

MIDLANDS STATE UNIVERSITY



Access and use of digitised special collections at Midlands State University Library

**By
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**A dissertation submitted in partial fulfilment of the requirements for the B.A Honours
Degree in Archaeology, Cultural Heritage and Museum studies.
In the Department of Archaeology, Cultural Heritage and Museum Studies**

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APPROVAL FORM

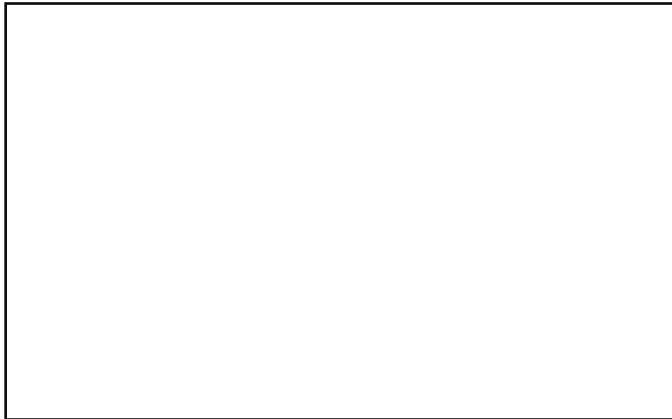
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DEDICATION

I dedicate this project to my mother Ms C. Asani whom I love very much.

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ABSTRACT

Academic libraries have digitised their collections for easy access and effective utilisation by adopting institutional repositories. The study noted that there is seemingly limited utilisation of digitised special collections by users at Midlands State University although the library has been able to digitise these collections and disseminate them on the Institutional Repository. Therefore, the research aimed to investigate the utilisation of digitised special collections at the Midlands State University Library. The study sought to explore how special collections are defined by the library and to what extent are they being utilised. It intended to determine and appraise the access tools provided by the library and to ascertain any challenges faced in the utilisation of these digitised special collections. The research was qualitative in nature where a phenomenological research design was used to explore how special collections are defined by the Midlands State University academic library and how frequently users are using the special collections. The study was able to explore how special collections are defined at Midlands State University Library. Positive remarks are given to the Midlands State University Library for collecting and digitising these special collections and providing effective access tools to digital information. However, it concluded that users are under-utilising these digitised special collections mainly because of lack of awareness over the availability of these collections and the institutional repository. Lack of awareness is coupled up with other variables that include lack of mobile data, availability of other online sources and hard copy information, in creating a barrier in accessing digitised special collections at Midlands State University Library.

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LIST OF ACRONYMS

ICA	International Council on Archives
UNESCO	United Nations Educational, Scientific and Cultural Organization
AIPPA	Access to Information and Protection of Privacy Act
MSU	Midlands State University
IR	Institutional Repository
USIM	Universiti Sains Islam Malaysia
WHO	World Health Organization
IT	Information Technology
OPAC	Online Public Access Catalogue

DEFINITION OF KEY TERMS

Academic Library

George (2010) An academic library is a library that is attached to a higher education institution which serves two complementary purposes to support the school's curriculum, and to support the research of the university faculty and students.

Access

Whatls (2018) defined access as having the right and being able to have hold or get what you need. Then information access is having the right and being able to have permission to use particular data at hand be it online, softcopy data, digital data or hardcopy information.

Digitised collections

Whatls (2018) defines digitised collections as information resources that are in digital form that can be accessed, read and manipulated with specific electronic devices

Institutional Repository

According to (Harnad 2009), This is a digital library for collecting, preserving, and disseminating digital copies of the intellectual output of a University.

Special Collections

Are the information and records that are produced within the functions of an institution and these are thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers (USIM Library 2018).

Use

Hanard (2009) defined use as to take something or to exploit something for one's own advantage. In this case it is to take hold and exploit the available information or library resource to one's own advantage.

CHAPTER 1

INTRODUCTION

1.1 Introduction

Academic libraries as information centres play a crucial and significant role in the dissemination, publicising of scholarly information and research material. Academic libraries are not merely just repositories of information or information centres. They are distinct in nature as they seek to provide access to information and disseminating materials for extensive researches by being fused within teaching, and institutions of higher learning (Jain and Bentley 2008). Modern academic libraries are interlinked with the academic society and they solely rely on their society. Academic libraries play a crucial role for its academic society by assembling, organising, preserving, socialising, all relevant manuscripts, collections, records, their constituents' documents, books (Ashikuzzaman, 2016). Academic libraries help in the transmission of knowledge from one generation to the other by providing sustainable use of library materials.

A wide range of collections are found within academic libraries and these include open shelf collections, special, reference, law, serials, individual and subject collections. These collections are made available for use by the library through various ways. For years libraries have disseminated these collections through traditional ways or the manual systems. The introduction of computer technology in the 21st Century has however influenced how academic libraries disseminate their collections. Information Technology (IT) have changed the academic environment (Jain and Bentley 2008). Information centres have embraced Information Technology (IT) to convert their analogue collections into digital form. Academic libraries has taken on the initiative to adopt and utilise computer technology by digitising their collections to offer easy access, to capture a wide range of users and for preservation purposes of their collections. Computer technology has been embraced well by academic libraries, and academic libraries have adopted and developed institutional repositories to disseminate the digitised special collections. Tapfuma (2010) notes that Higher Learning academic libraries disseminate research outputs and scholarly information accumulated at the institution through the institutional repositories.

Computer Technology have enhanced the automation of libraries and the adoption of institutional repositories to publicise and show case research material accumulated at institutions (Calero, 2013)

Institutional repositories have become an option for institutions of higher learning, to publish and exhibit their research outcomes thus adding contribution to the spread of valuable information on a world-wide perspective. This is why, academic libraries frame a crucial piece of the world's frameworks of education, data and information storage and retrieval or access. They make accessible digital books, films, recordings, and other media gathered, made and converted through time. Universities worldwide, including those in Zimbabwe have established institutional repositories to showcase the digitised special collections within academic libraries, although their utilisation are yet to be known.

1.2 Background of the study.

Information is considered as a key asset that must be made, stored, shared and moved in persistent flow for research. Within the 21st century, technological innovations have made digital materials to be created and accessed very easily and made open access for many (Jain and Bentley 2008). Over the years, universities have had difficulties on how to manage collections and digital media that are created (Jain and Bentley 2008). In addition, it is because of the increasing costs of electronic, print subscriptions and licenses from commercial publishers that have made it difficult for universities to subscribe all their collections online. This has inspired academic libraries as information centres to come up with alternatives to make available their digital collections available through the adoption of institutional repositories. For years libraries have been heavily based on the manual. Jain and Bentley (2008) noted that the main focus of the today's 21st century libraries is the introduction of electronic media and the digitisation of collections for online access drawing away from the manual initiative.

The evolution of the most significant digitised collections and use of institutional repositories is traced back to mid-1980s with the coming in of personal computers in institutions such as universities, libraries, archives all around the world (Peninah, 2016). This prompted the advancement of institutional databases around the globe. Calero (2013) noted that the first

institutional repository to be ever created was the ArXiv which was a subject repository in the United States of America, which collected re-prints in the fields of mathematics and physics. This institutional repository serves as the landmark of all the institutional repositories and open access to be ever created in the whole world. Calero (2013) noted that the National Institutes of Health in USA launched the e-biomed proposal to create a digital archive of biomedical post-prints and pre-prints in 1999. This proposal was to make available these prints without any subscription added (Torrado, 2007).

The evolution continued and extended to Europe, where in 1993 the British Library in the United Kingdom initiated the "Electronic Beowulf Project" to capture, convert and preserve forever cultural manuscripts into digital form as noted by (Koganuramath and Angadi 2003). This is one good example of how, throughout the world, information centres; libraries, museums and archives are digitizing collections for access & use and to preserve them for future generations. In the year 2000 in Berlin, Germany there was the Berlin Declaration on Open Access to sciences and humanities noted by (Hanard, 2009). And this led to the International Federation of Library Associations abbreviated as (IFLA) to commit itself in providing access to any special collections and academic research papers from the past to present for use, research and education. In May 2005 in the United States higher learning institutions developed and implemented institutional repositories in America after a call made by PubMed central (Torrado, 2007). Further initiatives in Europe were adopted that supported the idea of having institutional repositories to disseminate research outcomes. In October 2012 the (SCOAP), Sponsoring Consortium for Open Access Publishing called for the free and open access of articles that have been published in particle physics (Peninah, 2016). These articles were to be disseminated on the OpenAir Repository. The development of institutional repositories has traces within Asia were significant efforts of disseminating information online can be traced. Adoption of institutional repositories in Asian countries is fairly decent and the most significant initiatives followed the Berlin Declaration of Open access (2000).

Institutional repository development is fairly recent in Africa. Studies have shown that institutional repositories are being created, utilised and being used in high learning institutions / universities, although the continent still lags behind in terms of innovation. Information innovations are still in

their infant stages in Africa (Chiwere, 2010). Mutula (2012) noted that universities in Africa especially those in the Sub Saharan region embarked on adopting institutional repositories to digitise their special collections with the support of the Association of African Universities (AAU). In Africa, countries however lack the resources and the knowledge base to implement automated institutional repositories, however efforts are being made to digitise special collections (Mapulanga, 2012). Despite these efforts, issues of funding, copyright, support, technical equipment have always hampered the processes of providing meaningful institutional repositories and well digitised special collections. Despite these drawbacks there are however successful institutional repositories that have been created and most of them in Africa are in Southern Africa including Zimbabwe. Mapulanga (2012) noted that Southern African Universities lead the current total number of institutional repositories with all them Totalling to 54 established institutional repositories from 14 institutional repositories that of 2009.

Within Southern Africa, Zimbabwe has 11 well established institutional repositories. The Midlands State University Institutional Repository is one of them and its adoption can be traced back during the inception of the University itself in 2000. This is also an era which saw the popularisation of organisational and personal computer use in Zimbabwe. This era also saw the adoption of other significant institutional repositories in Zimbabwe that include The National Research Database of Zimbabwe, University of Zimbabwe Institutional Repository. The adoption of the institutional repository is part and parcel of digitisation at Midlands State University Academic Library. Special collections at Midlands State University have been digitised too and disseminated on the institutional repository. The digitisation of these special collections is targeting the open access initiatives in scholarly communication (Campbell, 2011).

1.3 Statement of the Research Problem.

The library has managed to collect and convert special collections from hard copy format into digital format and disseminated on the institutional repository. There is seemingly minimal utilisation of these digitised special collections by users at the Midlands State University Library. Minimal utilisation contradicts with the aims of academic libraries because it is of no use for academic libraries to collect, preserve and disseminate under- utilised information resources.

1.4 Purpose of the study.

To investigate on the utilisation of digital special collections at the Midlands State University Library.

1.5 Objectives of the Study

Objectives of the study seeks to:

- Describe the nature of special collections found at Midlands State University Library.
- Explore the user's (students and lecturers) level of knowledge on the existence of digitised special collections at the library
- Examine the extent to which the digitised special collections are being accessed and utilised at Midlands State University.
- Determine the access tools provided by the library to promote access to digitised special collections at Midlands State University.
- Ascertain any challenges in the utilisation of digitised special collections at the Midlands State University.

1.6 Research Questions

This research will be focused on answering the following:

1. How are special collections defined at Midlands State University Library?
2. How much of the targeted users are aware of the existence of digitised special collections?
3. To what extent are the digitised special collections being accessed and utilised at Midlands State University Library.
4. What access tools are being provided by the Midlands State University Library to promote access of digitised special collections?
5. What are the challenges to the utilisation of digitised special collections at the Midlands State University Library?

1.7 Significance of the Study.

The study benefits the Midlands State University Library administrators to have knowledge about how their digitised special collections are being utilised. They have been able to collect, and digitise special collections and disseminated them on the institutional repository. However not much has been done by the library in trying to investigate if targeted users are aware of the digitised special collections and to explore if they are utilising the digitised collections .This research is very important in exploring the user's level of awareness at Midlands State University and it also explores how the collections are being utilised. This information is very important to the library administrators as it will provide information that will be very important to the evaluation of their institutional repository.

