

**THE ROLE OF THE PUBLIC LIBRARY IN HIV AND AIDS INFORMATION  
DISSEMINATION IN SWAZILAND: AN EXPLORATORY STUDY IN THE  
MANZINI REGION**

By

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## **DECLARATION**

I, Joy Shabangu, student number MZY JOY 001, do hereby declare that this is my own work. It was not previously submitted in whole, or in part for the award of any degree. Each significant contribution from the work or works of other people has been attributed and has been cited and referenced.

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CANDIDATE'S SIGNATURE

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DATE

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## **ABSTRACT**

The purpose of this study was to assess the utilisation of HIV and AIDS information in Manzini Public Library (MPL). The main objectives included to assess the availability of HIV and AIDS information sources in the Manzini region, to identify challenges of acquiring and delivering the appropriate information, to identify channels through which MPL disseminates HIV and AIDS information.

The study was based on the assumption that MPL was underutilized due to a number of issues. A literature review was conducted. The literature assessed communication methods, which have been fruitful in other countries in creating HIV and AIDS awareness both in rural and urban areas. Also through an empirical study, data was collected and analysed through qualitative and quantitative methods. The data was collected through questionnaires. Qualitative information was generated from interviews, observations, and focus group discussions from rural and urban areas in the Manzini region.

The results revealed that the majority of the MPL users are students. The results revealed that most of the HIV and AIDS information was in books. Most of the information available was on HIV and AIDS awareness and prevention and less on home based care food and nutrition. Allowance of a greater tolerance for group study that tends to create noise was requested by some respondents, acquiring of audio materials and increasing ICT resources were requested by respondents. Results indicated a great discrepancy between the demand for the information and what the library is currently providing. A number of factors have been attributed to this. These factors include inadequate funding, lack of resources and shortage of staff. Key challenges which the public library faces in dissemination of HIV and AIDS information include: lack of ICTs, lack of services to rural community members, limited networking services and poor internet services.

The study made a number of recommendations which include training of staff and users on unfamiliar information sources, forming networks and involvement of local and international organizations, introducing E-learning and ICTs in the library, competitions, increasing funding and establishment of community libraries in rural



areas. The establishment of community libraries is one of the major demands by the rural people. The probability of providing better information that is more carefully targeted to communities; can contribute in decreasing the likelihood of spreading HIV and AIDS.

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## LIST OF ACRONYMS AND ABBREVIATIONS

AIDS	Acquired immuno deficiency syndrome
AIS	AIDS Information System database.
ALA	American Library Association
AMICAALL	African Mayors' Initiative for Community Action on AIDS at the Local Level
ASOs	AIDS Service Organizations
CAC	California Aids Clearing house
CBOs	Community Based Organizations
CD-ROMs	Compact Disk Read – Only Memory
DHS	Demographic Health Study
CIDC	Community Informatics for Developing Countries
FBOs	Faith based organizations
FHI	Family Health International
FLAS	Family Life Association
HIV/AIDS	Human Immunodeficiency Virus/ Acquired Immuno Deficiency Syndrome
ICTs	Information and Communication Technologies
IDASA	Institute for Democratic Alternative in South
IEC	Education and Communication
IPPF	International Planned Parenthood Federation
IRINS	Integrated Regional Information Networks Plus News HIV/AIDS News and Information Service.
KANCO	Kenya AIDS NGOs consortium
KASO	Kenyan AIDS Service Organizations
KCSON	Kibaale District Civil Society Organizations Network
MPL	Manzini Public Library
NAPCP	National Aids Prevention and Control Programme
NERCHA	National Emergency Response Council on HIV/AIDS.
NGOs	Non Governmental Organizations
PATH	Program for Appropriate Technology in Health
PMTCT	Preventing Mother-to-Child Transmission
PRB	Population Reference Bureau
RHM	Rural Home Motivators
SADC	Southern African Development Community
SCECSAL	Standing Conference for Eastern, Central and Southern African Libraries
SNAP	Swaziland National AIDS/STI Programme
SPAFA	Swaziland Partnership Forum on HIV and AIDS
TACAIDS	Tanzania Commission for AIDS
UN	United Nations
UNESCO	United Nations Educational Scientific Cultural Organisation
UNIC	United Nation's Information Centre
UNIFEM	United Nations Development Fund for Women
WFP	World Food Programme
WSIS	World Summit theme on the Information Society

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# **CHAPTER ONE**

## **INTRODUCTION**

The study is meant to identify HIV/AIDS information needs in Swaziland. The information will be used towards improving the services of the Manzini Public Library and Swaziland NGOs by working together against the fight of HIV/AIDS through dissemination of accurate and current HIV/AIDS information.

This study investigates the effectiveness of the information centres and the Manzini Public Library in HIV and AIDS information dissemination in Swaziland.

This study employs both quantitative and qualitative research techniques. The first part of the study involves the collection and analysis of survey data from MPL. The second part of the study involves the collection and analysis of qualitative data in different Non Governmental Organisations involved in HIV and AIDS issues.

Chapter one is the background of Swaziland, The second Chapter consists of the literature review. Chapter three has research methodology and design. Chapter four is data presentation and analysis. Finally is the discussion and conclusion in Chapter five.

### **1.1 BACKGROUND**

Information is a powerful tool for empowering societies in social and behavioural transformation. Societies need information to meet the challenges of this fast moving world especially in the fight against Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS), which has become a threatening issue to many countries especially the underdeveloped. It is now recognized that development of information can enable societies to fight poverty, deprivation and illiteracy (Mchombu and Cadbury, 2006:6). However, Gosh (2007:137) notes that Information Communications Technologies (ICTs), as well as traditional media, mass media and digital technology can have a powerful influence through the distribution of salient information, but are not sufficient to prevent HIV transmission. She argues that these can only be viewed as tools to facilitate empowerment and the realisation of human rights by creating economic, educational, social and political opportunities. Nevertheless, she

recognises that networking of computers has played an important role in the area of communication and dissemination of information.

Relevant skills and knowledge are an important component of employing ICTs in information dissemination. In terms of skills, Mugabe (2003:2) contends that society depends not only on the existence of advanced information and communication technologies and the abundance of information resources but also on the ability of those within a society to access, analyze, critically evaluate and transform information into knowledge. It is also important to understand the relationship between information and use, and how it can possibly affect behaviour (Dervin, 2005). The more we understand how information is perceived and used the more we can increase the likelihood of providing improved information that is more carefully targeted to decrease the likelihood of spreading HIV/AIDS (Albright, 2007:5). The study of the relationship between information and behaviour change is complex and is of concern to many disciplines, notably Information Science and Communications (Dervin, 2005). It is discussed further in the next chapter on literature review.

To summarize, this background illustrates how information can affect human beings if it is well disseminated in society. However, the process of information dissemination should be accompanied by the necessary skills and knowledge in order for it to be effective. The ultimate goal of information dissemination in HIV and AIDS is its resultant effect on behaviour change upon individuals and societies.

## 1.2 PURPOSE OF THE STUDY

The purpose of this study is to explore if HIV and AIDS information has been effectively disseminated in Swaziland particularly in Manzini Region by the Manzini Public Library. It will consider the role of the public library in this provision, and its relationship with other information providers. Results of the study will assess if the public library is capable of rendering an effective service which will contribute in changing the HIV and AIDS prevalence rate in Swaziland.

### 1.3 SITUATION ANALYSIS OF HIV AND AIDS IN SWAZILAND

#### 1.3.1 Location, population and HIV and AIDS

Swaziland is a small landlocked country in the east of Southern Africa, bordered to the east by Mozambique and South Africa which are relatively very large both in their extent and population. It comprises Hhohho, Manzini, Shiselweni and Lubombo region. Manzini region is the most densely populated among the four regions with more than 15 constituencies all of which are in rural areas. Records indicate that Manzini is one of the most populated regions and one of the most affected by HIV and AIDS. Although Swaziland is relatively smaller than most of her neighbouring countries, the HIV and AIDS infection rate has been increasing at a rate greater than neighbouring regions.



Source: Worldatlas: 2010

**Figure 1. Map of Swaziland**

**Table 1: People affected by HIV and AIDS in Swaziland.**

Population, 2008	<b>1,200,000</b>
People living with HIV/AIDS, 2007	<b>190,000</b>
Women (aged 15+) with HIV/AIDS, 2007	<b>100,000</b>
Children with HIV/AIDS, 2007	<b>15,000</b>
Adult HIV prevalence (%), 2007	<b>26.1</b>
AIDS deaths, 2007	<b>10,000</b>

Source: Population Reference Bureau & UNAIDS (July, 2009)

### **1.3.2 Political administration**

To effectively address the HIV and AIDS problem requires both technical support and political will. The country is centred on the monarchy who has the power of making final decisions. The uniqueness of Swaziland's political system influences most of the operations undertaken in bringing services. The Tinkhundla Political System refers to constituency centres in the rural areas in Swaziland. It is Swaziland's main political system with 55 centres. Its establishment was aimed at adopting a dual system of governance that is characterized by the interaction between the traditional and western models of governance. Tinkhundla's major objective is to decentralize administrative work thus bringing it within reach of everybody and providing the people with effective services (Makhubu 2004).

### **1.3.3 Social and cultural issues**

The country is homogeneous in terms of culture and language. The majority of Swazis are Christians estimated at 77% (Swaziland Government 2009). The rest have traditional beliefs or no religious beliefs. This means that they still believe in worshipping ancestors, fortune telling and use of indigenous medicines. However the ancestral worshipping is done secretly.



The churches form an important network for the distribution of information. There are three main denominations in the Conference of Churches namely the Roman Catholic, Anglican and the Presbyterians. However there are also other denominations which fall under the umbrella of Conference of Churches. The Council of Churches comprises the Evangelicals and Pentecostal churches, and under the League of Churches the majority are the Zionists. This last group values both Pentecostal gifts and traditional customs which include polygamy and ancestor worship. However the churches are now in the process of breaking the boundaries amongst themselves. The King is also putting some effort to do this. At least once a year, during Easter Services the whole nation gathers at the national stadium to pray together with the King, Queen and the Royal family.

Education facilities are offered by government, community and mission or church schools, which provide primary and secondary education. Many communities build schools on communal land granted by chiefs. But many schools in rural areas lack electricity and running water. With help from international donors and the Ministry of Education programme changes are in progress, which include the introduction of computers to rural schools which already have electricity. The government has prepared some special adult learning programs called Sebenta which teach adults how to read and write. Youths are also allowed to learn through these institutions because the poor children cannot afford school fees. The only institution of higher learning is the University of Swaziland located in Matsapha, which is about 15 kilometres from Manzini city but there are other tertiary institutions all over the country which offer short courses. Most of the tertiary institutions are privately owned by business people.

