural Uganda. *Libri*, 59: 124-133.
- Kempson E 1986. Information for self-reliance and self-determinations: the role of community information services. *IFLA Journal*, 12(3): 182-191. doi:10.1177/034003528601200306
- Khumalo F 1998. Preliminary Evaluation of Telecentre Pilot Projects. From <www.itu.int/ITUUD/univ_access/evaluation/usa.htm> (Retrieved on 15 February 2021).
- Kumari M, Singh S 2017. Extension Services In Public Library. *Worldwide Journal of Multidisciplinary Research and Development*, 3(9): 351-353. From <<http://www.jmr.com/archive/2017/9/455/extension-services-in-public-library>> (Retrieved on 10 February 2021).
- Lahti M 2015. Libraries for development: community libraries as tools for national and local development. In: H Mandl, NH Lukileni, R Niskala (Eds.): *Strong libraries, Strong Societies: The Role of Libraries in Socio-economic Development*. Windhoek, Namibia: University of Namibia, pp. 34-40.
- Leonard A, Ngula A 2013. *The Role of Community Libraries in the Society: The Case of Maxwilli Community Library*. Proceedings of the Namibia Library Symposium 7-9 October 2013 Windhoek. Namibia: University of Namibia.
- Mahwasane NP 2008. *Provision of Library Services to*

- Disadvantaged Children in Rural Areas of the Limpopo Province*. Pretoria: University of South Africa.
- Mahwasane NP, Mudzielwana NP 2016a. Library and information services to children: A review. *Journal of Social Sciences*, 46(1): 29-38.
- Mahwasane NP, Mudzielwana NP 2016b. Public and community library and information services. *Journal of Sociology and Social Anthropology*, 7(3): 160-166.
- Majumder Krishnapada 2016. Community information services through public libraries and information centres: An experience in West Bengal, India. *Qualitative and Quantitative Methods in Libraries (QQML)*, 5: 797-804.
- Marcella R, Chowdhury G 2018. Eradicating information poverty: An agenda for research. *Journal of Librarianship and Information Science*, 52(2): 366-381.
- Mayer L 2002. Woman, Democracy and Participation in the Information Society. In: *Proceedings of the 68th IFLA Council and General Conference*, 18-24 August 2002. Pretoria: Tswane Metropolitan Library and Information Services.
- Mokgaboki SN 2002. Extending community library and information services to rural areas – the challenges that lie ahead. *South African Journal of Library and Information Science*, 68(1): 78-79
- Momodu OM 2012. Rural libraries and community development in Nigeria. *International Journal of Basic, Applied and Innovative Research (IJBAIR)*, 1(3): 91-97.
- Mostert BJ 1998. Community libraries: The concept and its application – with particular reference to a South African community library system. *International Information and Library Review*, 30(1): 71-85.
- Moyo OT, Chibaya DN 2017. *Rural Library Services and Community Initiatives in Zimbabwe*. IFLA, WLIC. WRocLAW.
- Nanjunda DC 2017. An examination of the role of public libraries addressing social inclusion in India. *SRELS Journal of Information Management*, 54(3): 142-146. <https://doi.org/10.17821/srels/2017/v0i0/109562>
- Nwokocho Udo, Chimah Jonathan Nduhuisi 2016. *Library and Information Services for Rural Community Development in Africa: Problems and Prospects*. IFLA, WLIC.
- OECD 2017. DAC list of ODA [Official Development Assistance] Recipients. From <<https://www.google.com/search?q=OECD+%282017%29,+DAC+list+of+ODA+%5Bofficial+development+assistance%5D+Recipients&ie=utf-8&andoe=utf-8&andclient=firefox-b>> (Retrieved on 25 February 2021).
- Ogar CE, Dika SI, Atanda LA 2018. Challenges and prospects of information service delivery to rural people of Nigeria. *Research Journal of Library and Information Science*, 2(3): 14-28.
- Onuoha Juliet, Chukwueke Chukwuemeka 2021. Effective information services delivery in Nigerian public libraries: Panacea for rural development. *Social Sciences*, 10(1): 1-6. doi: 10.11648/j.ss.20211001.11
- Reitz JM 2004. *Dictionary for Library and Information Science*. Danbury, USA: Libraries Unlimited.
- Salim Mia Md 2020. The role of community libraries in the alleviation of information poverty for sustainable development. *International Journal of Library and Information Science*, 12(2): 31-38.
- Sarkar A 2019. Public libraries and community information services: an experience in blocks of Sundarban Region, South 24 Parganas. *SRELS Journal of Information Management*, 56(1): 32-35. <https://doi.org/10.17821/srels/2019/v56i1/131264>
- Schreiner H 1999. Rural women, development and telecommunications: a pilot programme in South Africa. *Gender and Development*, 7(2): 64-70.
- Snyman ME, Snyman MMM 2003. Getting information to disadvantaged rural communities: The centre approach. *South African Journal for Library and Information Science*, 69(2): 95-108.
- South Africa Department of Arts and Culture 2013. *Project Report Cornerstone Economic Research for the Costing the South African Public Library and Information Services Bill*. Pretoria, South Africa.
- South African Government Information (SAGI) 2006. Launch of the Department of Communications (DOC) and the Universal Service Agency (USA) INK Community Digital Hub. From <www.info.gov.za/speeches/2006/06051710151001.htm> (Retrieved on 20 February 2020).
- South African Post Office (SAPO) 2006. South African Post Office Annual Report 2006. From <www.sapo.ca.za> (Retrieved on 20 February 2021).
- South African Post Office Limited 1999. Public Information Terminals: Project Overview, Enquiry number: RFP012/99/PLR: 3.
- Stones L 2007. Rescue Attempt on Poorly Performing Telecentres. Myadsl.co.za, January. From <www.mybr.com> (Retrieved on 20 February 2020).
- Strand KJ 2016. *The Role of Libraries in the Eradication of Information Poverty and Empowerment of Women*. Madison, WI, USA, University of Wisconsin.
- Sultana R 2014. Rural library services: lessons from five rural public libraries in West Bengal. *International Journal of Humanities and Social Science Innovation*, 3(10): 27-30.
- The International Federation of Library Associations and Institutions 2002. IFLA School Library Guidelines Draft. From <http://ifla.org/files/assets/school-librariesresource-centers/publications/ifla_school_library_guid> (Retrieved on 22 July 2017).
- Universal Service Agency (USA) 2006. New Names for the Agency and the Fund. From <www.usa.org.za> (Retrieved on 20 February 2021).
- Van Audenhove L 1999. South Africa's Information Society Policy: An Overview. *Proceedings of the Conference on the Moral and Legal Challenges of the Information Era. Centre for Information Development and Centre for Occupational Ethics*. Pretoria: University of Pretoria.

Paper received for publication in April, 2021
 Paper accepted for publication in August, 2021