The study explores the barriers to digital information access and this benefits the Midlands State University society as a whole. By exploring barriers to information access, library administrators can embark on initiatives to address the barriers and improve the access of digitised special collections which will however entail the effective utilisation. The study benefits the university as a whole as it influences effective utilisation of digitised collections to enhance research and learning.

Past researches have concentrated more on the adoption and development of academic institutional repositories in Zimbabwe. This research contributes to literature by exploring the utilisation of institutional repositories. The study lays a foundation for other tertiary institutions in Zimbabwe that they may intend to evaluate their institutional repositories, to investigate if their users are effectively utilising them or not.

1.8 Scope of the study

The research is focused on determining how special collections are defined at Midlands State University since these collections are defined differently from institution to the other. The research explores the level of awareness and how frequently users are accessing and utilising the digitised

special collections at the institution. The study explored the different access tools that are provided by the Midlands State University library to promote access and it analysed how these access aids are impacting the access of digitised special collections. The research identified different challenges that are impacting the access of digitised special collections.

1.9 Breakdown of the study

Chapter 1 Introduction

It is the introduction into the study as it provides the background information to the study of both world-wide and local adoption of institutional repositories. The chapter traced the worldwide evolution of institutional repository adoption and how it influenced the massive digitisation of special collections. Issues pertaining to the statement of the problem the aim and objectives of the research were explored in this chapter. The study sought to investigate on the utilisation of digitised special collections.

Chapter 2 Literature Review

The chapter focuses on the available knowledge and information into the researches and investigations that have been already done around the importance, access, barriers to digitised Special Collections and utilisation of Institutional Repositories. The section reviewed the worldwide trends of Institutional Repositories adoption down to the local trends within Zimbabwe. To review of literature made the researcher to identify the gap were past researches in Zimbabwe have concentrated more on the adoption of institutional repositories and less on how they are being utilised.

Chapter 3 Research Methodology

This chapter presents insights on how the research was conducted. The research employed a qualitative research to answer the research questions. The study used a phenomenological research design to explore the utilisation of digitised special collections and exploring the challenges to access. The research process involved around the adoption of questions and procedures that collected data from the target population broke down by quota sampling used in the study.

Chapter 4 Data Presentation and analysis

The chapter presented and analysed the data collected within the study based on the objectives and research questions of the study. The chapter outlines the thematic presentation of the results obtained by aid of tables, charts and graphs and appropriate explanations are presented in prose. The chapter defines the special collections and provides illustrations and analysis over the level of knowledge and utilisation of digitised special collections. The data presented was obtained from interviews, questionnaires and observations.

Chapter 5 Summary, Conclusion and Recommendations

The chapter discussed the findings of the study in detail, linking the results with the literature reviewed. A summary of the whole study is also unfolded together with the conclusions from the study. Recommendations to the given challenges and the research problem are also presented in the chapter.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

The chapter presents insights of knowledge into the researches and investigations that have been already done surrounding the digitisation of special collections in academic libraries. The section traces the adoption of institutional repositories from worldwide to the local status. Issues regarding the defining of special collections, their rationale and roles within academic libraries and the need for them to be digitised are reviewed in literature. The access tools to digitised special collections and barriers that hinders access of digital information were also reviewed in literature.

2.2 Conceptual Framework

The research opted to use a conceptual framework to identify and pinpoint the various principles and theories that guides access of Library resources. It has been generally identified that Library Information Science do not have many explicit theories. Hjørland (2000) noted that it is a well-known fact that Library Information Science lacks significant theories that guide the practise. Urbana (2007) noted, within library and information Science (LIS), there is little formal theories that guide the practise and yet there is significant reference to theories in library and information science literature. Library information science provides an avenue for the use of principles and guiding frameworks that originate in other disciplines as long they have a link. Many theories that are used within library information sciences are borrowed from the sciences, social sciences, and humanities (Urbana 2007). This study adopted a conceptual framework using theories borrowed from the field of humanities. The study is based on such principles of access by the ICA, the UNESCO access to information policy and the AIPPA act.

The principles of access by the ICA stipulates that the general public have the sole responsibility and the right to access information. The ICA lay down principles to access of archives, and these also can govern the access of information within libraries since the field of library information science lack in theories that govern the discipline. It ICA on the first principle stipulates that the

general populace has the right to access both public and private archival information. The second principle entails that institutions holding such archival information should make them known and available for use by the public (ICA, 2012). This concept is also borrowed by the library management field where it entails that libraries should make users known of the available information resources through promotion strategies and other various means. This is also supported by the third principle of access by the ICA. The ICA 2012 stipulates that everyone is entitled to have access to information, Libraries by adopting institutional repositories are targeting a wide range of users and no restrictions are there to access the digitised collections online.

The UNESCO information policy calls for free access to information by the general public. This policy entails that there should be freedom to information access and public access to various information is very crucial (UNESCO, 2010). It entails that information centres should be committed to free and open access of their information by the general public to increase their transparency and accountability. This concept also has guided the study which seeks to explore the utilisation of digitised special collections by users. More so the AIPPA act of 2002 in Zimbabwe have also guided the study. This ACT was signed by the parliament of Zimbabwe and it is a legal framework that entails that the Zimbabwean citizens have the right to access and request information for public use (AIPPA, 2012). In examining the utilisation of digitised special collections at Midlands State University the study is guided such principles of access by the ICA, the UNESCO access to information policy and the AIPPA act.

2.3 Digitisation within Academic Libraries

Academic libraries around the world are key players in digitising information. Digitisation of information by academic libraries has been made possible by the adoption of computer technology (Tapfuma, 2010). Digitisation of libraries is often rephrased as library automation (Eke, 2009). Eke (2009) notes that digitisation makes use of networking technologies, communication technologies, (WWW) World Wide Web protocols, online databases to automate circulation of books, acquisition, easy access to library information and to capture a world-wide audience. Around the globe academic libraries are digitising to bring effectiveness and efficiency in library operations, functions and services. Higher learning academic libraries around the globe have

initiated the use of World Wide Web protocols, online databases to largely disseminate information (Wilson, 2007). Digital collections from around the world are now readily available online, virtual collections have been created in libraries and any other information centres (museums, records centres and archival institutions). Avenues have been opened of unlimited access to information all around the world.

Suber (2010) noted that Information technology (IT) innovations in and around the world have opened avenues for universities and their academic libraries to adopt the initiative of having institutional repositories. The reason behind institutional repository adoption is to make available their institutional records in digital format, free of charge without any subscription and licensing restrictions. He added that institutional repositories disseminate special collections free of charge as part of the open access movement that was adopted by the Berlin conference. Suber (2010) added that (IRs) are digital collections that capture, preserve and provide access to collections and records produced within an Institution in digital format. Casey (2012), in developing countries institutional repositories only exist within institutions of higher learning because these have the ideal resources to create and integrate (IRs) within their academic Libraries. Developing countries suffer from technological lagness and economic turmoil, Universities in developing countries have the significant resources to adopt institutional repositories. This is also the same trend in Zimbabwe where universities house the majority of institutional repositories (Tapfuma, 2016).

In higher learning institutions in and around the world many of the researches have been done addressing the integration and use of Special Collections in the Institutional Repositories. The Berlin Conference of (2003) called for the freedom to access and use of information as a human right and higher learning institutions around the globe have initiated this by having Institutional Repositories. Higher learning Institutions employ the open access movement and this have enabled the effective utilisation of information. Okumu (2015) noted that this has been acquired through the cravenness for significant utilisation of information with reduced library budgets. Okumu (2015) then further noted that the United States of America possess over 40% of institutional repositories that are operational and are within higher education institutions. Abrizah (2010) then highlighted that 88% of non-deployment institutions in the United States of America have planned to establish institutional Repositories. With regards to the European Continent (Okumu, 2015) then noted that the European Union (EU) initiating the DRIVER 1 project has approximately 230

universities which have developed institutional repositories though research about textual are the dominant research outcomes. More surveys have been done around Europe and they show that Belgium, France, the United Kingdom, Denmark, Norway, Sweden, Germany, Italy, and the Netherlands have significant numbers of institutional repositories that vary from as low as 1.5% in (Finland) and rise high as to 100% in (Germany, Norway and Netherlands) and the statistics derived from (Abrizah, 2010).

Cullen & Chawner (2010) noted that majority of Universities in both developed and developing countries have well established and integrated Institutional Repositories. Cullen & Chawner (2010) added that institutional repositories collect and provide access to special collections under the support and functions of their academic libraries. The norm is that, these institutions expect and requires their researchers and students to deposit their full-text copies of their research outputs and publications. This will in turn make these valuable collections available for access, use and utilisation for others and the general university population. The Open-DOAR database integrated at University of Nottingham attempts to have links of all repositories that are found globally. Reports have noted that for the past twelve years there is a significant growth of Institutional Repositories that houses special collections from an average number of 300 (IRs) in mid-2006 and to over 3730 currently globally. Zimbabwe have 11 established institutional repositories as per the Open-DOAR statistics, and these institutional repositories seeks to provide free access and effective utilisation to special collections and seven of them are integrated into institutions of higher learning. From the statistics it is wise to note that institutional repositories have been established well in Zimbabwe and they make available special collections and indeed they intend to offer effective use of these material.

Academic libraries, information centres and Institution of higher Learning have adopted Information Technology to the extent were they now use it for technological education with the need to maximise access to digital resources. Eke (2009) notes that technological educational system entails that students should be taught and get familiarised with how to access and research digital information. One good example of educational technologies is the use of the e learning which however have been adopted world widely. E learning is one framework that have been adopted to make students and users to have quick access to digital information by utilising different online databases and metadata search engines. Higher level learning students use their e learning

accounts to access online journals, e-books and articles. World widely institutions of higher learning have adopted e learning as a package of Information Technologies to disseminate and showcase their pool of information at their disposal (Eke, 2009).

One should not be bound to note the fact that universities around the globe have been key actors in ensuring the adoption of institutional repositories. By reviewing how far institutional repositories have been integrated around the world would equip one with general information of how special collections have been digitised around the world. Although the study is mainly focused on the access of special collections at Midlands State University it was best to note how these special collections are being disseminated on a global scale within other universities. Positive remarks have been reviewed how institutional repositories have been adopted at a global scale. It's important for the study because their effective adoption and development have influenced this study to explore the adoption, use and utilisation at a local level. More so few or less researches have attempted to look at how special collections are being utilised by their end users, this disparity has however influenced the researcher to take the initiative to look at how these special collections are being utilised at a local scale. Though institutional repositories have been well adopted it will be fruitful to explore how they are being used utilised, something that have been left out in literature.

Special collections have been made possible to be digitised because of the adoption of institutional repositories. Various kinds of collections also have been significantly digitised to offer free and easy access to information. It was of utter most importance to review the trends in the global digital information environment because it is the one that have provided the guidelines, the principles, the software & hardware, the protocols for special collections to be digitised.

2.4 Special Collections.

Special collections are defined differently from one institution to the other but they carry the same importance. The USIM Library (2018) defined them as the information and records that are produced within the functions of an institution and these are thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers. Other institutions, for example the Perdue University Library

(2018) define special collections as a group special items, that include rare books and rare documents, that are irreplaceable and valuable and they need very intensive care. There is no universal of uniform definition of special collections, as the definition vary from one institution to the other depending on the kind of the material.

2.4.1 Importance of special collections

Even though they vary in nature they are very important to users and developers. For every institution the availability of special collections within an institutional repository raise the visibility and credibility of research. Peninah (2014) argued that special collections raise the visibility of research and their dissemination on the institutional repository is an effective way of sharing research outputs with other institutions. For researchers and scholars, the special collections are an avenue and to build references and increase citations to their work. Within developing countries like Zimbabwe, the collection of special collection can be a way of addressing of financial challenges of accessing other scholarly information. Not all institutions can afford to subscribe for online journal platforms such as Wiley Online Library, Sabinet, Francis & Taylor, as subscription costs are higher. Collecting special collections can be a way of budget reduction to online journal subscriptions and offering open access for users. Peninah (2014) noted that subscription costs rise higher than what inflation does, and this might create financial constraints for libraries especially those in developing countries.