Swaziland is a developing country and is experiencing social changes in the distribution of information between rural and urban areas. Libraries are information facilities which are mostly used by urban communities. Swaziland has 14 public libraries placed in the towns amongst the four regions. Most rural communities in Swaziland have high levels of illiteracy and are far from libraries. Homes in some remote parts of Swaziland do not have electricity thus depriving the occupants of access to the Internet, computers and television. Consequently, the people in rural communities do not have access to current information on HIV and AIDS. The major sources of information in Swaziland are the local radio station, which broadcasts through the English language and the siSwati

channels and the local daily newspapers, The Times of Swaziland and The Swazi Observer. There was also a siSwati newspaper known as Tikhatsi teMaswati which is a translation of the Times of Swaziland but due to less demand its publication ceased.

In most of Swaziland's rural areas people are illiterate although in 2000, the literacy level was high among the younger generation. It had gone beyond 70% (Second National Multisectoral HIV and AIDS: 2006) Illiteracy has been aggravated by the fact that many children are orphaned and left in the care of grandparents. But there are also some child-headed households who struggle for themselves. The high illiteracy level has forced many young people to leave school after finishing primary or secondary school and get married or look for jobs in the mines in South Africa or firms where there are fewer requirements for higher learning.

#### **1.3.4 Health services**

About 80 percent of the population in Swaziland live within 8 kilometres of a health facility that provides at least antenatal care (Ruscombe-King 2006). Due to this problem access to health facilities for people in rural communities is limited. This problem becomes so serious after patients have been treated and given medication in the hospitals in that they default in taking their medication and it is not easy to track their attendance due to lack of effective systems and tools to contact them (Vandelamote and others, 2008: 99). In order to deal with this problem, the Ministry of Health trains community motivators, usually ladies who can read in the vernacular language and some of whom can read and write in English. Presently there are 400 Rural Home Motivators (RHM) found in all the communities covering 71% of the homesteads according to the 1997 census of 126,484 homesteads (Swaziland Government 2004:4). Each RHM is assigned by the community leadership to between 20 and 30 homesteads. These helpers receive 100 Emalangenis per month which is equivalent to 100 Rand. These women are trained for twelve months to provide information about AIDS and other health hazards. They visit and encourage the people in the communities to live positively, especially those infected with AIDS. Lack of clean water is one of the problems which affects most communities. However the Swaziland government with the help of NGOs from overseas helps communities with the provision of clean water supply.

### **1.3.5 Agriculture**

Agriculture is important in boosting the economy of the country. Good practice of farming assists by making food to be available to the HIV affected and infected citizens. Subsistence farming and cattle breeding are the most important aspects of living in Swaziland. Most people cultivate maize as their staple food. However the impact of HIV/AIDS on farm productivity has resulted in reduction of crop yield because many homes are headed by children who cannot plough the fields (Dube 2008:157). Some households stop farming due to increased expenses since more expenditure is diverted to health due to HIV/AIDS or due to the death of the breadwinner. The decrease in farm production is also caused by a diversion of labour from the farm to care for the sick relative.

The UN organizations visit rural homes to help communities establish gardens so that they do not need to depend on buying vegetables in expensive markets. The Rural Home Motivators are trained to encourage the people to follow a balanced diet. Some young men from the Ministry of Agriculture visit the communities having consulted the chief about a suitable date. In such meetings the community is taught how to take care of their livestock, improve the maize harvest or they will be introduced to some new farming methods. Information workers can play a useful role in improving agriculture production by providing researches on how to assist by supplying information that would benefit their society (Shibanda, 2003).

## **1.4 HIV AND AIDS IN SWAZILAND**

In 2006, a survey in Swaziland found that out of 2,467 pregnant women, 966 tested positive for HIV (AfroAIDSinfo 2007). The percentage of women visiting antenatal clinics who tested positive for HIV was 39.2%. However recent results indicate that about 42% of pregnant women in Swaziland are HIV positive, an increase of 3% since 2008 (Kaiser Daily HIV/AIDS Report: 2009). The government stated in 2006, “so far national efforts to address this challenge have only yielded heightened awareness of the problem but have failed to stimulate levels of sexual behavior change that are necessary for turning the epidemic around” (UNDP Programme 2006). Several strategies have been implemented in the fight against HIV and AIDS. These include policies such as the National Multi-Sectoral HIV/AIDS Strategic Plan as well as the National Program of

Action for the Multi-Sectoral Response to HIV/AIDS (United Nations Development Programme 2006).

In an attempt to combat the common practice of multiple sexual partners, the National Emergency Response Council on HIV/AIDS (NERCHA) launched a public HIV awareness campaign in 2006 under the siSwati title known as “Makhwapheni” specifically addressed to the “secret lovers” of women. “This focus met widespread criticism for its moralistic message that blamed women for the HIV epidemic and portrayed them as sexually irresponsible” (Ruscombe-King 2006). The behavioural surveillance survey of 2002 found that risk-taking behaviour was common in Swaziland. In 2002 the age of sexual engagement amongst youths attending school, 29% to 58% of the groups surveyed reported having a non-regular partner in the last 12 months (Government of the Kingdom of Swaziland 2002).

#### 1.5 THE RESEARCH PROBLEM / RATIONALE

The high prevalence rate in Swaziland suggests that the situation has the potential to derail the socio-economic development of the country, and thus more efforts and resources are needed to fight HIV and AIDS in Swaziland. The most critical issue is that there is no vaccine to protect individuals against HIV and AIDS, and no cure, and this suggests the need for more preventative health care information and plans for its dissemination.

However, to meet this challenge, practical approaches to improving the conditions of information resources which involve selecting, processing and making information to be available to societies must be initiated. By virtue of this, the library could play a major role in disseminating information on HIV/AIDS and information could be made accessible to the public at large for education and awareness on HIV/AIDS. This suggested the need for a study of the role of the public library in HIV and AIDS information provision in Swaziland.

#### 1.6 SPECIFIC OBJECTIVES

The specific objectives of this study were to:

- Assess the availability of HIV and AIDS information sources in the Manzini Public

Library.

- Identify challenges of acquiring and delivering the appropriate information.
- Identify channels through which Manzini Library disseminates HIV and AIDS information and comment on their suitability.
- Make recommendations if needed on how the Manzini Library can play a bigger role in HIV and AIDS information delivery.

## 1.7 RESEARCH QUESTIONS

Since the Manzini Public Library is one agency in the information chain, it was realized that a broader view of information provision was necessary in order to assess the library's potential and contribution. The main research questions therefore generated a number of sub-questions, outlined below:

- In what form is the HIV and AIDS information supplied to communities in Swaziland?
- What kind of HIV and AIDS information has the Manzini public library acquired?
- To what extent does this information meet the needs and demands of the library users?
- What key challenges does the public library face in dissemination of this information?
- What key challenges do the Swaziland NGOs face in dissemination of HIV and AIDS information?
- How does the Manzini Public Library collaborate with other stakeholders such as NGOs to reach rural communities in the supply of HIV and AIDS information?
- How can the public library and NGOs overcome these challenges in order to ensure an effective system of information delivery on HIV and AIDS in Swaziland?

## 1.8 THE SIGNIFICANCE OF THE STUDY

The researcher was of the opinion that this research project will help in determining the library's actual and potential role to effectively increase the standard in fulfilling the organizational goals and by reaching out to both urban and rural communities in disseminating HIV and AIDS information and thus bridging the development division in the supply of information between the urban areas and rural areas through the use of

Information and communication technology. This dissertation is also hoped to provoke more research around HIV and AIDS information dissemination in Swaziland. Within the framework of this study, it is hoped that this report will assess the effectiveness of the Manzini Public Library as an information facility and become instrumental in its development.

## 1.9 DEFINITIONS OF THE TERMS RELATED TO THE STUDY

### *The public library*

A public library is an information provider which is not restricted to any class of persons. The **Public Library Manifesto**, adopted in 1994, says a public library is a living force for education, culture and information, and is an essential agent for the fostering of peace and spiritual welfare through the minds of men and women (UNESCO 2007).

### *The Chief*

The chief is an authoritative leader of the area in a constituency which is not under the management of the city council. He reports to the king. He is regarded as a reliable information provider to his community and he is the one who makes decisions on issues of development in his area and also in land allocation.

### *Rural areas*

These are areas which are not managed by the city council. In rural areas most people are illiterate and they live a traditional lifestyle. Sometimes information is passed on through songs, games, traditional dances proverbs and legends. These areas remained largely unaffected by the developments which occurred when white settlers entered the area because the settlers tended to found or occupy towns. However, in recent times development has begun to affect the rural areas.

### *Regions*

These are sub areas in Swaziland. Swaziland has got four regions. Such areas were developed in the nineteenth century when Swaziland was still under the British Colonial Rule. These regions were meant for easy managerial purposes of the land, schools, agriculture, health and other developmental issues. Regions cover rural, semi-urban and urban areas.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

This chapter presents a review of various concepts, models, issues and findings from studies which are related to HIV and AIDS information dissemination in Swaziland. English and others (2004:195) explain that one of the purposes of a literature review is to discover what others have done in the same field. The researcher's main focus has been on the last ten years of literature on this topic.

The chapter consists of six subsections. The first section gives a background to the issues of HIV and AIDS. The second section identifies past work on factors which promote HIV and AIDS in diverse settings. This information was selected in order to compare it with similar threats found in Swaziland and to discover how others have dealt with them in their societies. The third section comments on literature which examines the potential role of the library in dissemination of HIV and AIDS information. It gives a critical assessment of past work on this topic. The subsequent section discusses the importance of information in society and how it affects behavioural change. This information is important in that it scrutinizes the causes of certain behaviours. The fifth section presents some approaches to addressing HIV and AIDS pandemic in developing countries in order to derive lessons and identify best practice from countries in a comparable situation. Lastly, is the summary of the chapter.

#### **2.2 BACKGROUND**

In December 2007, there was an estimate of 33.2 million people worldwide living with HIV (UNAIDS, 2007). Although according to UN reports the annual number of AIDS deaths has declined, from 3.9 million in 2001 to 2.1 million in 2007 (UNAIDS, 2007), HIV/AIDS remains one of the greatest barriers to human development in the world, including Swaziland. In Swaziland, an estimated 220,000 adults and children, about one-fifth of the entire population, are living with HIV/AIDS (UNAIDS, 2007). The first case of HIV and AIDS in Swaziland was identified in 1986. This is when the government established the Swaziland National AIDS Prevention and Control Programme (NAPCP) within the Ministry of Health and Social Welfare. The NAPCP was the predecessor of the

Swaziland National AIDS/STI Programme (SNAP). SNAP, together with a number of health related NGO's, undertook awareness campaigns. Sentinel surveillance of HIV has also been undertaken every two years since 1992 by SNAP (UNDP, 2006). Given this background, it is clear that HIV and AIDS is an issue of great concern. It requires a deep understanding of the factors that exacerbate the situation and how to take a bold action to redress it.

## **2.3 FACTORS WHICH PROMOTE HIV AND AIDS IN DIVERSE SETTINGS**

### **2.3.1 Social behaviour and culture practices**

Several reviews, such as that of Manda (2006:500), observed that prostitution, polygamous marriages and secret lovers are the main factors which promote HIV and AIDS. Cultural patterns on gender and sexual relationships and social conditions in Tanzania showed that HIV and AIDS information provision is not structured to enhance local ownership of activities.