Special Collection dissemination seeks to benefit all the stakeholders that include the researcher, the repository developers, and the institution (Peninah, 2014). Studies have highlighted that higher learning Institutions have benefited a lot from special collection dissemination on the institutional repository. Ogenga (2015) noted that institutional repositories offer open access to digitised special collections and demonstrated the research diversity of the institutions through these special collections. By offering open access to a wider audience institutional repository have been very important to audience since their inception. The inception of Institutional Repositories has been able to break traditional boundaries of information access which have been common in universities as it allows for open access of collections, make possible for the citation of material, showcases the institution AL's research culture (Peninah, 2014). The dissemination of special collections in Zimbabwe has positive effects in the educational sector and it also made Zimbabwe to being rated as the highest literacy country in Africa (Nyambi, 2010).

From the review of literature, the researcher noted that special collections are defined differently from one institution to the other. The research will seek to explore how special collections are defined at Midlands State University since no researcher has attempted to define these collections. Researches have been done to explore the importance of special collections. Special collections have proved to be very important in nature for all stakeholders. As noted, their full utilisation brings utter most benefits especially to the users and the developers, but not much has been done to review their utilisation since they are very important. Since they have deemed to be very important, this research will also seek to explore why these collections are not fully utilised if they are very important in nature. Little has been done to assess how these important special collections are being utilised more specifically within Zimbabwe research and this has however shaped the direction of this research to examine how these collections are being utilised since they are important to all stakeholders. To explore the utilisation of digital special collections it was beneficial to review why Special Collections are very important.

2.5 Digitisation of special collections in Zimbabwe

Institutional repositories are avenues being used by academic libraries in Zimbabwe to digitise their special collections. However, the digitisation of special collections in Zimbabwe is fairly recent and has been affected by a number of reasons (Tapfuma, 2016). Zimbabwe as a developing country with regards to the adoption of institutional repositories has however been affected by the same problems that affect other developing countries especially in Africa. The problems have a bearing on how special collections have been digitised in Zimbabwe. Although institutional repository adoption has been hindered by various factors, Zimbabwe has been able to emerge with well adopted institutional repositories to disseminate digitised special collections.

Nyambi (2010) highlighted that the adoption of Institutional Repositories to disseminate digitised special collections in academics around Africa is a serious developmental issue though Zimbabwe has managed to adopt institutional repositories. Nyambi (2010) added that though there is a great discrepancy in which the economic and political situation of Zimbabwe is negatively impacting the adoption of Institutional Repositories however currently Zimbabwe have managed to come up with 11 established Institutional Repositories. Adoption of Institutional Repositories and

digitisation of materials in Zimbabwe have also contributed to make Zimbabwe the highest country with literacy rate of 92% in Africa (Nyambi 2010). Zimbabwe's digitising industry is small and is localised because it has registered low numbers of institutional repositories as compared to other Southern African Countries. By comparison the Open-DOAR statistics suggest that South Africa consist of 39 fully adopted Institutional Repositories and as compared to Zimbabwe's 11. More so this trend might be because of the economic constrains that faces Zimbabwe. Maunde (2003) noted that these economic constrains will likely to negatively impact the, digitisation of special collections in Zimbabwe.

Of the 11 adopted institutional repositories in Zimbabwe they consist of published journal articles, research reports and seminar, papers past examination papers, conference papers, dissertations digital collections and universities' projects as listed by (Nyambi, 2010). Full text of these special collections is accessible freely and on of no charge and can be accessed anywhere around the world. From the Open Doar Statistics the Midlands State University Library Institutional Repository houses 2525 published special collections and it sits in the third position where the National Research Database of Zimbabwe has 5893 being followed by the University of Zimbabwe which have 3055 both digital and published special collections. Below is a full list of Repositories and their total number of digital special collections.

• Bindura University of Science Education Institutional Repository	394
• CUT Scholar Institutional Repository	46
• Harare Institute of Technology Repository	239
• IR@LSU	279
• Midlands State University Institutional Repository	2525
• National Research Database of Zimbabwe	5893
• NuSpace	717
• NuStone	121
• University of Zimbabwe Institutional Repository	3055
• Virtual Library on Capacity Development	483

From the above statistics it is noticeable that there is a significant adoption of institutional Repositories in Zimbabwe, however looking at a global scale this output is however not sufficient. It is not sufficient because other European Countries register more 30 well established repositories per country. Tapfuma (2016) highlighted the fact that Zimbabwe does not have a long history of digitisation of special collections. Digitisation of special collections in Zimbabwe is not sufficiently visible around the globe noted (Tapfuma, 2016). Trotter (2014) then noted that visibility in this context means digital access. The Author then added that by being visible a scholarly object or collection is integrated in a manner that it is found easily by a number of search engines. In the case of Zimbabwe these collections are only found within institutional repository search engines, open-door search engine and google search engine.

2.5.1 Factors that hinder the digitisation of special collections.

The low numbers of Institutional Repository adoption within Zimbabwe has been influenced by many factors. Mapulanga (2012) noted that Zimbabwe higher Learning Institutions, have encountered problems that include low web availability; lack of licensed software and equipment challenges; absence of profoundly skilled staff; insufficient power supply; low Wi-Fi bandwidths; lack of proper funding. These problems have influenced the low numbers of institutional repository development in Zimbabwe. They have also influenced the late adoption of institutional repositories as compared to European and American repositories. These problems also influence barriers to information access. Of the problems listed discussed below are the major ones that have affected the adoption of Institutional Repositories in Zimbabwe.

The costs of institutional repositories have hindered the digitisation of special collections in Zimbabwe. Building and coming up with an institutional repository isn't cost free in nature. There are various elements that effect the costs of an institutional repository and these include sort of staff, kind of innovation for the repository, administrations or services, and cost of protecting the information (Peninah, 2014). Nyambi (2010) noted that the high rates of internet and WIFI bandwidth in Zimbabwe provide a hindrance for universities to afford the adequate bandwidth to setup Institutional Repositories. It is very costly in fully adopting a Institutional Repository because firstly the institution needs to pick the sort of equipment and software for developing

Institutional Repositories (Mc Kay, 2008). This become costly because the equipment or the hardware are not readily available in Africa. Software programs for the task for example Dspace can be bought online. Open source software programs that allow institutions to adopt Institutional Repositories that are customisable and meet the local needs are however costly in nature. Despite having an open source software the organisation needs hardware and staff to run the framework (Peninah, 2014).

Political and economic environment are other factors that have hindered the digitisation of special collections in Zimbabwe. Nyambi (2010) with the regards to Zimbabwe, noted that the political climate is a contributory factor that has affected local library development together affecting the setting up and growth of Institutional Repositories. The author added that the unfavourable political environment in Zimbabwe has been created by the imposition of Sanctions which have closed doors for the partnerships with some well-developed libraries out there. Although there are donors that have offered to assist Higher Learning institutions in Zimbabwe these efforts are however overridden by the unfavourable political environment. Nyambi (2010) then added that as a result of the economic situation that have been discussed earlier on and political situation, the retention of skilled and well qualified library personnel in an open source system has been difficult which have however led to a brain drain in the country. However, this has caused thousands of professionals to leave the country to better paying jobs. This has affected the development and growth of Institutional Repositories in Zimbabwe because those that had been initially trained have since left their respective institutions.

The adoption of institutional repositories in Zimbabwe has been affected largely by the economic and political status of the country. But however significant institutional repositories have stood out with the likes of the National Research Database of Zimbabwe, University of Zimbabwe and Midlands State University repositories. Academic Libraries in Zimbabwe have made efforts to digitise special collections though they might be facing economic and political challenges. It was worthy to review how institutional repositories have been adopted in Zimbabwe because they have a bearing to the access of special collections. The study is focused on how these collections are being utilised at the Midlands State University but one shouldn't be bound to review literature at a national level because variables affecting one university affect the other since they are in the same geographical area. So, it was worthy a time to review how institutional repositories adoption

and special collection digitisation have been done in Zimbabwe in relevancy to the study at hand. Although the country has faced these drawbacks there are significant avenues that have allowed institutional repository adoption and special collection digitisation in Zimbabwe. Scholars such as Tapfuma (2016) and Nyambi (2010) have been key players in exploring how institutional repositories in Zimbabwe have been adopted within public universities. However, they focused their researches to issues of institutional repository effective utilisation and hence this study seeks to fill in the gap that have been left. Institutions in Zimbabwe have adopted institutional repositories and this study seeks to explore the utilisation of materials they disseminate to note whether these institutions have wasted time and resources or not at MSU library.

2.6 Importance of digitising Special Collections.

Special collections are being digitised in and around the world for several reasons. Hirtle (2002) highlighted that there are three significant major reasons to why academic libraries are digitising special collections. The introduction of information technology in academic libraries has brought significant benefits that also opened avenues for special collections to be converted into digital formats. These reasons include;

2.6.1 Increased use of information

Hirtle (2002) notes that the most crucial objective that is pioneering the digitisation of special collections is to tremendously increase the use of digitised scholarly information. Converting special collections and making them available on the institutional repositories or other web based platforms for free, is targeting increased use by users (Hirsh, 2008). Academic libraries digitise special collections in order to offer open access and effective utilisation of scholarly information by a wider audience (Hirtle, 2002). Digital information has the capability of being utilised by a wide range of users, because anyone from around the world can access the information. Digitisation of special collections is aiming to capture increased usage of these collections. A good example where special collections have been digitised and have increased usage is that of The Making of America (MOA) collections. The MOA collections have been used less in their hard copy format but their access and use increased prior to digitisation (Hirtle, 2002). After these collections have been digitised, statistics have proved that an average of 4,000 pages views a month have been recorded. In 2003 when the Michigan University Institutional Repository added

searchable metadata to the digital format collections the views increased to being 5,000 views a day (Hirtle, 2002). From the case, digitisation of special collections is targeting increased usage.

2.6.2 Open Access.

Libraries have been digitising special collections in order to attain open access. Okumu (2015) highlights that, open access implies that there are no restrictions to users in trying to access, read, print, copy and disseminate information. More so open access gives users the right full text scholarly information, without any legal, financial and technical barriers (Okumu, 2015). Digitisation of special collections in academic libraries is done to offer open access. Institutional Repositories offer free access, review, download and dissemination of special collections. The open access initiative comes in two forms the gratis open access and the libre open access (Okumu, 2015). Gratis open access means that scholarly information is free of charge whilst libre open access states that scholarly information is free and any restrictions in its reuse and citation have been removed.

2.6.3 Quality of Teaching

Academic libraries have digitised their special collections to enhance the quality of teaching and research culture at their institution. Special collections have been reviewed as very important and they offer quality teaching (Okumu, 2015). Hirtle (2002) noted that digitising special collections allows for the archiving and showcasing of institutional research materials. The showcasing and archiving of this valuable academic material enable the academic environment to access the previous and current research projects of the institution. Having profound access to previous and current research projects enhances the quality of academic teaching through collaborating with the available literature in creating new foundations for teaching and research (Okumu, 2015). Digitised special collections will add to the already available pool of information and will work as complementary sources of information to enhance the quality of teaching and research at an institution. Thus, the reason why academic libraries are making efforts in digitising special collections.

As the reasons to why libraries are digitising special collections has been explored. Academic Libraries have done an exceptional job in digitising special collections and disseminating them online via the institutional repository protocol. As argued significant studies have been reviewed to why libraries are digitising special collections, not much have been done with regards to the utilisation of these special collections after they have been digitised. That's how this research has been shaped, to explore how these special collections are being utilised by end users after they have proven to be exceptional in nature. Different researches have explored how academic Libraries saw the need to digitise special collections for them to be accessed by end users. With regards to how these special collections are being utilised, very little is known hence a gap that have been left out by literature and that the research seeks to complement.

2.7 Digital Information access tools.

Information access tools are components that are provided to users by the library to locate information (Liyana, Shuib and Abdullah, 2010). Access tools are information finding aids which are designed to enable and make users to locate and identify the information they need from a database or a catalogue that contains large numbers of information resources. Liyana, Shuib and Abdullah, (2010) noted that users make use of various of information access tools to access and locate information within institutional repositories and these include online public access catalogues (OPAC); subject directories, internet search engines, bibliographies and abstracts. These tools differ in their structure but their function is to help users to locate information in an institutional repository.

Web based OPAC and Internet search engines

The OPAC is an automated and computerised catalogue that contains bibliographic information of all items and collections that are available in the library database or the institutional repository (Liyana, Shuib and Abdullah, 2010). OPAC is mostly used by users to identify available items in a library database before they go and borrow it, and OPAC also can be used to identify digital items in an institutional repository. However, users within this digital age are heavily reliant on the use of internet search engines to search for items. Internet search engines are also one of the access tools used by libraries to make users identify information in the institutional repository

(Cooke, 2001). An institutional repository can also be integrated to major internet search engines like google, AOL search and Bing. Internet search engines can identify items in an institutional repository.

Subject Directories

Academic libraries provide subject directories as access tools to digital information. Academic libraries use such subject directories like yahoo and DMOZ to enable users to locate information within their library databases and institutional repositories (Liyana, Shuib and Abdullah, 2010). These directories are created manually by submitted certain subject catalogues to these search engines by the institutional repository administrators. Even though users don't know the different between internet search engines and subject directories, they have used both to locate and access information within institutional repositories across the globe (Arms, 2001).

Bibliographies

Bibliographies are lists of works by a specific author, or a list of information and articles on a same particular subject or from a same published geographical area (Cooke, 2001). Bibliographies come in various formats, they might be integrated within search engines, within databases or might be in printed form. Users make use of bibliographies to locate information within institutional repositories. Search engines can identify bibliographies in locating information from a database or a catalogue.

Abstracts

Abstracts have been used by academic libraries as access tools. These are brief summaries of the most crucial and important parts of an article or a document. Abstracts have been assigned by academic libraries online and within different search engines and websites to enable researchers to have a preview of the research paper or the article before they read or go through the whole document (Cooke, 2001). Abstracts as access tools help users to deduce whether the whole document is relevant to his or her research. Abstracts help users to identify information that pertains specifically to their researches or interests. Apart from integrating abstracts to popular internet search engines, academic libraries have used abstracting services such as CAB Abstracts (Liyana, Shuib and Abdullah, 2010).

The study has highlighted that academic libraries around the globe have used the OPAC, internet search engines, abstracts, student directories and bibliographies as access tools to digital information. This study sought to explore the access tools offered by Midlands State University library to offer access of their institutional repository together with the resources it disseminates.

2.9 Barriers to access and use of digitised special collections.

Libraries have digitised special collections but however they are barriers to access these information. Ugah (2007) highlighted that researchers from around the world have identified a number of obstacles to information access and use. Ugah (2007) noted that lack of awareness, poor infrastructure, low budgets and rising costs and inaccessibility are major barriers to digital information access. By being digital in nature special collections are however affected by the same barriers that affect access to digital information as a whole.

2.9.1 Lack of Awareness

Lack of awareness is a major barrier to information access. Users lack the general knowhow of the information available. Academic libraries around the world are making progress in digitising information, researches have however noted that libraries have not created much awareness information users, especially in developing countries (Ugah, 2007). Users might be aware of the libraries themselves but they lack in the type of services and functionality that a library wishes to serve by adopting institutional repositories. With regards to special collections there have been merely no awareness programmes by libraries to showcase and brand special collections (Peninah, 2014). Libraries have always concentrated on traditional resources and services although they are now digitising their collections, this has however been an obstacle to information access and use (Clanek, 2010). Digitised special collections utilisation flourishes in an environment where users are aware and appreciates the need for having such information. If there is no awareness there would be under-utilisation of these digitised collections.

2.9.2 Inaccessibility.

Poor library services like lack of effective access tools creates a barrier to information access. Libraries should create enough access tools within different search engines for the information to

be accessed easily. This has been the major barrier for the access of special collections because libraries are not creating effective access tools (Clanek, 2012). The bibliographies and abstracts that are accompanying special collections should be integrated to popular search engines like google, google scholar, yahoo and Bing. Ugah (2007) added that the user's inability to locate information have been caused by lack of effective access tools. In-effective access tools make information inaccessible to users where they would fail to search and locate an item in the library repository.

Barriers to access information have laid an avenue for this research to be conducted. What have been reviewed in literature might be a different scenario at the Midlands State University Library as the research will seek to explore what factors are hindering information access. The barriers highlighted above are universal in nature and they may not necessarily reflect what is at Midlands State University. Although the area of barriers to information access and use have been researched extensively, no researches have been conducted yet at Midlands State University Library to investigate and analyse key factors that are hindering information access.

2.10 Chapter Summary.

Chapter 2 highlighted the researches that have been done extensively on the integration and adoption of institutional repositories as an initiative adopted by academic libraries to digitise special collections. From the evidence it should be concluded that special collections are very important to all stakeholders hence the need for them to be digitised by academic libraries. From the reviewed Literature it is evident that studies have been already to showcase how institutional repositories have been adopted in Zimbabwe and around Africa and how they are important. As the study seeks to explore the barriers to digital special collections it was also worthy to review barriers to information in general. A gap has been noted since no significant studies have been done to investigate the utilisation of digital special collections. This gap has however shaped the direction of this research. Being guided by its objectives this has allowed the research to identify the gap left in literature.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter explains the research methodology was used by the researcher. The study opted to use a qualitative research, where a phenomenological research design was chosen to investigate on the utilisation of digitised special collections. With the nature of the target population the research opted to use a quota sampling and purposive sampling method to draw results using a sample size.

3.2 Research Design

The study was qualitative in nature as it sought to understand and explore people's experiences, interests, attitudes, views and opinions towards the access of digital special collections. The research process included the adoption of questionnaires, interviews and observations that sought to define what special collections are and how they are being utilised at Midlands State University.

The research used the phenomenological research design to explore the utilisation of digitised special collections. The phenomenological research design was used because of its capabilities to describe events, activities and phenomenon (Sauro, 2015). So, it allowed the researcher to explore a phenomenon that has been identified where there was seemingly a minimal utilisation of digitised special collections. Therefore the study relied solely on the participants' own knowledge to the existence of digitised special collections own experiences with regards to how frequently they used the digitised special collections. The library has been able to digitise special collections over the years the phenomenological study was best to employ because the researcher wanted to explore how frequently users are utilising the digitised special collections over the years.

3.3 Target Population.

Mugenda and Mugenda (2003) explains that the target population are individuals selected because of their characteristics to provide information to the study. The Library special collections librarians, the library institutional repository co-ordinators, lecturers and students were targeted by

the study. The Library special collections librarians were targeted because they are the ones who collect and manage the special collections and they provided information on how they define them. The institutional repository coordinators were targeted because they digitise the special collections and they had information over the institutional repository usage. Lecturers and students were targeted because they are the users of institutional repository. They provided information about awareness and how frequently they used the digitised special collections.

3.4 Sampling Technique and Sample size

The study used a quota sampling method to deduce a smaller sample size from the target population. Quota sampling is a non-probability sampling method that is used to gather representative information from different stratas of a sample size that represents the whole target population (Baxter *et al.*, 2008). With the nature of the study the researcher chose quota sampling because the target population needed to be subdivided. The population was sub divided as special collection librarians, institutional repository co-ordinators, lecturers and students. The lecturers and students were derived from the faculty of social sciences because it houses the most departments and enrolls more students, as compared to other faculties at the Midlands State University main campus. The researcher also employed purposive sampling method where the researcher targeted the special collections, institutional repository co-ordinators, lecturers and students more specifically because of the information they would provide to the study.

Peninah (2014) noted that the size of the sample is dictated by the ideal number important to cover up for substantial derivations to be made about the population. The sample size of the population was a total of 68 respondents. 2 special collection librarians, 2 institutional repository co-ordinators, 16 lecturers and 48 students.

3.5 Data Collection Techniques

The study relied on primary sources of data which was the data collected by questionnaires, interviews and observations used in the study. The researcher relied on primary sources of data because they contained first-hand information which meant that what was being collected represented phenomenon to the utilisation of digitised special collections. The study employed a number of data collection instruments and these approaches include;

3.5.1 Questionnaires

This researcher used both open ended and close ended questionnaires to collect data from the students and lecturers regarding their views, interests and perceptions towards the access and use of digitised special collections at the library. These questionnaires were self-administered to students and lecturers and the questions were guided by the study objectives. The questionnaires used included both open ended and close ended questions. Close ended questions were used to explore the number of respondents who indicated that they used the digitised special collections. Open ended questions were used to gather how users got to know about the existence of digitised special collections and indicate any challenges there might be facing in accessing them in form of expressions. Questionnaires were used because they offered real time effective feedback from a large sample of 64 (48 students and 16 lecturers)

3.5.2 Interviews

This study used semi-structured interviews to collect data from the library special collections librarians and institutional repository co-ordinators. Semi structured interviews were used because pre-determined open questions that prompted discussions between the researcher and the respondents were made. Semi structured interviews chosen because they created a platform for the researcher to explore new questions in the conduct of the interviews. Issues pertaining to how special collections are defined, what form of access tools does the library use and what are the challenges being faced by users in accessing the digitised special collections were discussed in the interviews. The researcher also used semi structured interviews because the sample size of the targeted small population (special collections librarians and institutional repository co-ordinators).

3.5.3 Observation

The researcher used an unstructured observation technique as a data collection procedure to complement the data collected by questionnaires and interviews. Unstructured observation technique was used by the researcher to analyse the access tools provided by the Midlands State University Library to offer access to digitised special collections. Observations were used by the researcher to analyse how effective the access tools provided by the library in promoting access and use of digitised special collections. The other reason why the researcher used unstructured

observations over structured observations is that, structured observations are experimental in nature and they involve an artificial environment.

3.5.4 Data Collection Procedure

Questionnaires were self-distributed by the researcher using direct approaches to respondents (students and lecturers) The direct approaches were made on respondents within the jurisdictions of the Midlands State University Main Campus. In the case of the semi structured interviews, the library staff were consulted in advance regarding the preferred date and convenient time for the interview process.

3.6 Validity and Reliability of Research Instruments

The study used validity and reliability tests to ensure that the results collected were meaningful and consistent. In the study validity refers to the accurateness and meaningfulness the research results (Langkos, 2014). The researcher conducted a pilot study to make sure that the research instruments provided accurate and desired results. A pilot study was done at Midlands State University Batanai Campus on 1 lecturer and 10 students. This pilot study enabled the researcher to note such issues as difficulty in the interpretation the questions, the effectiveness of the questions to produce the desired research results. The reason why the study was done at Batanai campus was to avoid getting in contact with the actual targeted respondents which would grant them preliminary knowledge of what the actual study seeks to explore. Pilot study was done to test the efficiency and understandability of the questionnaires in collecting valid data.

Reliability tests were done through triangulation of research instruments. Multiple data collection instruments and techniques were used to have diverse standpoints in the results of the study. The study triangulated interviews, questionnaires and observations such that they complement each other in attaining reliable results. Triangulation ensured that the limitations of one data collection technique would not affect the reliability and validity of the results. Using multiple data collection instruments enabled the research to attain reliable results as the instruments were complemented to provide the best possible result.

3.7 Data Analysis Methods

Data collected by questionnaires, interviews and observations was analysed using content analysis. Content analysis was done to draw results and conclusions from the un-discrete data collected from respondents by questionnaires and the interviews. These results from the qualitative data was presented using discussion through narrating and commenting respondents' views and ideas regarding access and usage of digitised special collections.

The researcher employed a thematic (framework) analysis, in identifying patterns or themes within the data that was then represented graphically (Maguire and Delahunt, 2017). The researcher identified common themes and patterns within the questionnaires, what the end users have expressed towards access and use of the digitised format special collections and the challenges they are facing. This was done in complementing the summarised data done by the content analysis. Thematic analysis interpreted the different trends of access and usage of digitised special collections at the university. The researcher followed basic steps in analysing the collected that are data familiarisation, theme generation. review of the themes, and data presentation. Numerical and statistical data of the institutional repository usage was collected from the library was analysed and presented as frequency distributions.