### **2.3.2 Ignorance and unemployment**

Surveys in developing countries, sub-Saharan Africa in particular, reveal that only a minority of young people has accurate knowledge about HIV and AIDS (Population Reference Bureau, 2006). Yet they are the most affected group in the society. Nsiah (2003) argues that HIV and AIDS is a disease of the youth because they move to cities to look for greener pastures where they get exposed to new challenges in the modern world. Eventually, they are confronted by explicit sexual messages and peer pressure; Swaziland is no exception to this. The high rate of unemployment forces many young Swazis to move to the clustered industrial sites to seek employment and due to high demands of urban lifestyle such as owning cell phones and music systems, they end up engaging themselves in risky relationships.

### **2.3.3 Poverty**

In most African countries HIV and AIDS is exacerbated by poverty. Hardship forces young girls to seek alliances with older men for financial support. Some of the husbands already have multiple partners; the girls get abused because the culture allows polygamy (Hall, 2003). In Swaziland droughts have also contributed to this: sixty-nine percent of



the population is living below the poverty line (UNDP, 2006). Whiteside and others (2007) suggest poverty and culture need to be addressed by the Swazi people by reducing spending on cultural events and investing in HIV and AIDS prevention and treatment.

#### **2.3.4 Gender issues**

In many developing countries women are marginalized and abused. According to the UN statistics, “this is primarily due to women’s unequal status and the fact that women and girls have less access to information on safer sex, and do not always have the ability to insist on condom use with their partners,” (Damji, 2008). In Swaziland, women are the backbone of homesteads; they are the ones who are maintaining households, generating income and also have the burden of caring for sick family members. In some cases when the husband dies the in-laws claim the inheritance of the property of the husband and his widow, who has little access to government support, and she becomes vulnerable. However UNIFEM is making plans to address this issue by creating an Effective Aid to Gender Equality in the Fight against HIV and AIDS (UNIFEM, 2008).

### **2.4 THE PUBLIC LIBRARY IN HIV AND AIDS INFORMATION DISSEMINATION**

In most developing countries, the public library has been utilised as an institution for the learned people but through some concerns of researchers like Gosh (2006:2) it is important to reconsider how other members of society can benefit through its usage in issues of HIV and AIDS information dissemination.

#### **2.4.1 Provision of HIV and AIDS information**

In developing countries, there is a perceived need for providing health information services through public libraries to the illiterate rural population who are increasingly vulnerable to HIV/AIDS (Gosh 2006:2). Mchombu and Mchombu (2007) view the public library as a suitable place for disseminating HIV and AIDS information to the rural communities. Information professionals such as Gosh (2007), who studied the role of Indian public libraries to increase the awareness of the community on HIV/AIDS, have revealed key challenges which include lack of proper library services to rural

communities. She stresses that there is a perceived need to provide health information services through public libraries to the high risk population. She explains that rural libraries should be established to benefit the rural communities. She also highlights the importance of Information and Communication Technologies in provision of HIV and AIDS information.

Muswazi (2000) surveyed 14 public libraries in Swaziland regarding the availability of HIV/AIDS resources and he found that information resources lack appropriateness and are limited in number. However, the role of the library in making prevention and protection information available to users has been widely recognised in other parts of Africa and such methods have brought about significant results. In some areas the library has been involved in the dissemination of information. For example, some countries like Uganda have managed to reduce the infection rate (Mchombu and Mchombu, 2007:5) by involvement of NGOs. Moreover, in Uganda the widespread availability of information led to increased use of condoms, and fewer sexual partners which led to a reduction of 40% prevalence rate among pregnant women (Piot 1998). In Senegal, prevention efforts reduced rates of sexually transmitted diseases and stabilised HIV rates at low levels of less than 2% among sexually active adults. In northern Tanzania, the sign of an HIV turnaround has also been seen among young people due to active prevention programmes linked to the library (Piot 1998).

Some researchers suggest that HIV and AIDS can well be addressed by making use of libraries and by finding suitable devices to deliver the information. Fitzsimmons (2006:2) suggests that libraries should become more involved in education of the people in regard to prevention, treatment, and care. This puts a challenge to the library and information workers to collaborate in the area of HIV and AIDS information dissemination so that good results can be attained.

Harrod (2000:598) describes the public library as a library provided wholly or partially from public funds, and the use of which is not restricted to any class of persons in the community but is freely available to all. The community owns it and it is an independent place for anyone. People from any background can use the available material and services and access information through the Internet, CD-ROMs, or from electronic databases. On the other hand, Fitzsimmons (2006:2) notes that libraries in Sub-Saharan Africa do not

exist in the same way that Western societies perceive libraries: he prefers a broad definition of libraries, including “library-like” institutions, although they still serve as dissemination centres. Matsebula (2006:3) says libraries should be inviting, attractive and comfortable so that people may get the right information that will bring a solution to the problem of HIV and AIDS.

#### **2.4.2 Major challenges in library functions**

Despite libraries being useful in information dissemination, they face quite a number of challenges to realise their potential roles. The key challenges which the public library faces in dissemination of HIV and AIDS information to rural areas include limited budgets (Gosh, 2007: 60). Mchombu and Cadbury, (2006:8) say this problem is caused by an underdeveloped publishing industry in many African nations, which is largely focused on the publication of school textbooks, with limited capacity or resource to produce material with development information or books in local languages. Despite challenges of lack of resources in public libraries, Nwalo (2000) quotes from Omolayole’s speech at the opening ceremony of the West African Conference on Library Association Management and Networking, held at the University of Ibadan in 1999, in which she suggests that because of the similarity in cultures in Africa and problems as developing nations, we have closer interaction by way of information sharing for our mutual benefit.

Libraries naturally keep books and other information resources and people come to them to access their holdings. Sturges and Neil (2004:14) in the *Quiet Struggle* concur that libraries may be in a situation where they are information providers in a medium that may not be accessible to many of their constituents. They say, in many places people are not literate enough to deal easily with written publications, which may lead to a redefinition of information solutions, away from traditional libraries and documentation centres, and into alternative ways of information dissemination.

### **2.5 THE IMPORTANCE OF INFORMATION IN SOCIETY**

Information in society is an essential commodity of life. The concept of information has been used in various ways. Harrod (2000:370) defines it as an “assemblage of data in a comprehensive form capable of communication which may range from content in any

format, written on paper, stored on electronic databases or collected on the internet to the personal knowledge of the staff of an organization.” In a different way, Aina (1992:1), describes it as the art of providing knowledge in the form of facts, news etc. Within the concept of user studies, information is used to denote factual data, advice or opinion and when gathered, assimilated and understood becomes knowledge (Dilebanye, 2006:6). Consequently, with the right information, societies are ensured of protection from all threatening issues of life, and also an important tool in development, as Baffour-Awuah (1992:1) articulates:

“As librarians, we are information gatherers and information givers but should not be information hoarders. We must also be effective information disseminators. For information is the lifeblood of development and is the only tool that can rid Africa of poverty and ignorance. Information is the only tool that can stop the needless waste of human lives.”

### **2.5.1 Literacy**

Literacy is an imperative asset in the lives of human beings. Information is better accessed when people are literate. The prophet Hosea (4:6) says, “With lack of knowledge people perish”. It is important that people are able to read and write so that libraries can be effectively used. Illiterate people are often deprived of their rights because they are not empowered with learning skills. They also lack confidence in participating in issues protecting their rights because they cannot understand some important issues.

Baffour-Awuah (1992:1) states that knowledge is assimilated and makes a difference between knowing and ignorance while Mchombu and Cadbury (2006:5) note that poor quality education and shortages of reading materials condemn many children to finishing basic education with very limited literacy skills. They argue that “to create literate environments, people need to be surrounded by accessible written information, for learning, research, skills development, leisure or immediate practical purposes. Strong literate environments are underpinned by thriving local publishing, bookselling and media industries, which help to ensure people can get hold of locally relevant materials, including local languages, and local information that reflects local culture, traditions and needs (Mchombu and Cadbury 2006:5). They say, for people living in poverty, it is

crucial to have access to such materials and this is where public libraries have an important role to play, with their mandate of free and universal access.

### **2.5.2 How information affects behavioural change**

It is important to distinguish between information behaviour and information seeking behaviour (Albright 2007:4). Although these two terms are often used synonymously, nevertheless they function differently. Wilson (2000:49) defines information behaviour as the totality of human behaviour in relation to sources and channels of information including both active and passive information seeking, and information use. On the other hand, information seeking behaviour is the purposive seeking for information as a consequence of a need to satisfy some goal. The two terms fundamentally differ in terms of the process of information dissemination. This definition allows us to understand the ways in which information can affect behaviour change. Thus, it includes face to face communication with others, as well as the passive reception of information as in, for example, watching TV advertisements without any intention to act on the information given.

In the course of seeking information, the individual may interact with manual information systems such as a newspaper or a library or with computer-based systems such as the World Wide Web (Wilson, 2000:49). The issue of the two terms is addressed by Dervin (2005) who notes the complexity in studying the relationship between information and behaviour change, which is of concern to many disciplines, notably Information Science and Communications. As an important factor she notes that Information Science is concerned with studying the phenomena of information, including the behaviour of people who seek and use information.

Some researchers revealed the impact of information in behaviour change through groups such as (PATH) in Kenya (Policy Research, 2001:12). Such groups seek to involve peer educators and the media to initiate communication among youth, sex workers and others in the community, to prompt them to question their relationships, in order to deepen the understanding about AIDS to a level that has an impact on behaviour and ultimately, the spread of the disease. The objective of PATH was to deepen inquiry into the quality of relationships that dominate within communities, between husband and wife, young man

and young woman, sex workers and clients, infected and uninfected people. The approach was based on the conviction that a better personal vision of what these relationships represented was possible: they could be seen as a foundation for optimism, hope, and a positive attitude towards life (Policy Research, 2001:12).

### **2.5.3 Communication in HIV and AIDS information dissemination**

Communication is an important aspect in the delivery of HIV and AIDS information. It is necessary to have knowledge and skills of the information which must be communicated. It also requires some knowledge of the culture of the people for whom the message is intended, since human beings are diverse and unique. Sturges and Neill (2004:18) describe information transfer and use in Africa:

“Africa can be characterized as positively information rich. Its citizens possess an adaptable oral mode of information transfer which is deeply embedded in the social and the psychological make up of the people themselves. Little affected by the complexities and expense of computer technology, or even by messages conveyed by books, this oral mode is a channel which enables the swift spread of news, and which allows access to knowledge on a diversity of topics preserved for use and enjoyment in the memories of the people.”

In information delivery it is suggested that a systematic procedure is followed to avoid barriers from multi-dimensional perspectives classified by Dube (2005:318) as knowledge, logistics and presentation.

- (i) Knowledge: if service providers are not knowledgeable enough about the subject, their communication process is either negatively or positively received. Logistics which involve the timing for communicating information must be considered, that is messages should be delivered when people are most likely to listen to them and be receptive. Setting: setting for communicating information has to be conducive and appropriate to the needs of the intended audience.
- (ii) Presentation: Lack of clarity, ambiguity and too much or too little information are all potential communication barriers.