3.8 Limitations of the Study

The researcher faced a challenge in setting up appointments with the special collection librarians and institutional repository co-ordinators to conduct interviews. These respondents were always busy with their work, and they were not always available in their offices. It was a challenge waiting for long hours and following the staff around in trying to set up appointments. Although this was a challenge the researcher was able to interview all the four targeted respondents. The researcher also faced a challenge in distributing questionnaires to students. Not all of the students were willing to participate and some didn't provide instant feedback because of lack interests, and unwillingness and it however slowed down the process of data collection. It was a challenge for the researcher since some of them took the questionnaires and couldn't return.

3.9 Ethical Considerations

The reason why the researcher adhered to ethics was to ensure that no one is harmed and offended or suffer consequences from the conduct of the research. The researcher firstly sought permission from the University Registrar to conduct the research at the Midlands State University Library. The researcher was given the research permit by the University Registrar that granted the permission to collect data where possible and necessary. The researcher employed a voluntary participation were the researcher made sure that no one was forced to participate in the research, within data collection respondents were not forced to participate. The study also guaranteed the participants identity and confidentiality by avoiding capturing any form of names and other forms of personal identification.

3.10 Chapter Summary

The chapter discussed the research methodology which was used. The research employed a phenomenological research design as illustrated in the chapter because of its capabilities to examine the phenomenon at hand. The research targeted students, lecturers and special collection librarians and institutional repository co-ordinators as the target population because these provided the primary source of data as well as secondary source. The study chose questionnaires, interviews and observations to collect data and how they were used was also highlighted in the chapter. Discussed also was how the data was checked for validity and reliability using pilot study and instrument triangulation. Ethical issues adhered to ensure the quality of the results were identified also.

CHAPTER 4

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter presents and analyses the research results based on the objectives and research questions outlined in the first chapter. The chapter outlines the thematic presentation of the results obtained by aid of tables, charts and graphs and appropriate explanations to the data are also given. As most of the data collected was qualitative in nature, the data was analysed and presented in prose.

4.2 Questionnaire response rate

A total number of 64 questionnaires were distributed. However, a total of 60 were returned. Table 2 shows the questionnaire response rate

	<i>Students</i>	<i>Lecturers</i>
Questionnaire distributed	48	16
Questionnaire returned	46	14
Percentage response rate	96 %	88%
Overall Response rate	91.5%	

Table 1 Questionnaire Response rate

Table 1 shows that out of the 48 students selected as the sample size the research obtained a 96 % response rate were 46 of the students positively returned the questionnaires. Table 1 also shows that out of the 16 lecturers selected 14 of them positively returned the questionnaires constituting 88% response rate. Questionnaires obtained a positive response rate that meant that the results are reliable and valid as they represent the majority respondents. In any research, a response rate of above 50% is credible of a good statistical reporting (Mugenda and Mugenda, 2012).

4.3 Interview response rate

The study intended to interview 4 respondents. However, it managed to interview all 4 of them attaining 100 % response rate. This high response rate increases the reliability, accurateness and validity of results.

4.4 Nature of Special collections

The study intended to explore how special collections are defined at Midlands State University. From the interviews, special collections at Midlands State University Library comprises of rare books or information, and institutional records produced within the university functions which the library collects and make available for use to users and these include thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers. The special collections that have been digitised by the library are dissertations, thesis, past exam papers, research papers, Zimbabwean publications, book chapters and publications by international organisations. These are described below

Dissertations and Thesis are academic research outputs submitted by students at Midlands State University normally at the end of their academic courses. Dissertations are those submitted by undergraduate students whilst thesis' are submitted by post graduate students at Midlands State University library. Those dissertations that score a distinction are the ones that are disseminated and offered for use on the institutional repository. The library also keeps and preserve these digital formats on Compact disks (CDs). Past exam papers are past examination papers which are collected and normally used for exam practice and tests. The library scans and convert question papers from previous years into digital format. Users can access, reproduce these question papers when it deems necessary.

Research papers and Zimbabwean publications are substantial academic writing that are done by individuals and they are of independent interests of a writer into a certain topic. These are specific materials and journals from within Zimbabwe which are made available for use. They vary in nature, authors, subject and form. Publications by international organisations are specific documents, records and journals from international organisations which are made available for use. Such organisations include UNICEF, WHO, Red Cross. Book chapters are parts or a book

chapter which is only taken for dissemination because of its unusual character or the information it contains.

The study was able to explore how special collections are defined at Midlands State University Library. From the interviews conducted on the special collection’s librarians, the nature of special collections at Midlands State University include both rare materials and information resources accumulated from the functions of the university. The study however concludes that there is a wide range of information resources which are termed special collections at MSU library and in their variety, they are very important for user needs. The library has managed to digitise them as listed and these can be accessed anywhere from around the world. The Library has done an exceptional job in collecting and preserving a variety of these special collections and have been made available for use by users.

4.5 Knowledge of existence of the Institutional Repository

The research sought to find out if the end users have the knowledge of the existence of the institutional repository at Midlands State University. From the questionnaires collected all the 14 lecturers indicated that they are aware of the existence of the institutional repository, whilst 24 out of the 46 students indicated that they were aware. These variations are shown by Table 2.

<i>Respondents</i>	<i>Aware</i>		<i>Not aware</i>	
	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>
Students	24	52%	22	48%
Lecturers	14	100%	0	0%
Overall Knowledge	76%			

Table 2 Knowledge of existence of the IR

Table 2 shows that lecturers are well aware of the existence of the institutional more than students. Majority of the students who constituted 52%, indicated that they knew about the existence of the institutional repository. The overall knowledge of existence is 76 % which attests that the majority of users know about the existence of an institutional repository. There the study revealed that majority of users are aware of the institutional repository at the Midlands State University Library.

4.6 Knowledge of existence of the digitised Special Collections

From the questionnaires, 10 lecturers out of the 14 indicated that they are aware of the existence of digitised special collections, whilst 6 out of the 46 students indicated that they were aware. These variations are shown by Table 3.

<i>Respondents</i>	<i>Aware</i>		<i>Not aware</i>	
	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>
Students	6	13%	40	87%
Lecturers	10	71%	4	29%
Overall Knowledge	38%			

Table 3 Knowledge of digitised special collections existence

Table 3 shows that 10 of the lecturers who constitute 71% are aware of the digitised special collections where 4 of them indicated that they did not know. 6 out of the 46 students indicated that they were aware whilst 40 of them indicated that they were not aware. The overall level of knowledge is 38% suggesting that users are not aware of the digitised special collections. Therefore, the study notes that the digitised special collections are unpopular to users at Midlands State University due to various reasons to be explored further in the study.

4.7 Awareness of the availability of the Institutional Repository.

The research sought to establish how the lecturers and students got to know about the existence of the institutional repository at the university. 11 of the lecturers indicated that they knew about the institutional repository through internal exhibitions and workshops. The other 3 lecturers indicated that they knew about the institutional repository through self-discoveries. 16 students knew about it through the HCS 115 (Introduction to Information Technology) module, whilst 6 of the students indicated that it was through library orientation and the remaining 2 through own discoveries. Figure 1 shows these trends.

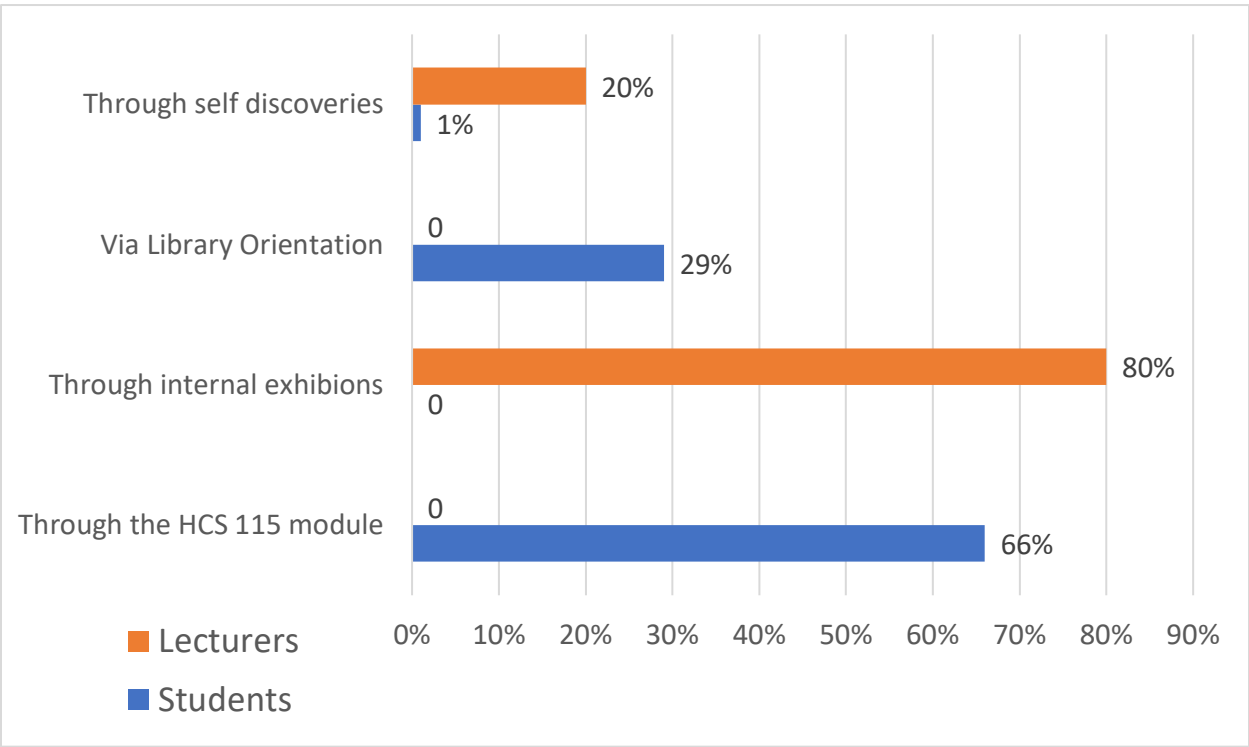


Figure 1 How users learnt about the Institutional Repository

Figure 1 shows that 11 of the lecturers who constitutes 80% got to know about the institutional repository through internal exhibitions or workshops. Whilst 3 of them who constitute 20% indicated that they got to know about the Institutional repository through self-discoveries by navigating over the internet for research. 16 of students that adds up to 66% got to know about the repository through the HCS 115 level one module which the university equip every student on the basic knowhow to access information. 6 that obtain 29% of the students highlighted that they found out through library orientation whilst the remaining 2% through their own discoveries. From fig 1, internal exhibitions and the level one HCS 115 module have proved to be effective enough to reach out to users. Therefore, the study stipulates that, internal exhibitions are really effective in capturing the lecturers whilst the HCS 115 module is effective within students. Internal exhibitions are done by the library staff where they exhibit their collections in the Midlands State University Great Hall mostly on public lectures.

4.8 Users of the Institutional Repository.

The research sought to explore how many of the respondents used the digitised special collections. The questionnaires indicated that, of the 60 examined respondents 18 indicated that they utilised the institutional repository whilst the remaining 42 indicated that they do not use the digitised special collections from the institutional repository. Figure 2 present these variations.

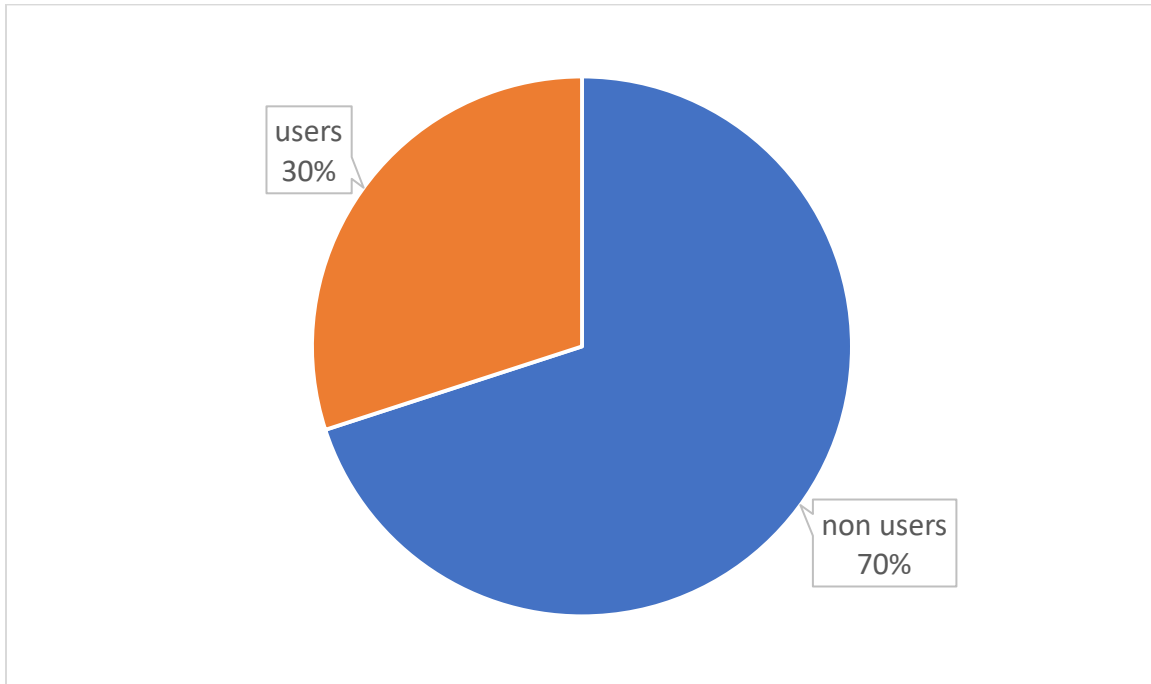


Figure 2 Users of the Institutional Repository

Figure 2 indicates that 42 who constitute 70% of the respondents are not making use of the institutional repository. Whilst 18 who constitute 30 % indicated that they used the institutional repository to access digitised special collections. The study noted that users are not fully utilising the institutional repository hence the repository is registering low usages. This underutilisation is due to the lack of awareness and utilisation of other sources of information.

4.9 Frequency of special collections use by respondents.

The research sought to explore how frequently respondents are accessing the special collections. From the questionnaires, the majority of respondents indicated that they are not utilising the digitised special collections. Figure 3 present these frequencies.

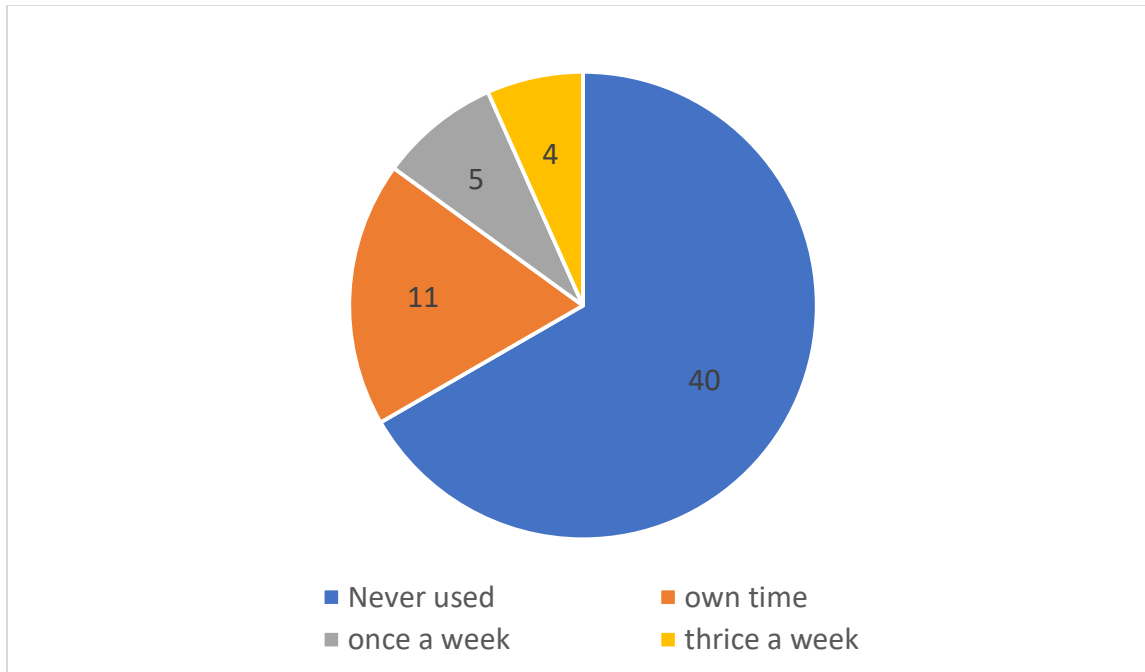


Figure 3 Frequency of use

Fig 3 shows that 40 of the respondents who constitute 67 % do not use the digitised special collections, 11 of the respondents who make up 18% indicated that they use during their own time, 5 respondents who add up to 8% uses them once a week and 4 (7%) of them indicated that they use thrice a week. The study therefore highlights that the majority of users do not use the digitised special collections. Therefore, there is the underutilisation of digitised special collections at Midlands State University as 67% of the respondents indicated that they don't them.

Statistics over the institutional repository use were collected, observed and analysed in the research. Unfortunately, the library only provided information about the views of items in the institutional repository not the number of downloaded items from the institutional repository. However, the study opted to use these number of views to complement the study results. These statistics are shown in fig 4.

Statistics over the IR views. (source IR section)

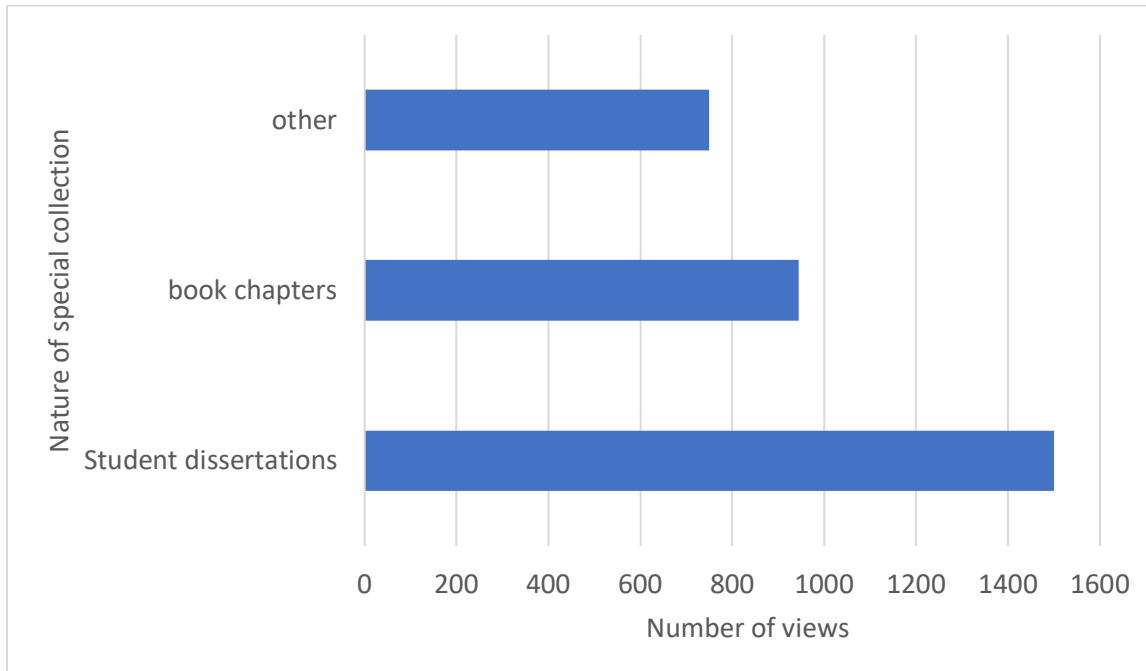


Figure 4 Average weekly views of the Institutional Repository.

Fig 4 show that the institutional repository registers significant weekly amount of views. The highest average number of views of an item is 1500 and the most items that register highest number of views are student dissertations. However, this average amount of view is generally low as compared to the total number of the population the university enrolls. Views however does not portray the usage of the institutional repository because one can only view an item and doesn't download and utilise the item. These views are also because of the HCS 115 Introduction to Information Technology Module were all level 1 students will be taught how to navigate through the institutional repository and these views will be registered. Therefore, the study notes that, the institutional repository is registering low usages as provided by the views being compared to the total number of students and lecturers enrolled at the Midlands State University.

4.10 Information access tools

The research also sought to determine and examine the information access tools provided by the Library. These information access tools influence how one can locate information in the institutional repository. The researcher used interviews and observations to identify the information access tools provided by the library. The interviewed special collections librarians and

institutional repository co-ordinators noted that the MSU uses abstracts, the Web OPAC and bibliographies as information access tools to enable users to locate items within the institutional repository.

4.10.1 Bibliographies

Bibliographies at MSU are lists of works by specific authors, or a list of information and articles on a same particular subject or from a same published geographical area. The Midlands State University uses bibliographies that is integrated within the institutional repository to enable users to navigate and identify information easily within the institutional repository. This bibliography is illustrated in fig 5 and labelled B.

4.10.2 Abstracts

The library uses abstracts as an access tool. These are brief summaries of the most crucial and important parts of an article or a document. Abstracts have been assigned library and are available online within different search engines and websites to enable researchers to have a preview of the research paper or the article before they read or go through the whole document. The library also has registered to an abstracting service known as CAB Abstracts to make available research papers available in the institutional repository.

4.10.3 Library catalogue or the Web OPAC

The Midlands State University library uses a library catalogue or the OPAC which is a list of all documents in the library. The catalogue is an access tool used by the library to enable users to search for various materials which are found in the institutional repository. The MSU library catalogue provides: Author(s) name, document title, document subject, publisher, place of publication and publication date. The catalogue is shown in fig 6