Dube (2005:318) stresses that service providers need to take cognizance of communication logistics in order to promote the free flow of information and the delivery of the intended messages. When communicating a message certain audience characteristics need to be considered. They are classified by Dube (2005:319) according to age, religion, gender, language and educational level as below:

- Age: some people might not feel comfortable communicating with someone who is older or younger than them
- Religion and culture: due to religious or cultural beliefs some people may be uncomfortable about addressing issues pertaining specifically to sexuality and sexual relations
- Gender: some people may not feel at ease talking to people of the opposite sex about sensitive matters relating to sexuality or sexual relations
- Language and educational level: language use mostly in disseminating health information may be too technical and medical to be understood by the target audience.

#### **2.5.4 Selecting Information Sources**

Albright (2007:4) stresses that through widespread information about HIV/AIDS, the people can gain the knowledge needed to change their behavioural response in the AIDS epidemic. The World Summit on the Information Society theme emphasizes the creation, accessing, utilization and sharing of information and knowledge (World Summit on the Information Society, 2003). However, without the right tools, positive effects are unlikely to be attained. This underlines the importance of selection of the appropriate information sources for delivery of information.

Aina (1992:1) argues that:

“The challenges facing the information worker in Africa are multifarious considering the fact that the users of information in Africa are the most heterogeneous in the world, ranging from the stark illiterate to the most educated.”

Because of this, information sources need to be selected according to targeted groups in different categories. The sources may be in electronic form such as the Internet, radio TV

or may be in printed form such as the books, magazines, reports and newspapers. However certain issues must be taken into account when identifying sources targeted for certain communities because there may be hindrances affecting information delivery. For an example, most developing countries who receive information through the radio with an aim of disseminating important information also face problems in the government's tight control of the media, which has also restricted debates around the HIV/AIDS epidemic. According to Ruscombe-King (2006) many communities in developing countries who receive information through radio are deprived. She says Uganda staged a highly successful HIV prevention programme based around a liberalized national press, where the issue of HIV/AIDS was opened for public debate, which ended up allowing NGOs and private organisations to promote their own messages about HIV/AIDS prevention.

#### *2.5.4.1 Printed formats*

Although the growing use of electronic devices has had an impact on information delivery, the most accessible and user friendly is the material in printed form which can also be easily carried along in the bus train etc. Adeogun (2003:15) argues that social and technological amenities are concentrated in the capital cities where important information is conveyed through television, radio and e-mails. However information can now be repackaged into printed form and may be delivered to the rural areas so that the people are not left out from the global events and may know what others are doing to develop themselves and how they respond to HIV/AIDS messages. Important information on how countries like Uganda reduced the epidemic can now be downloaded and supplied to members of society.

#### *2.5.4.2 Electronic formats*

The emergence of Information and Communication Technologies (ICTs) has brought a fast, reliable, efficient and easy way of communication and information exchange (SADC 2001:3). ICTs are having a transforming impact on our everyday economic, social and cultural lives. In spite of the problems encountered by libraries in developing countries, ICT has a role to play especially in areas where access is possible; librarians are forming networks and are organizing information using accessible tools such as publishing through the Internet. It provides information which reflects the views of the United



Nations and its agencies and covers African regions on HIV/AIDS issues. Some public libraries have met the needs of their communities by interacting or networking with NGOs to organize outreach events for the benefit of their community.

The establishment of bibliographies, networks and databases specially designed for HIV/AIDS information is one way of creating HIV and AIDS awareness among communities. Matizirofa and Smith (2006) are of the view that innovative alternative ways should be established and used to obtain a greater variety and number of information sources to provide organized HIV/AIDS information in Zimbabwe. They believe that greater use could be made of technology and other means to mine the wealth of tacit knowledge often hidden in their organizations, as well as to tap traditional and indigenous health knowledge contained in communities. They suggest that this can be transformed into explicit knowledge to be shared by all, by means of print, electronic or other forms.

The Internet has proved to be the most appreciated ICT tool, especially by the younger generation. According to Nwagu (2006:167), the Internet is a global facility for all people in promoting awareness of the power of information and communication to build societies and economies, in which everybody can create, access, utilize and share information and knowledge to achieve his or her full potential.

The Internet helps the youth discover how other young people receive assistance from organizations through networking. The Internet has friendly websites, which are focused on HIV/AIDS news. For example, Family Health International and YouthNet are very informative websites, which disseminate news and events for youth reproductive health and HIV/AIDS. They represent one of the largest and most current bodies of research and programme evidence for youth (Family Health International, 2006:1).

#### *2.5.4.3 Approaches to addressing HIV and AIDS information provision in developing countries*

A study by Kanduza (2003) provides an overview on how the Swaziland Government and NGOs in Swaziland have responded to HIV/AIDS between 1986 and 2002. The strategy was to use education in various forms in order to change the behaviour of Swazi citizens and non-Swazi residents in the country. Research and subsequent research were

not successful because of two major considerations. Firstly, studies commissioned by the Government of Swaziland (1994, 1999, 2002) were not widely circulated and publicized and second, several in-house investigations in big companies in Swaziland aroused anger, fear and resistance among workers. However such strategies have brought positive results in schools.

One of the papers presented in IFLA conference by Gosh (2006:4) suggests that libraries should disseminate HIV/AIDS information through folk media such as drama, songs and dances. She says public libraries must organize seminars, exhibitions in forums such as World Aids Day.

The literature has indicated that the problem of HIV and AIDS is real and affecting all the societies in the world. Among the findings, the most relevant study for the topic of this dissertation was conducted nine years ago by Muswazi (2000). He studied the fourteen public libraries which are spread all over the small cities in Swaziland. He highlights that in the fourteen libraries information sources were lacking in appropriateness, had duplicated titles and the access was discovered to be restricted. Usage levels were also discovered to be low. He suggests that usage of e-mails to facilitate timely access to information towards innovative ideas on selective dissemination of HIV/AIDS information must be provided.

Neill (1991) argues that nowadays librarians have extended their services to provide information that will be appreciated in their surroundings. Such insight suggests the need for more change in libraries. Underwood (1990:4-5) says:

“Change can lead to enhanced services and improved efficiency but it also brings problems. Such problems are rarely confined to one aspect of a service but are likely to affect staff, users, competitors, suppliers, organizational arrangements and structures and so on. Yet, change can hardly be avoided if an organization is to remain vital and healthy.”

Carr (2004:274), on the other hand, suggests that libraries in developing countries should introduce:

- The use of mobile computers on vans that would travel to hard to reach population centres

- Create more HIV/AIDS instructional videos
- Disclose records limits in data and make clear that some numbers are estimates when releasing information to the public.

A large number of studies have defined the role of library services in creating awareness about HIV and AIDS. Fitzsimmons (2006:2) believes that libraries can be a weapon in the war against HIV/AIDS, by disseminating appropriate, useful, and reliable health information to people directly affected by the disease. In another study Fitzsimmons (2006:2) makes three main recommendations on how public libraries can be useful in HIV and AIDS information dissemination.

- (i) Libraries should strengthen their role in disseminating HIV/AIDS information by establishing partnerships with other organizations already involved in dissemination and education activities.
- (ii) Libraries in Africa should expand the scope of information resources they collect and distribute to include sources outside the role of traditional libraries, including taking a leadership role in using Information and Communication Technologies (ICT) for sharing digital materials, and providing information in formats that are accessible and interesting to young adults who are making decisions about their own sexual behaviour.
- (iii) He says an opportunity for African librarians now exists to redefine and expand their profession by taking a strong lead in the dissemination of HIV/AIDS information.

## 2.6 LESSONS FROM DEVELOPING COUNTRIES

This sub-section discusses the success factors which have provided better living standards in most developing countries. A number of researchers from various countries brought a number of important issues relevant to this study through presentations in library conferences and other related meetings concerned on this topic. It then extracts lessons from selected countries individually, starting with lessons from Uganda.

### **2.6.1 Lessons from Uganda**

Uganda is recognized as one of the few countries with great success in beginning to fight HIV/AIDS (Wendo 2003) although this has been debatable. Parkhurst (2002) believes that prevalence rates were reduced but reports have exaggerated the perceived success. On the other hand, Albright, Kawooya and Hoff (2006) suggest that a multicultural strategy to disseminate HIV/AIDS information throughout society has been credited as part of the success, which caused the prevalence of AIDS in Uganda to decrease. Notwithstanding, Uganda achieved positive results in the fight against HIV/AIDS because they had addressed both spiritual and physical needs through the right models of information dissemination tools to both rural and urban communities. With these facts, the question arises, “what has been the role of stakeholders in the success stories of Uganda?”

#### ***The role of various stakeholders***

Various stakeholders, such as the faith based organizations, contributed to changing the lives of Ugandans. Ellis (2006) confirms the power inherent in the structure of non-governmental organizations (NGOs) and Faith-based organizations (FBOs) to provide information based on morality or ethics. Sokhela (2003:11) recognizes that the church is a potentially important player: the community and governments should identify those churches which are willing to promote progressive messages (Sokhela 2003:11). The ABC model (Abstain, Be faithful, Condomise) has been shown to play an important part in the fight against HIV and AIDS in Uganda (Cohen, Schleifer, and Tate 2005).

Albright, Kawooya and Hoff (2006:486) conducted a study to understand how access to healthcare information contributed to behavioural change in Uganda. Interviews with over 300 organizations involved in the dissemination of HIV/AIDS information examined the types and methods of dissemination. The perception of most organizations was that the Government was the largest disseminator of HIV and AIDS information, from Central Government through to the lowest levels of Local Government. Wendo (2003) notes that the citizen’s health is the priority in that Ugandan government took the decision of signing the agreement grant with the Global Fund.

Albright, Kawooya and Hoff (2006), say that the results of the interviews with individuals regarding their knowledge of AIDS from different sources of information suggest that personal sources of information through informal channels most likely contributed to behavioural change. These included governmental, non-governmental (NGO's), faith based organizations (FBOs), and community based organizations (CBOs), private companies, multi or bilateral organizations, and other international organizations. Albright, Kawooya and Hoff (2006:498) further say that Uganda has developed and implemented a unique approach to combating this problem.

Part of Uganda's success has been attributed to a formalized Information, Education and Communication (IEC) strategy, lowering estimated HIV/AIDS infection rates from 18.5% in 1995 to 4.1%. More importantly the success came about through collaborative efforts (Albright, Kawooya and Hoff, 2006:498).

It is arguable that Ugandans have also succeeded in this fight because they have not neglected their indigenous lifestyle. Kikule (2003) notes that combining indigenous as well as the modern scientific medicines can bring balance in strengthening the body. Furthermore studies also indicate that Ugandan men were extremely supportive of their HIV positive wives. For some couples their children served as a bond that motivated them to stay together and to protect the partner from HIV infection so that their children would not become total orphans (Bunnell and others 2005). The establishment of the centres required some skills and voluntary work. Below is a list of some projects which were established in Uganda.