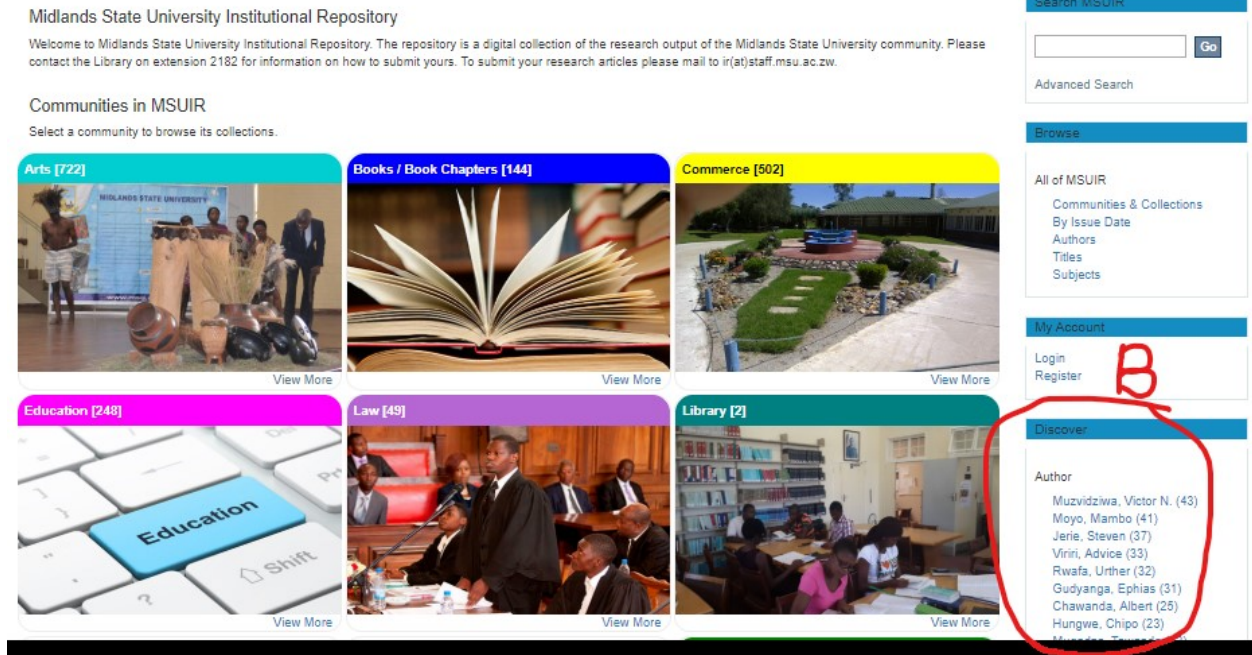


Figure 5 Institutional Repository Homepage

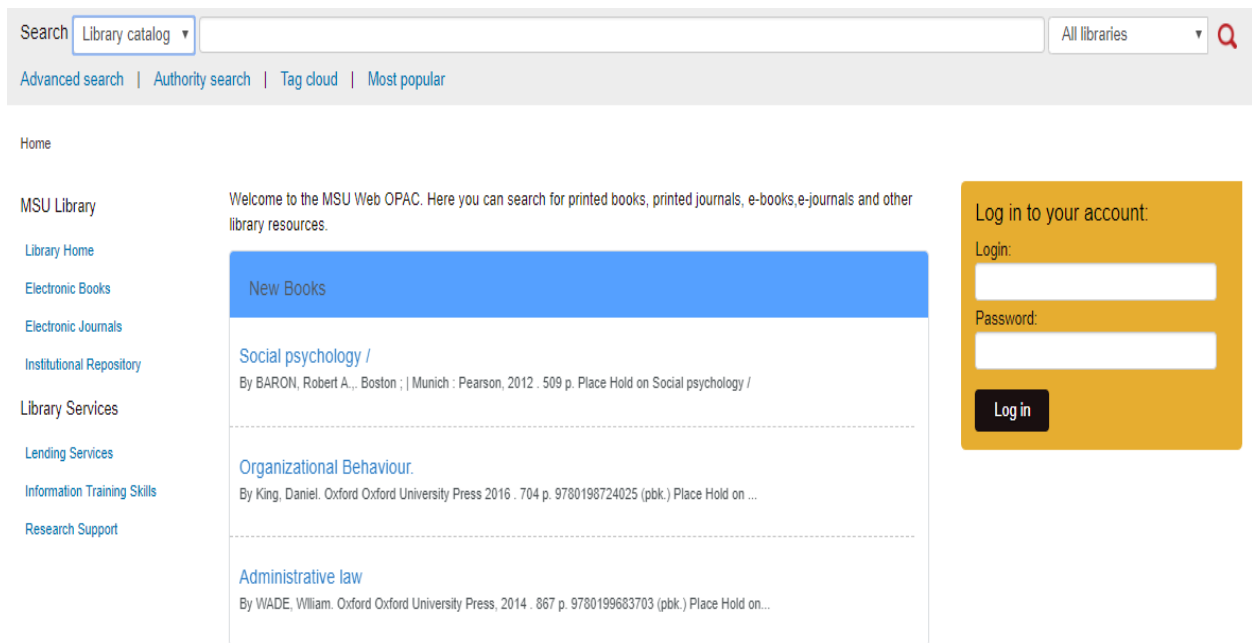


Figure 6 Library Catalogue

From the results it is evident that the library is employing various access tools to make users access digitised special collections. Therefore, the research notes that the library has done an exceptional job by providing information access tools to enable users to locate the digitised special collections

4.11 Challenges faced in utilising digitised special collections.

The study sought to explore the challenges faced in accessing and utilisation of digitised special collections. Unanimously the respondents noted that there are various challenges to accessing the institutional repository. 18 of the respondents that constituted 30%, that indicated that they utilised the institutional repository in fig 6 provided various challenges they are facing in accessing the digital collections these challenges include

4.11.1 Lack of awareness

Lack of awareness over the importance of using the digitised special collections. Questionnaires indicated that users are unaware of the digitised special collections in the MSU institutional repository. In support of this unawareness, respondents couldn't have a basic definition of what special collections are and what functions do the IR seeks to provide. Lack of awareness means that users would not appreciate and utilise the digitised collections.

4.11.2 Slow and Low Wi-Fi connection

Low and slow Wi-Fi connections around the main campus because of overloading. The Midlands State University have more than 23 000 students enrolled at its disposal, however this large number have proved to be straining the WI-FI bandwidth around the campuses and this have led to slow Wi-Fi connections. More so, the MSU have managed to set up a number of computer labs where users can make use of to access digital information even though they tend to occupy small numbers of students. This have a negative bearing to how users can access digital information. However, the MSU IT department is making efforts to upgrade their internet services.

4.11.3 Availability of Hard Copy special collections

Students are more comfortable in using the hard copy collections. The special collections librarians indicated that students are more comfortable in using hard copy materials than the digitised special collections. They identified that they make effort to make users know about the availability of these special collections in digital format over the institutional repository. So, users are utilising

the hard copy special collections by physical and manual access to the library special collection section.

4.11.4 Lack of Training

Lack of basic training and basic education on the steps to follow in accessing the institutional repository. Despite the efforts provided by the university by equipping students to access digital information, students lack the basic know how to navigate the library catalogue to access information. The library catalogue is an information access tool provided by the library but however majority of students can't effectively access information on the basis of not being able to utilise the library catalogue.

4.11.5 Lack of review

Lack of trust in using these digitised special collections since not all of them are peer reviewed. Interviews identified that higher level students thus the Masters level and above are not utilising the digitised special collections. This is because most of the information is not peer reviewed by commercial publishers, hence they would rather access some sources of information

4.11.6 Competition from other information sources

Competition from other sources of information for example google. The internet has proved to be an obstacle to the utilisation of digitised special collections. Even though the internet has provided the avenues for special collections to be digitised, users are however utilising the internet to access other forms of information. The popular google search engine have made users access other sources available online. Despite the fact that institutional repositories are integrated to these popular search engines, they remain intangible because of the vast availability of information sources online.

The library staff indicated that, the major challenge hindering information access is lack of awareness by the general populace at the university. Even though the library has employed a number of strategies to promote access and use, the special collections remains unknown to most users at the university as indicated by table 3. Even though a significant number of respondents indicated that they are aware of the existence of the institutional repository as shown by table 2, few respondents as shown by fig 6 are utilising the resource because of the challenges noted. The

challenges contributory factors to the minimal utilisation of digitised special collections at the Midlands State University Library.

4.12 Summary of the findings

The chapter presented and analysed the data that was collected by the study. Outlined in the thematic was a presentation of the results by aid of tables, charts and graphs and appropriate explanations to the data. The chapter presented how special collections are defined at MSU Library and these comprises of both institutional records and rare information. From the findings the library has managed to these digitise special collections and have provided abstracts, bibliographies, the Web Opac and the library catalogue as information access tools that will enable users to locate the digitised special collections. Despite all these efforts, the study explored that there is underutilisation of digitised special collections by users at Midlands State University. The study also highlighted that majority of users are un aware of the digitised special collections even though a significant number of respondents indicated that they are aware of the availability of an institutional repository. With regards to the minimal utilisation the chapter also highlighted that there is lack of awareness about the existence and benefits of using the digitised special collections and other factors are contributing to the minimal utilisation.

CHAPTER 5

DISCUSSION, SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

The chapter will discuss the findings of the study in detail, by discussing the results linking with the literature reviewed in chapter 2. As the study sought to investigate on the utilisation of digitised special collections at the Midlands State University Library, discussions pertaining to that will be made in the chapter. The nature of special collections, how they are being utilised and what could be causing minimal utilisation of these digitised collections will be discussed in prose. A summary of the study will be unfolded together with the conclusions made. Recommendations to underutilisation of digitised special collections are given.

5.2 Discussion

5.2.1 Nature of special collections at MSU.

At Midlands State University Library special collections comprises of rare books or information, and institutional records produced within the university functions which the library collects and make available for use to users and these include thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers. In the study, the definition of special collections differs from one institution to the other. Special collections do not have a universal definition as they differ and vary from one institution to the other.

In review of literature, the USIM Library (2018) defines special collections as the information and records that are produced within the functions of an institution and these are thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers. Some libraries define special collections differently and the kind of materials they term special collections are different. Some define them as a group of special items, that include rare books and rare documents, that are irreplaceable and

valuable and they need very intensive care (Perdue University Library, 2018). Special collections at Midlands State University Library are defined in the same manner and context as to other institutions, although variations and differences were noted. In general, the USIM library terms special collections as records created within the functions of the institutions and the Perdue University Library term them as rare information, whilst at MSU special collections are both institutional records and rare very important information.

5.2.2 Knowledge of existence of the Institutional Repository and Special collections

The study explored the level of awareness about the existence of the institutional repository and the special collections it disseminates. Respondents indicated if they knew what an institutional repository is. The majority of respondents couldn't define what an institutional repository is or what special collections are. Even those respondents that were aware of the institutional repository they couldn't define what an institutional repository is. Ugah (2007) stated that users might be aware of the libraries themselves but they lack in the type of services and functionality that a library wishes to serve by adopting institutional repositories. This leads to the assumptions that the library is not fully popularising its services as users are utilising the digitised special collections at a minimal extent. With regards to special collections there have been merely no awareness programmes by libraries to showcase and brand special collections (Peninah, 2014). Although variations were also noted with the regards to how much respondents were aware of the existence of the institutional repository and special collections at Midlands State. The majority of the respondents were aware of the institutional repository and very few were aware of the existence of digitised special collections found in the institutional repository.

The findings of the study show that the respondents got to know about the existence of the institutional repository through various ways that include; library orientation, through information literacy mass module, through internal exhibitions and some through self-discoveries. From the results, the study noted that of those students who learnt about the existence of the institutional repository through the information literacy mass module giving some credit to how the library is promoting its services. The results noted that the majority of lecturers learnt about the existence of the institutional repository through internal exhibitions that are conducted in the Great hall.

5.2.3 Utilisation of digitised special collections.

The study examined the extent to which the digitised special collections are being accessed and utilised at Midlands State University Library. There is underutilisation of digitised special collections at Midlands State University. With extensive reveal of the available literature, Tapfuma (2016) and Nyambi (2010), highlighted that institutional repositories in Zimbabwe are registering low usages due to various reasons. Tapfuma (2016) highlighted that even though Institutional Repositories have been well established in Zimbabwe's public universities, they are registering low usage on the basis of being not fully utilised. Whilst, Nyambi (2010) highlighted that the adoption of Institutional Repositories to show case special collections in academics around Africa is a serious developmental issue though Zimbabwe have managed to adopt institutional repositories even though they are not being fully utilised. Both the scholars examined the utilisation in general not specifically conducting extensive research on each of the universities in Zimbabwe. The study revealed the same trend at Midlands State University Library were users are not fully utilising the institutional repository.

The study examined the frequency to which digitised special collections at Midlands State University. End users are not fully utilising the digitised special collections. Statistics from the Institutional repository co-ordinators provides significant weekly views of the collections. This information was used to complement what the results collected by questionnaires. The statistics from the institutional repository were not fully utilised since they only show the number of top ten collection views. Viewing of collections doesn't necessarily mean that they are being utilised because there is no evidence of them being downloaded for use. So, the statistics does not portray the extent to which these collections are being utilised. From the information collected through questionnaires users are not fully utilising the digitised special collections.

5.2.4 Information access Tools

The nature of the study demanded the researcher to explore the different information access tools being employed by the Library. The study noted that the Midlands State University Library is providing abstracts, the library catalogue, bibliographies and Web based OPAC as information access tools. Scholars like Liyana, Shuib and Abdullah, (2010) are key players in providing

information access tools. The OPAC as an information access tool is an automated and computerised catalogue that contains bibliographic information of all items and collections that are available in the library database or the institutional repository (Liyana, Shuib and Abdullah, 2010). The library is using bibliographies which are lists of works by a specific author, or a list of information and articles on a same particular subject or from a same published geographical area (Cooke 2001). Bibliographies come in various formats, they might be integrated within search engines, within databases or might be in printed form. The MSU library have integrated the bibliography within the institutional repository. Abstracts are brief summaries of the most crucial and important parts of an article or a document. As an academic library, the MSU library have used abstracts as an information access tool and this is supported by (Cooke, 2001). The MSU library have used information access tools to enable users to locate the digitised special collections and this has also been supported by literature. Despite the presence of these tools there is underutilisation of the digitised special collections.

5.2.5 Challenges to utilisation of digitised special collections

The study explored the challenges affecting the full utilisation of digitised special collections. At MSU there is lack of awareness within users about the availability of digitised special collections. Ugah (2007) and Clanek (2010) in literature have identified lack of awareness as a major barrier to information access. Ugah (2007) highlighted that though Libraries around the world are making progress in digitising information, researches have however, libraries have not created much awareness to information users. He added that users might be aware of the libraries themselves but they lack in the type of services and functionality that a library wishes to serve. Clanek, (2010) noted that with regards to special collections there have been merely no awareness programmes by libraries to showcase and brand special collections were libraries and their staff have always concentrated on traditional resources and services though they are however digitising their collections. The students are lacking awareness to the existence of the institutional repository, and the benefits of utilising such resources. Even though every student is entitled to undergo the information literacy mass module as the university requires. This strategy has failed to promote access and use of digitised special collections because the majority of students easily forget what they learnt as they level up.

Inaccessibility to digital information is another challenge that has hindered information access. Inaccessibility in two forms, inability on the context of the library to make information readily available and inability on the context of the user to locate information (Ugah, 2007). The study was able to explore challenges that causing inaccessibility of information. Issues of low Wi-Fi networks that are experienced at the university due to strained Wi-Fi bandwidth because of many users discourage users to access the institutional repository but rather prefer to use the hard copy collections. This challenge is coupled up with lack of data in which the majority of students have highlighted that they suffer from. The students and lecturers highlighted that they lack mobile data to access the institutional repository when off campus and on vacation

Other challenges have contributed much to the underutilisation of digitised special collections at Midlands State University. Students are rather utilising other sources of information for example articles and documents downloaded from various websites through the google.com search engine. The study also examined that some high-level education students are not fully utilising these digitised special collections because not all of them are peer reviewed. The study highlighted that the Midlands State University is facing the same case scenario as other institutions in the country and abroad. Lack of awareness is a major barrier to accessing digitised special collection at Midlands State University and other universities in the country and abroad.

5.3 Summary of the Study

The study identified that that there was seemingly a minimal utilisation of digitised special collections at MSU Library. The research sought to investigate how the digitised special collections are being utilised at MSU to verify the problem noted. This was guided by research questions that included how special collections are defined, how much of the targeted users are aware of the existence of digitised special collections and to what extent are they utilising the collections. What access tools are being provided and what are the challenges to the utilisation of digitised special collections also guided the direction of the study.

The study traced the evolution of digitisation by institutional repository adoption within academic libraries from a global scale to the local scale where Zimbabwe houses 11 well adopted institutional repositories. The study identified that academic libraries are leading key players in

the digitisation of special collections to increase use and access to information. Literature was reviewed where the study noted that researches had been done before in Zimbabwe by Tapfuma 2016 and Nyambi 2010 on how institutional repositories have been adopted. In their researches they traced they explored how institutional repositories have been adopted and how special collections have been digitised. Issues to how utilisation of institutional repositories are being utilised were not clearly articulated since their researches were not looking at that. Noting this gap, the researcher was able to situate the study to explore how institutional repositories are being utilised with special reference to Midlands State University. The researcher used a qualitative research, where a phenomenological research design was used. Questionnaires, interviews and observations were used to collect data.

The results collected revealed that there is underutilisation of digitised special collections at MSU even though the Library have managed to provide enough effective access tools. The majority of students are un-aware of these digitised collections but rather favour the usage of hard copy materials. The study also explored that lack of awareness is a major factor contributing to the underutilisation digitised special collections at Midlands State University. The research however recommended that there should be intense promotion strategies to make users aware of the existence of the digitised special collections.

5.4 Conclusions

From the given findings and discussions presented, the study made the following conclusions:

5.4.1 Nature of special collections

The study concluded that special collections are defined differently from one institution to the other. At Midlands State University special collections are books or information, and institutional records produced within the university functions which the library collects and make available for use to users and these include thesis', institutional annual reports, student dissertations, print journals, occasional papers, newsletters, university prospectus, past exam papers and research papers. These special collections have been digitised and disseminated online via the institutional repository. The MSU university have adopted the institutional repository to disseminate these digitised special collections and this was done to offer open access, increase usage and target a wide range of audiences. The study also concludes that the MSU library have done an exceptional

job in digitising these special collections. Despite the actions users are yet to fully utilise these digitised special collections.

5.4.2 Information Access Tools

Prior to digitisation of special collections at MSU library, the study also concludes that it has however been able to provide access tools to enable users to locate the digitised collections. Access tools are information finding aids which are designed to enable and make users to locate and identify the information they need from the institutional repository. The MSU library is using abstracts via abstracts services, integrated bibliographies, Web OPAC and Library catalogue as information access tools. Although the library has done an exceptional job in providing the access tools users are however underutilising the digitised special collections at MSU.

5.4.3 Utilisation of special collections

Despite the Library's efforts of digitising special collections, disseminating them on the institutional repository and providing enough access tools the study concludes that there is minimal utilisation of these resources. The majority of students are not even aware about the existence of digitised special collections even though the majority of lecturers know about the existence. Students form the large number of the population at the university and the majority of them are not aware about the existence of the institutional repository that disseminate special collections. Therefore, the study concludes that there is a minimal utilisation of digitised special collections at Midlands State University.

5.4.4 Challenges to utilisation of digitised special collections

As highlighted that there is a minimal utilisation of digitised special collections at Midlands State University, this trend is being influenced by challenges that are creating a barrier for users to fully utilise information resources. Users are not aware of the existence of digitised special collections at MSU library. However, there are other factors that are contributing also to underutilisation and these include availability of slow WIFI connections around the campus, availability of hard copy information resources and the availability of other online information resources. The study concludes that Lack of awareness play a larger part to the underutilisation of digitised special collections Midlands State University Library.

5.5 Recommendations

From the study results and discussions, the following recommendations are made

5.5.1 Education and Training

The ever-increasing computer technology and innovations have made information to be digitised. However, this has made it difficult for users to stay abreast to how they can access the information. Library professionals should come up with effective educational programmes to library and academic staff to have the required knowledge and skills they can use to teach the users on how to effectively utilise information resources. It is critical to prepare and educate scholarly staff, library staff and students more on repository resources to extend their appreciation of institutional repositories. Exercises and guides ought to be created to assist students to fully utilise the repository resources.

5.5.2 Promotion and Marketing

The library staff should set out on forceful aggressive promotion strategies of the institutional repository service. The librarians and institutional repository co-ordinators should take advantage of social media platforms such as Facebook, twitter, WhatsApp to create awareness's of the presence and utilisation of the institutional repository. Academic staff are ought to be encouraged to regularly make citations and references to the institutional repository as a form of raising awareness. The process of promotion and marketing should be an ever-ending process not a static procedure, as students should be always be encouraged to use the institutional repository more often through notices and forcibly pushing the link to them. The library administration should invest the staff, required resources and time in the promotion of the institutional repository to the users.

5.5.3 Integration of Different Forms of Presentation in Institutional Repositories

Institutional repository co-ordinators should be aware that there is need for use of different forms of presentations in the institutional repository. The MSU institutional repository have text format collections in forms of pdfs. However, it generally lacks in the availability of other forms of information resource like audio visuals and video tutorials. Inclusion of these information

resources with effective promotion strategies will however attract more users to utilise and appreciate the institutional repository. Therefore, a research that addresses the use of wide range of formats when presenting the institutional repository should be essential.

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Appendix I

Questionnaire for Students

My name is Macdonald Zimba. I am currently studying a Bachelor's degree in Archaeology, Cultural heritage and Museum studies at Midlands State University. I am working on a research titled "*Access and use of digitised special collections at Midlands State University*". This research is solely for academic purposes and confidentially is guaranteed.

Instructions

- Do not write your name on this questionnaire.
- Answer all the questions.
- Indicate your answer by using a tick (✓) in the provided boxes.
- Fill in the spaces provided.

- a) Gender Male Female

b) Programme.....

c) Level

d) Age 18-22 23 – 27 28 – 32 33 and above
2. What do you understand by an Institutional Repository?

.....

.....
3. What kind of information found in Institutional Repositories?

.....

.....
4. a) Are you aware of the existence of an Institutional Repository at Midlands State University Library? Yes No

b) How did you get to know about the existence of the Institutional repository?

.....

.....
5. Do you know what special collections are in Libraries?

Yes No

6. a) Are you aware of the digital special collections at Midlands State University Library?
Yes No

b) Can you list the kind of special collections found at Midlands State University Library
.....
.....
.....

c) Which of the following digitised special collections have you used?
Research papers Dissertations Past exam papers

Others specify.....

d) Explain why you use the digital special collections?
.....
.....

e) How frequently do you use the digitised special collections?
at least once a week three times a week monthly
Never use Other(specify).....

7. Are you facing any challenges in trying to access the Institutional Repository?
Yes No

8. If yes list the challenges.
.....
.....
.....

9. What recommendations would you give to the challenges that are faced in accessing the Institutional Repository.
.....
.....
.....

Appendix II

Questionnaire for Lecturers

My name is Macdonald Zimba. I am currently studying a Bachelor's degree in Archaeology, Cultural heritage and Museum studies at Midlands State University. I am working on a research titled "*Access and use of digitised special collections at Midlands State University*". This research is solely for academic purposes and confidentially is guaranteed.

Instructions

- Do not write your name on this questionnaire
- Answer all the questions
- Indicate your answer by using a tick (✓) in the provided boxes.
- Fill in the spaces provided.

1. a) Gender Male Female

b) Programme.....

c) Years of experience.....

2. What do you understand by an Institutional Repository?

.....
.....
.....

3. What kind of information found in Institutional Repositories?

.....
.....

4. a) Are you aware of the existence of an Institutional Repository at Midlands State University Library? Yes No

d) How did you get to know about the existence of the Institutional repository?

.....
.....

5. Do you know what special collections are in Libraries?

Yes No

6. a) Are you aware of the digital special collections at Midlands State University Library?

Yes

No

f) Can you list the kind of special collections found at Midlands State University Library

.....
.....
.....

g) Which of the following digitised special collections have you used?

Research papers

Dissertations

Past exam papers

Others specify.....

h) Explain why you use the digital special collections?

.....
.....

i) How frequently do you use the digitised special collections?

at least once

three times a week

monthly

never

Other (specify).....

7. Are you facing any challenges in trying to access the Institutional Repository?

Yes

No

8. If yes list the challenges.

.....
.....
.....

9. What recommendations would you give to the challenges that are faced in accessing the Institutional Repository.

.....
.....

Appendix III

Interview Guide for Library Staff

1. What is an Institutional Repository?
2. How do you define special collections at Midlands State University Library?
3. What kind of special collections found in the Midlands State University Institutional Repository?
4. What do you provide as information access tools to enable users to locate and use these digitised special collections?
5. Are the students and lecturers accessing the digitised special collections?
6. Are you aware of any challenges faced by university staff and students in accessing the digitised special collections?
7. What are the challenges?

Appendix IV

Observation Guide

To observe the

1. Nature of special collections found at Midlands State University.
Type of materials termed special collections
2. Information access tools provided by the Library.
Abstracts
Integrated bibliographies
Web Opac
Library Catalogue

Turnitin Originality Report

dissertation by Macdonald Zimba

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