***(a) Training***

Midmay Centre in Kampala offers training and palliative care to patients living with HIV/AIDS in Uganda. Within the clinic, there is an information resource centre, which serves patients, carers, staff, participants, general public, and other statutory and voluntary organizations. The leadership and management principles such as principles for transformation of change, results driven principles, business acumen principles and principles for establishing coalitions/communication. These are highlighted in the success of providing palliative care to people living with HIV/AIDS in Uganda (Kasusse 2003).

***(b) Mobile Patient Library Services project***

The role of Mobile Patient Library Services palliative care to people living with HIV/AIDS in Uganda is one of the projects which were developed to keep the Ugandans informed on HIV and AIDS issues (Kasusse 2003). Sarah Ellis, who is a member of the Chartered Institute of Library and Information Professionals, worked as a volunteer in Uganda. During her two-year placement as a Voluntary Service Overseas Information Professional in Uganda, she worked together with the local people from organizations ranging from craftworkers to Kibaale District Civil Society Organizations Network (KCSO). She was practically involved in voluntary services in Uganda (Ellis, 2006).

***(c) Establishment of a Broadcasting station***

Another strategy of disseminating information to combat HIV/AIDS in Uganda was the establishment of a broadcasting station called Radio Kitti FM, which was meant to broadcast messages on prevention and care to Kitgum District, which was isolated, and beyond the reach of government HIV/AIDS programmes that have successfully reversed infection rates in the rest of the country (Rukikaire 2006).

***(d) Youth programmes***

Youth organizations gave support to young Ugandans (IRINS 2006:10). The positive reports on Uganda do not conclude that Uganda has totally won the battle. Bunnell and others (2005) feel recommendations to the government should be made, some of which include:

- To replace programs that promote abstinence until marriage to the exclusion of other effective HIV prevention strategies
- Integrating the draft policy document of the Ugandan Government, Uganda National Abstinence and being Faithful Policy and Strategy on Prevention of Transmission on HIV
- Rescind the recommendations for compulsory HIV testing for couples intending to marry
- In school-based programmes, ensure that school teachers are adequately informed about the prevalence of sexual activity among young Ugandans and qualified to provide objective, unbiased HIV prevention information and counselling to sexually active pupils and students

- For secondary schools HIV prevention material, is scientifically accurate and age-appropriate (Human Rights Watch 2005).

### **2.6.2 Lessons from Kenya**

Kenya is another country with success stories in managing the HIV/AIDS through information network services. According to Inungu (2004:1), Kenyan AIDS Service Organizations (ASOs) have become the nerve centre of the Kenya AIDS NGOs consortium (KANCO), serving as the point from which members access networking services. Besides information services, the resource centre recruits members through the member AIDS Information System database (AIS) to become members of the KANCO. Through the AIS, KANCO liaises with members for networking. The AIS also serves as a mailing list for the newsletter. The resource centre repackages networking information including the networking guide for NGOs and CBOs, a group of religious institutions in Kenya, AIDS in Kenya, and the directory of AIDS Service Organizations in Kenya.

The regional branches facilitate strengthening of networking within provinces through regional technical update networking meetings. The resource centre is an integral part of the network, which creates solidarity through supporting networking activities such as capacity building of members. However, some researchers like Onyancha and Ocholla (2004) suggest that the government of Kenya and other stakeholders involved in the formulation of policies on research in HIV/AIDS should vigorously campaign for more research funds and other resources, noting that these have made Uganda's case a success.

### **2.6.3 Lessons from Tanzania**

The results of a survey conducted on HIV/AIDS in 2003-2004 in Tanzania suggest that appropriate HIV and AIDS information dissemination tools were used to bring positive results. Lupogo and Mkai (2005:17) report that results indicated that around 4% of young women and around 3% of young men in Tanzania were HIV positive. The highest prevalence of HIV among youth, ranging from 5% to 10%, was found in Mbeya, Iringa and Pwani. Among young men, HIV prevalence was highest in Kilimanjaro, Iringa and Mbeya. However in almost half of the regions, HIV prevalence among young men was less than 2%. Manda (2006:500) examined the socio-cultural context that influences the impact of HIV and AIDS information on changes in sexual behavior and attitudes in

Babati district, Tanzania. He says the results of this study were pleasing because they indicated that HIV/AIDS information provision was flowing into the communities. The providers of HIV/AIDS information included the district council, village government, private and religious health institutions, civil society organizations, schools, faith-based organizations and other community groups. Manda (2006:500) says, "The identified major sources of HIV/AIDS information are mass media such as radio, television, and newspapers." Manda recommends that an HIV and AIDS information and knowledge management strategy be designed for Babati district.

#### **2.6.4 Lessons from Zambia**

Reporting on a visit made in 2005, the UN Secretary- General's Special Envoy for HIV/AIDS in Africa expressed his disappointment at some of the social conditions in Zambia. He remarked:

"In the little rural community of Chibombo, we met with a group of women who were either living with AIDS, or looking after orphans. We assembled beside a vast cabbage patch which the women were using both for food and for income. What did they do with the money they made, we asked? "We use it to buy coffins". The women were incredibly spunky and demanding. They spoke with earthy eloquence about the trials of life, the orphan kids, the struggle to survive. Why, they wanted to know, should they be abandoned to such a desolate fate? However the Zambian Government has shown great commitment by promoting projects from grass root level and providing free antiretroviral treatment throughout Zambia. This was made possible by the change of government policy, which was supported by the Global Fund. Lewis (2005:2), says, "...more than anywhere else I have yet seen, the model for PMTC [Preventing Mother-to-Child Transmission] 'Plus' is working wonders (Lewis, 2005:2)."

The Columbia School of Public Health at the Chelston Clinic in Lusaka initiated it, and the collaboration has led to 6,000 people in treatment as of the moment. The 'Plus' factor involves not only preventing HIV in newborns but also treating the mother, her partner and any HIV positive children as soon as treatment becomes necessary. PMTCT Plus appears to have hastened the evolution from exceptional to universal treatment in Zambia (Lewis 2005:2). He appreciates that food production in Zambia through agriculture is said to be another positive turnaround. Before that the country was starving everywhere, people had desolate faces of hunger but when Lewis visited in January 2003, in the



company of James Morris, the Executive Director of World Food Programme (WFP) there were improvements. Lewis says:

“ Today, astonishingly, the country is on the verge of becoming the breadbasket of the immediate sub-region . . . the political leadership is engaged as never before...The political leadership of the President is mirrored in the encyclopedic grasp of issues, and the force and lucidity of comment, on the part of the Minister of Health. More, his Permanent Secretary and senior officials are all equally committed (Lewis 2005:1).”

Lewis says, no matter where they went, the level of awareness of the pandemic was intense. The situation of the organization “People Living with AIDS” has also improved after the President promised a larger space for their offices. And lastly he commends the role of the UN family and other UN agencies which were impressively coordinated by UNAID and impressively led by the Resident Coordinator, working hand in glove with government to confront and overcome the pandemic. He further states that,

There are huge problems of capacity in every sector, often with crippling effect in the health sector: this is without question the toughest problem the Government faces. The situation of women, disproportionately infected in Zambia, as everywhere else, is appalling, and the growing contagion of sexual assault induces a sense of desperation (Lewis, 2005:1).

The establishment of a project for the development of a resource centre to support the activities of the Zambia HIV/AIDS Business sector in Zambia was successful (Matutu, 2005). It was funded for two years by the Department for International Development of the United Kingdom to implement an HIV/AIDS awareness and wellness program in approximately 20 companies across Zambia.

The lessons drawn from the four case studies from various countries, suggest that information dissemination through networking and collaboration with various stakeholders are proven to have brought positive results to their countries. The library working in conjunction with other stakeholders in the fight against HIV and AIDS brought fruitful results as well. To do this however, requires an understanding of the specific roles the library is currently playing and further redirect its role towards a more proactive role. In summary, the selected literature revealed the following points which

may be useful in refining the critical areas which need improvement in Manzini Public libraries:

- Balancing traditional modes of communication and modern methods of communication such as improving ICTs in the public library for easy information flow amongst librarians and users.
- Training and workshops for librarians on how to identify needs in the provision of HIV and AIDS information.
- Development of projects for librarians on reaching out to communities and also involving community members in these projects, such as the Zambian project which was for the development of a resource centre to support the activities of the Zambia HIV/AIDS Business sector (Matutu, 2005).
- Development of more public libraries or resource centres in rural areas
- Networking with NGOs such as FBOs, CBOs and public libraries.

## 2.7 SUMMARY

There has been significant progress made to address HIV and AIDS in most African countries. Public libraries have been found to be very useful. In the previous section a number of lessons were drawn from countries which can be considered as role models in disseminating appropriate information. In all these case studies what is clear is that they involve a wide variety of stakeholders working hand in hand with their public libraries.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY AND DESIGN**

#### **3.1 INTRODUCTION**

This chapter discusses the research methods and techniques which were used during the field study following a discussion of the possible approaches for a study of this kind.

#### **3.2 THE REASON WHY QUALITATIVE APPROACH IS SUITABLE FOR THIS STUDY**

The characteristics of qualitative data are the most suitable qualities for this research. In qualitative research method data is usually gathered by observations, interviews, focus groups or it may also be gathered from written documents and through case studies. Less emphasis is on counting numbers of people who think or behave in certain ways (Browne, 2006: 214 ) and more emphasis is on explaining why people think and behave in certain ways and it prefers open-ended questionnaires (Centre for Civic Partnerships, 2007). Below are the different data collecting methods briefly discussed in turn.

##### ***(a) Observations***

This involves looking at what is happening rather than directly questioning the participants in order to better understand behaviours, their social context and meanings attached to them. It is usually useful in certain populations such as children or infants.

##### ***(b) Interviews (in-depth, individual)***

- Usually provide rich data, details, insights from program participants and stakeholders about their experiences, behaviours and opinions
- Particularly useful for complex or sensitive subjects
- Use open-ended questions.

##### ***(c) Focus Groups***

In focus group discussions, 8-12 people are selected by non-random method. They share some characteristics or experiences relevant to the evaluation, ideally do not know each other; respond to questions from group facilitator (Centre for Civic Partnerships, 2007). Seale (2004:194) suggests a focus group should have six to ten participants. It uses group

dynamics to generate data and insights. It is useful in generating ideas and strategies, defining problems in project implementation and assist with interpreting quantitative findings. The questions are open-ended and topics are designed to stimulate discussion. The topics are usually broader than interview questions. Focus group discussions are particularly important for their feature of openness. Respondents share opinions openly expressing themselves without being limited to questions as in questionnaires. Seale (2004:194) suggests that focus groups can be used at the main part of a research project, combining with other methods to produce different forms of data within a multi-method approach to social and cultural research. Individual focus groups can be drawn from specific populations; a series of focus groups can serve to compare the groups' reactions to the same concepts. In combining focus groups with surveys, group members not only can help provide language appropriate to their population, as noted, but also "augment pre-testing" of a preliminary version of an instrument (Morgan, 1988).

### **3.3 Characteristics of Qualitative Data**

According to (Centre for Civic partnerships, 2007) quantitative methods are fairly inflexible. With quantitative methods such as surveys and questionnaires, for example, researchers ask all participants identical questions in the same order. The response categories from which participants may choose are "closed-ended". (Centre for Civic partnerships, 2007). Quantitative data is also claimed to be hard, rigorous, credible and scientific. Quantitative data can best explain the why and how of your program, while qualitative data best explain the what, who and when to (Centre for Civic partnerships, 2007). The common techniques which are used to collect and analyse quantitative data are Surveys/ Questionnaires, Pre/post Tests, existing databases, Statistical Analysis (Centre for Civic partnerships, 2007).

### **3.4 TRIANGULATION APPROACH**

In this study, a questionnaire has been used because the researcher has used mixed methods. According to (Aina, 2002:23) to combine both qualitative and quantitative research methods in a single study can be done in order to have more precise results. Centre for Civic partnerships (2007) recommend that combining quantitative and qualitative techniques is sometimes called "mixed method" evaluations. It produces a richer and more comprehensive understanding of a project's accomplishments and

learning. According to Powell (1991:47) a triangulation approach provides an in-depth understanding of the results of the study. Although questionnaires are tools used in quantitative method they are important for their ability to reach a big audience at the same time. They play an important role in that they complement the other known methods used in qualitative research. Mack and others (2005) suggest that as participants should be given the opportunity to respond in their own words rather than forcing them to choose from fixed responses.

### 3.5 QUALITATIVE METHODOLOGY IN THE STUDY

This study is conducted following the qualitative approach. Powell (1991:47) points out that the qualitative research method is the most useful method in gathering data about information users' behaviour and information needs, and Babbie and Mouton (2001:79) recommend qualitative research in exploring characteristics which do not involve numerical concepts. The research carried out for this project is classified under social research because it studies human behaviour. This study adopts methodologies and procedures laid down by researchers such as Miller and Salkind (2002) and Mason (1996). They have provided methods and techniques of collecting data in library and related subjects in social science. Therefore the qualitative approach is best suited for studying the information sources provided to the Manzini community based on the above factors

### 3.6 THE NATURE OF THE STUDY GROUP

The researcher was interested in the library users between the ages of 12 years and above because they can easily understand the issues around the topic of the study. They can also differentiate between good information sources and poor information sources. She chose this group because they can be presumed to be sexually active because research has shown that they are the sexually-active group. The study population also included community members from a rural area called Nkamanzi which is also in the Manzini region.

### 3.7 SITE SELECTION

This study was undertaken in the Manzini region. The population of Manzini region is estimated at 78, 734 (City Population, 2009). Studies have indicated that it is the most affected by HIV and AIDS amongst the four regions of Swaziland. The study was conducted mainly in Manzini Public Library because it made it easy for the researcher to find the group of people to be studied together at the same time. This saves time and resources. The Manzini library is one of the two big public libraries in Swaziland. Mbabane Public library is the other big library but situated in the Hhohho region. Manzini Library offers services to adults, youth and children. This library offers mobile library services although it has concentrated mostly on school library services and branch libraries. It also has an HIV and AIDS corner. In order to bring balance between urban and rural communities, the Nkamanzi area which is about 25 kilometers from the Manzini city was also visited.

### 3.8 SAMPLING

According to Mack (2005), it is not necessary to collect data from everyone in a community in order to get valid findings. Purposive sampling which is a characteristic of qualitative research method was followed in this study. Only a sample that is, a subset of a population was selected for the study. Below is the procedure which was followed during the data collection for this research. Although the qualitative approach was followed in this study the use of the questionnaire which is a characteristic of quantitative research was involved in order to complement the qualitative method. The detailed methodology is discussed below.

### 3.9 THE METHODOLOGY

A survey questionnaire was designed to capture information from the Manzini Library users. The questionnaire was pretested at the Manzini library and thereafter administered at the same library. Key informant interviews were also piloted and conducted in places mentioned below. Focus group discussions and observations were also carried out in different places also mentioned below. This approach was preferred for two main reasons. Firstly, to verify findings from individual interviews and secondly, to gain an in-

depth understanding of the issues under study through a questionnaire. The data was collected between 22<sup>nd</sup> August and 7<sup>th</sup> September 2007.

### 3.10 DATA SOURCES

In an effort to understand the experience of public libraries in providing HIV and AIDS information, a variety of sources of information were utilized. The literature and databases were approached by searching the key words related to Public libraries, information, HIV and AIDS, Swaziland and developing countries. Primary data was collected from different respondents which were from the Manzini region both from urban and rural areas, through focus group discussions, interviews, survey and through observations.

### 3.11 DATA COLLECTION TOOLS

The tools used for collecting data in this research were questionnaires, a group interview guide for the focus groups. These were designed in order to channel the researcher to focus on the questions forming the framework for the efficient delivery of HIV and AIDS information in Swaziland. (The interview guides are attached as Appendix 1 to 6). An interview guide for the NGOs managers, CBOs member, FBOs member and the library staff member. Questions were formulated for the different groups. The following subsection discusses how data was collected from the above members.

### 3.12 QUESTIONNAIRE DESIGN

A survey questionnaire was designed to capture information from the Manzini Library users. The questions were divided into four parts. Part 1 comprised information about the respondent and personal factors of users of the Manzini Public Library according to gender, age, residential area and occupation. Part II, comprised questions about their use of information from sources of information competing with the library. Part III, asked for information on the respondents' use of the library. Part IV asked respondents to give their views on the Manzini Public Library services in general. These involved staff competence and accessibility of information. The last part of the questionnaire asked respondents to give suggestions or comments on what should be done to improve the HIV and AIDS information provision in the Manzini Public library. (Appendix 11).

### 3.13 PILOTING THE QUESTIONNAIRE

Piloting the questionnaires was done to ensure that the questions were easy to understand and focused on the problem being investigated. The researcher asked two staff members in Manzini public library to fill in the questionnaires for piloting purposes. These library staff members were not involved in the actual study. They were asked to identify faults and to give their views on the questionnaires. This gave the researcher an opportunity to revisit the questions and it allowed her to clarify some questions before finalising the questionnaire.

### 3.14 APPLICATION OF QUESTIONNAIRES

Questionnaires were used to complement the interviews and observations for fruitful results. The researcher randomly selected 100 adults who visited the Manzini Public Library on 22<sup>nd</sup> August 2007. The respondents were asked to fill in the questionnaires in order to obtain a representative sample of Manzini Public Library users. This number was decided upon because it represented about three quarters of the group which was in the adult section. It is also an average percentage of library users who visit the Manzini Public Library per day. This information was acquired from the librarian who was assisting the researcher. The researcher distributed questionnaires to the library users as they entered the adult section and asked them to complete the questionnaires. The librarian assisted by distributing some of the questionnaires as well to library users as they entered the library. Ten library users asked to return questionnaires the following day since they were busy studying. 74 questionnaires were returned and filled in and 26 of questionnaires were brought back but almost blank because more spaces were incomplete. The researcher concentrated on the 74 questionnaires which were completed successfully although some had one or two missing answers.

### 3.15 INTERVIEWS

#### **3. 15. 1 Piloting the interview schedules**

The interviews were piloted in Lobamba with some staff members of the Swaziland National Archives. This is a semi-urban area about 30 km from Manzini. This area is situated in the Hhohho region. This was after obtaining necessary approvals from the managers of the NGO's the SNL and from the authorities of Nkamanzi.



### **3.16 Interview respondents**

The interview respondents were drawn from four resource centres which are all based in Manzini region. These respondents work in organizations which are involved in the fight against HIV and AIDS in Swaziland. The NGOs are namely Family Life Association FLAS and Lamvelase HIV and AIDS Resource Centre. An interview with CBO members known as RHMs at the Nkamanzi community and an interdenominational FBO member popularly known as Mkhobo were conducted.

#### ***(a) Interviewed NGOs members***

This type of interview was meant for the NGOs managers. These members were consulted because they have more knowledge about the visions of their organizations and they also understand the challenges and the successes of their organizations. The criteria used in selecting these individuals was based on their status and responsibilities in the organizations. The nature of their businesses involvement in HIV and AIDS matters was considered. The clientele they serve was also considered. In this case they were from Manzini region. (Appendix 1)

Interviews were in-depth, semi-structured, open-ended questions. These were for managers of Family Life Association and the Lamvelase HIV/AIDS Resource Centre which are the main NGOs working within Manzini on HIV and AIDS. Interviews were conducted with these NGOs managers on different dates, in each of their respective centres. The researcher interviewed the NGO managers with the objective of finding out about:

- The roles of these organisations and the extent to which they work with local communities in urban and rural areas in disseminating HIV and AIDS information.
- The extent to which they collaborate with other stakeholders especially the public library in the fight against HIV and AIDS.

#### ***(b) Interview with Nkamanzi (CBO) members***

This interview involved two RHMs. These members were selected because they are the focal people in the community who also interact with the organizations in town who deal with HIV and AIDS. The interview guide for the two Nkamanzi CBO members had eleven questions. Information was sought to understand the methods through which they have been supplied with HIV and AIDS information by the NGOs and the Public Library in town and how they have been delivering this information to their community. This interview lasted for forty-five minutes. Communication was in SiSwati which is the local language. The researcher was taking notes while the CBO member explained some issues. The other member also contributed by clarifying some of the issues. Interviewees gave the researcher information on how they are getting HIV and AIDS information, which is discussed in the next chapter. They also identified HIV and AIDS information needs for their community members. (Appendix 5)

***(c) Interview with FBO members***

The researcher visited the Mkhobo centre, which is a faith-based organization in a semi-urban area called Lozitha, in Manzini region. Although members were busy preparing for a youth camp meeting, two senior members answered the interview questions. (Appendix 6)

***(d) Interview with the Manzini Public Library staff member in charge of the HIV and AIDS corner.***

The Manzini Library Staff member incharge of the HIV and AIDS corner was asked different questions from the NGOs managers. The librarian's questions also form the basis of the main objective of the study which is to find out the role which the Manzini Public Library has played in HIV and AIDS information provision in Manzini region (Appendix 2).

### 3.17 FOCUS GROUP DISCUSSIONS

Two focus group discussions were conducted in this research. The Manzini library users group had seven members and the Nkamanzi focus group comprised nine (9) members.

#### *(a) Nkamanzi focus group*

The researcher had a focus group discussion with the Nkamanzi community to gain their perceptions, opinions, beliefs and attitudes towards delivery of HIV and AIDS information in their area. This group was chosen because they are the main recipients of that information. A focus group is low in cost and produces results relatively quickly and answers are mostly correct because the other community members can respond when the information given to the researcher is not correct. The snowballing sampling method was applied to select the participants of the Nkamanzi focus group. A group of nine (9) community members were selected by the chief's counsellor who is the community overseer in this area, who reports to the chief. The participants included known RHMs from Nkamanzi area, influential community residents, representatives of People Against Abuse of People with HIV and AIDS (PAALWA), those representing other organizations such as for the youth, community police and for the women in the area. These are the people who have experience in issues of development and who understand community needs.

The discussions focused on issues relating to availability of time for teaching other community members, adequacy and access to HIV and AIDS information sources in Nkamanzi. The discussion was at the chiefdom in a house which was built by NERCHA for the community. Guiding questions were asked in order to keep the discussion focused. Successes and challenges in the delivery of information were discussed. The Chief's councillor was also consulted for some clarifications and for verifying some issues which were discussed with the Nkamanzi focus group.

The interview at Nkamanzi lasted for fifty minutes extended by ten minutes' conversation during refreshments. Instead of calling them by their names they were identified by letters on tags between A and I. This was to maintain confidentiality among participants. (Appendix 4)

**Table 2 : Participants of Nkamanzi focus group**

<b>Participant</b>	<b>Age</b>	<b>Gender</b>	<b>Educational level</b>	<b>Occupation</b>
A	35-45	F	Primary	Housewife
B	65-75	F	College	Retired Teacher
C	55-65	M	Primary	Farmer/ community police
D	35-45	M	College	Pastor
E	18-25	F	College	Student
F	12-18	F	Secondary school	Student
G	12-18	M	Primary	Taxi Driver
H	55-65	F	Primary	Health motivator
I	35-45	M	High school	Peer Educator for PAALWA

***(α) Manzini library focus group***

The researcher randomly asked eight library users who were reading near the HIV and AIDS corner to volunteer for the focus group discussion. These library users did not fill in the questionnaires which were provided previously. The discussions focused on issues relating to availability, adequacy and access to HIV and AIDS information in the library. Guiding questions on the nature of information available on HIV and AIDS were prepared in order to keep the discussion focused. Questions were flexible enough to generate meaningful discussions. This focus group was conducted on 26 August, 2007. (Appendix 3)

**Table 3: Manzini library focus group**

<b>Participant</b>	<b>Age</b>	<b>Gender</b>	<b>Educational level</b>	<b>Occupation</b>
A	25-35	M	University	Business consultant
B	25-35	M	College	Teacher
C	18-25	F	High school	Student
D	25-35	M	College	Student
E	18-25	F	High school	Student
F	18-25	F	High school	Student
G	12-18	F	Secondary school	Student
H	18-25	F	High school	Student

### 3.18 OBSERVATIONS

The researcher did some observations on information sources available in Manzini Public Library by examining the HIV and AIDS material. The catalogue was also checked. The HIV and AIDS book cards which represented the books in the HIV and AIDS corner were filed together with those of other books in the main library. The HIV and AIDS corner was also visited. It had about 50 books on this subject. This corner had only one table and four chairs. Library catalogues were inspected to check for information related to HIV and AIDS. Amongst others these issues included topics, such as home-based care, HIV and AIDS awareness, and the language of the material. A request was made to check information at the HIV and AIDS Resource Centre and at Family Life Association. During the visit to The Family Life Association it was observed that both adults and teenagers were free since the facilities are separate and provision of safe reliable counselling is provided. There was a small section of books of about 50 which were not classified properly. It was also observed that there were social services to the youth in the form of drama rehearsals which were going to be presented to the media and to rural areas. Sports facilities were also identified.

### 3.19 LIMITATIONS AND RESEARCH PROBLEMS

#### *(a) The questionnaire*

Some of the questionnaires were returned with unfilled spaces. Age categories were revisited because at first it was confusing where to place a respondent who is 18 in the age group categories. Similarly on the age 35 – .To correct this error the data was reviewed and the responses were easily grouped into three categories: 12-17, 18-34, and ≤35. This is in Table 4.1 on Gender and age-group distribution.

#### *(b) The focus group discussions*

##### **(i) Nkamanzi focus group**

A number of points emerged from the interviews. These were:

- A bigger number than was required turned up for the discussion.
- Some community members of Nkamanzi were disappointed when the researcher asked for only nine members to participate.
- The community members were interested in knowing what was going to be discussed.
- The researcher had problems in using the tape recorder while leading the discussions and also taking notes because she was alone. Operating it was wasting time, so she relied on taking notes in all the interviews.

### 3.20 GENERAL OVERVIEW OF THE STUDY

The researcher's intention in conducting this study was to:

- determine the availability of HIV and AIDS information sources in the Manzini Public Library,
- to find out if the disseminated information is approved by the NGOs who are experts in this field, or
- if collaboration between the library and the NGOs who specialize in this field exists,
- to find out if information on HIV and AIDS is accessed by the communities in the Manzini region and
- to suggest possible means for refining the services in Manzini Public Library in provision of HIV and AIDS information.

### 3.21 CONCLUSION

Based on the results from questionnaires, interviews, focus groups and observations, the researcher will draw conclusions on how the entire population would view their satisfaction on the delivery of HIV and AIDS information by the Manzini Public Library. It is hoped that the research results will bring estimation with potentiality and reliability towards gauging the dissemination of HIV and AIDS information in Manzini region. The findings are discussed in Chapter 4.

## **CHAPTER FOUR**

### **DATA PRESENTATION AND ANALYSIS**

#### **4.1 INTRODUCTION**

This chapter presents the data collected from the questionnaires, interviews, focus group discussions and from observations. Tables and figures have been used to present the results, some of which are summarized as presented in percentages.

This study explored the provision of HIV and AIDS information by the Manzini Public Library and NGOs within urban and rural areas in the Manzini region. The rural area which was selected is called Nkamanzi. In this community, people are still struggling to read but they need HIV and AIDS information. Participants in this study were asked to explain how they receive information about HIV and AIDS and who supplies them with this information. This study has tried to avoid asking participants to give personal information or to assess the accuracy of their knowledge about HIV and AIDS.

#### **4.2 QUESTIONNAIRE DATA**

Out of one hundred questionnaires which were distributed in Manzini Public Library, only 74% were returned. General questions about the library were included in the questionnaire in order to make it less threatening and to gain some insight into the participant's feelings about the library. The first component of data involved description of the respondents in terms of their age categories, occupation, educational status, and residential areas. The responses were analysed to try to detect underlying patterns in the way in which library users access information. The other section includes finding out the type of information which the library has acquired and also finding out what other sources of information may be competing with the library. Respondents were also asked to make their own suggestions towards developing better services in the HIV and AIDS corner.

##### ***(a) Socio-economic characteristics of respondents***

Table 1 indicates the gender distribution of library users. The male library users' percentage is higher by only 6 % than the females. The implication of this gender distribution is that if access to HIV and AIDS information is dependent on the available information in the library, then males have a greater chance of seeing the information,



even if they have other reasons for visiting the library membership numbers broken down like this: The data indicated that 53% were males and 47% were females (Table 4.1). It is interesting to note that, for both males and females, there are fewer participants in the 12-17 years age group. The largest groups are in the 18-34 age group for both males and females. This could be the result of differences in gender roles and responsibilities in addition to cultural influences. The figures may also explain that females between 12-17 and those above 35 have more responsibilities at home than those in the age-group of 18-34.

The number of females above 35 years was less than those in the age-group of 12-17 years. The possible explanation could relate to the fact that those in the older age are mostly in employment. This gives them limited time to visit libraries during working hours, especially at the time this survey was being conducted. Similarly respondents in the age group 12-17 are those at the lower levels of education, primary school for example. However some of the younger library users (11 years and below) were not included in this research since the focus was on those who were above 12 years. During the analysis a defect in the design of the questionnaire became apparent: the age categories overlapped. The researcher decided to adopt a pragmatic solution and coded everyone who had selected the 12-18 year range in the 12-17 category; those who had selected the range 18-35 were coded in the 18-34 category.

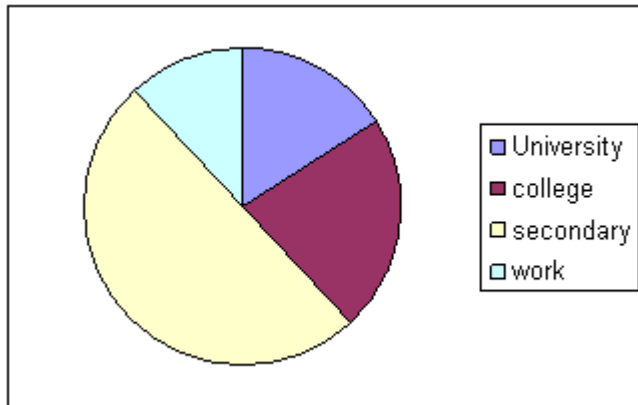
**Table 4 : Gender and age-group distribution**

<b>Age</b>	<b>male</b>	<b>%</b>	<b>female</b>	<b>%</b>	<b>Total</b>	<b>%</b>
12-17	4	10	4	11	8	11
18-34	24	62	29	83	53	72
≥35	3	8	2	6	5	8
other	8	20	0	0	8	11
Total	39 (53%)	100	35 (47%)	100	74	100

**(b) Distribution of Manzini library users according to activity**

Figure 2. indicates the distribution of Manzini library users according to occupational status. The secondary school students are the majority of the Manzini library, followed by the college students and then university students and lastly those who are working.

**Figure 2: Distribution of Manzini library users according to occupational status**



**(c) Gender and Educational status of Manzini Public Library users in %**

Table 4 indicates the distribution of library users according to gender and level of study. The figures show that show that 86% of users are students at secondary school college or university. The number of males and females who are in secondary school form the majority of library users in Manzini Public Library as compared to those who are at college, university and those who are working.

**Table 5: Levels of education of respondents**

Activity	Male		Female		Total	
		(%)		%		%
Secondary School	18	24	18	24	36	49
College	7	9	9	12	16	21
University	6	8	6	8	12	16
Other	8	11	2	3	10	14
<b>Total</b>	<b>39</b>	<b>52%</b>	<b>35</b>	<b>47%</b>	<b>74</b>	<b>100</b>

***(d) The type of HIV and AIDS information available in the Manzini Public Library***

Chapter 1 raised a number of research questions related to the type of HIV and AIDS information available in the Manzini Public Library. One of the fundamental reasons was to establish the adequacy of provision of HIV and AIDS information in this library. This section discusses the respondents' perceptions of what is available. The figures show what type of information is available in the library.

**Table 6: HIV and AIDS information available in Manzini Public Library.**

<b>HIV and AIDS Information in MPL</b>	<b>Numbers representing responses on information availability in MPL which was indicated by MPL users.</b>	<b>% of information availability in MPL which was indicated by MPL users.</b>
Good nutrition	34	31
Prevention of HIV and AIDS	46	42
Treatment for HIV and AIDS	12	11
Testing for HIV and AIDS	13	12
Other	5	4
Total	110	100

In the above table respondents could select more than one category to indicate the type of information which is mostly available in MPL.

Table 6, shows the kind of information which the library supplies most in the HIV and AIDS section. The members of MPL users indicated how they rate availability of information in MPL. The figures explain that the library has concentrated on provision of information on Prevention of HIV/AIDS as compared to good nutrition, treatment and testing of HIV and AIDS.

**(d) Books which library users usually borrow from the library**

**Table 7: indicates the nature of material the library users usually need from the library.**

<b>Types of material mostly requested in the library</b>	<b>Male</b>	<b>%</b>	<b>Female</b>	<b>%</b>
To help with assignments	21	28	22	30
Relating to hobbies/sports	3	4	0	0
To deal with personal problems	6	8	2	3
For recreational reading	2	3	1	1
Other reasons of visiting library such as relaxing and meeting friends	7	9	10	14
<b>Total</b>	<b>39</b>	<b>52%</b>	<b>35</b>	<b>48%</b>

Table 7 indicates that both males and female library users are more interested in books to help them on their assignments. Books relating to hobbies and sports rated the least popular together with books for recreational reading.

**(e) Sources of HIV and AIDS Information**

**Figure 3: Sources of HIV and AIDS**

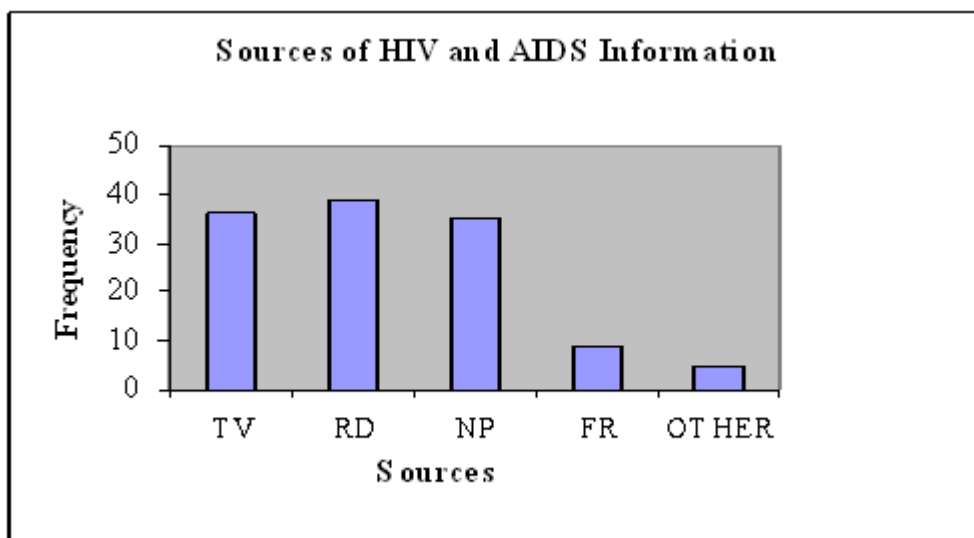


Figure 3 shows the sources that were most often used in supplying respondents with HIV and AIDS information. The results indicate that the source of information on HIV and AIDS used most frequently is the radio (33%), TV (30%), newspapers (29%). However, it was interesting to note that there was little information sharing on a friendly basis (8%) among the respondents.

**Table 8: showing sources of HIV and AIDS information in %**

Information source	Frequency in number	Frequency in %
Radio	39	35
Television	36	33
Newspapers	35	32
Friends	9	1
<b>Total</b>	110	100

In the above table respondents could select more than one category. The popular sources of information are useful in supplying HIV and AIDS information because they can reach big audiences at the same time. This suggests that there may be an opportunity for the Manzini Public Library to supplement its conventional book and other printed materials. For example, recorded information can be reproduced and be converted to other formats to suite the library audience.

*(f) Frequency of library visits per area where respondents came from*

**Table 9: Distribution of female library users by area and frequency of library visits**

(F): females

Area (F)	Ngwane Park	Matsapha	Nkamanzi	Fair View	Other	Total
Visits	Freq	Freq	Freq	Freq	Freq	Freq
Daily	2	4	-	6	6	18
Weekly	1	2	-	2	3	8
Monthly	0	2	-	1	0	3
Rarely	0	2	-	2	2	6
Total	3	10	0	11	11	35

The two townships, Ngwane Park and Fair View, are within the town and Nkamanzi is about 25 kilometres from town. The majority of users were from the university which is also in Matsapha which is about 20 kilometres from town. Those from Matsapha came on a daily basis. The reason could be that since they are students and therefore they need to visit the library more often at their convenient times. Table 4.6 indicates that the majority of female library users who visit the library on daily basis are from Fair View, a neighbourhood which is about five kilometres from town.

**Table 10: Distribution of male library users by, area and frequency of library visits**

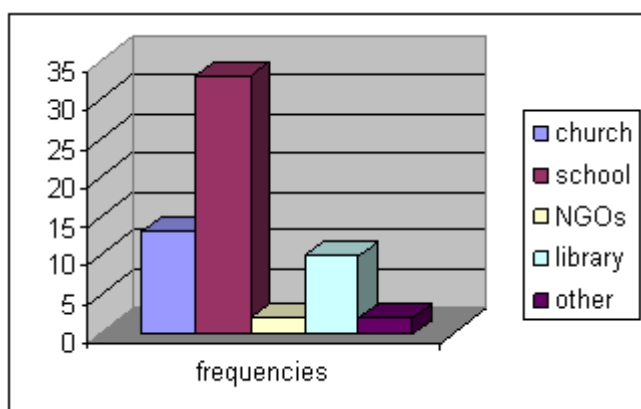
(M): males

Area (M) Visits	Ngwane Park	Matsapha	Nkamanzi	Fair View	Other	Total
	Freq	Freq	Freq	Freq	Freq	Freq
Daily	3	6	-	2	3	14
Weekly	2	5	-	5	4	16
Monthly	0	0	-	0	0	0
Rarely	2	1	-	3	3	9
Total	7	12	0	10	10	39

Table 10 Most of the male respondents came from Matsapha., followed by Ngwane Park and lastly Fair View.

**(g) Institutions where users receive information about HIV and AIDS.**

**Figure 4: Institutions which supply HIV and AIDS information to Manzini Library users.**



**Table 11: Institutions which supply HIV and AIDS information to Manzini Library users. Frequencies are represented by numbers.**

<b>Institution</b>	<b>Church</b>	<b>School</b>	<b>NGO</b>	<b>Library</b>	<b>Other</b>	<b>Total</b>
<b>Figures</b>	13	33	4	10	2	62
<b>%</b>	21	53	7	16	3	100

Figure 4 indicates the institutions where most respondents receive information about HIV and AIDS. Frequencies are represented by numbers, whereas in Table 4.8 their response is represented in percentages. Most of the respondents indicated that the school which includes college and university, gives them more information as compared to the church, community NGOs, clinics and the library. The important role played by the school is not surprising since most of them are students. The library and the community NGOs were rated as the least important sources of HIV and AIDS information.

The findings about the supply of information indicate that the library is rated as no. 3 when compared with other institutions. This indication proves that the library is not the best supplier of HIV and AIDS information.

***(h) Reasons why respondents visit the public library***

**Table 12: Principal reasons why respondents come to the library**

Reason for visiting the library	Male	%	Female	
Good variety of books	18	24	16	22
Good selection of magazines	4	5	1	1
To socialize with friends	2	3	0	0
Convenient opening hours	7	9	6	8
To study	5	7	8	11
Newspapers	3	4	4	5
<b>Total</b>	<b>39</b>	<b>53%</b>	<b>35</b>	<b>47%</b>

Most of the library users indicated that they come to the library mainly for studying purposes. The reason for this is indicated to be the good variety of books. They use the

library material to supplement to their school work. This was reflected in the responses by both male and female library users. Probably another reason is because it is quiet and helps them concentrate when studying. Convenient opening hours also makes the library to be a favourable place for students.

(i) *Users' opinions about library services*

**Table 13: Respondents' rating of MPL services**

Users' view about MPL	Frequencies of responses	%
Very good	13	18
Good	39	53
Poor	14	19
Very poor	4	5
No response	4	5
Total	74	100

Table 13 indicates how the respondents view the services offered by the Manzini Public Library. The majority of respondents (53%) found the library services to be good, whilst 18% found the services to be very good as indicated in Table 4.10.

(j) *Library users' feelings about the library services.*

**Table 14: Library users' feelings about the MPL services.**

Users' feelings about the library	Male	Female	Total	%
Very satisfied	5	7	12	16
Satisfied	18	10	28	38
Neither satisfied nor dissatisfied	10	12	22	30
Dissatisfied	4	3	7	9
Very dissatisfied	2	3	5	7
Total	39	35	74	100



The above table indicates that more males were satisfied than females about services at MPL.

(k) **Access to library information**

Figure 5

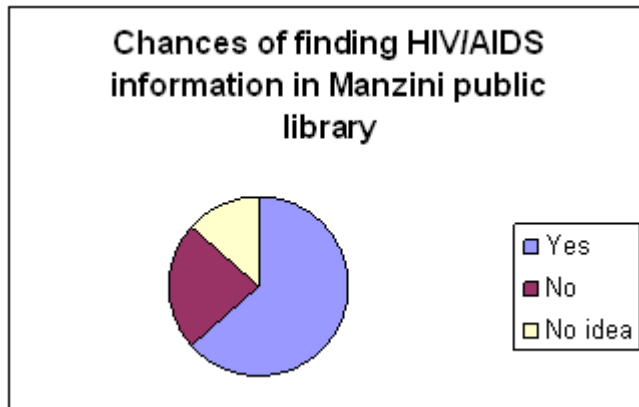


Table 15: Chances of finding HIV and AIDS information in the library

yes	47	64%
no	17	23%
No idea	10	13%

On the question where users were asked how they rated chances of finding HIV and AIDS information in the library, 64% of the respondents indicated that they were able to find the HIV/AIDS information, 23% said they were not able to find information in the library and 13% had no idea. Figure 4.4 presents the number of those who find it difficult to access HIV and AIDS information. The Manzini Library users were asked to indicate with a 'yes' or 'no' to the question on the HIV and AIDS information accessibility. The number of users who cannot find information easily is significantly large (64%) to suggest that Manzini Public Library staff should not be complacent about this and do need to improve the access. The above figure shows that most library users said 'yes' they find it easy to access HIV and AIDS information in Manzini Public library.

***Suggestions from respondents***

The last part asked the respondents to make suggestions about what they wanted in the provision of HIV/AIDS information. About 44% wanted Internet services, 30% wanted HIV/AIDS magazines, and 16% wanted HIV/AIDS literature while 10 % did not

respond. Users suggested that an effort needs to be made in other areas such as provision of an area where there is no restriction on noise for recreational purposes and for discussions to make the library more user friendly.

Manzini Library users made a number of suggestions to improve services that would help efficient delivery of services regarding HIV and AIDS information, in particular, and other services in general. The suggestions include:

**Clubs:** The library management should consider creating a youth club to enable the youths to interact with each other and share information.

**Games:** They should introduce games like snooker to attract readers of the lower age categories (the youths).

**Internet:** Management should create a webpage with information on HIV and AIDS. This will enable readers to have access to most recent information.

**Counselling:** Suggestions were made towards introducing counselling services for people in need of more dialogue on HIV and AIDS issues.

**General suggestions:** The library must have air conditioners. The library should also be strict about use of cell phones which are disturbing. More posters on AIDS awareness and social responsibilities should be provided.

Manzini Library non users's concerns were represented by those who were interviewed at the Nkamanzi community.

#### 4.3 INTERVIEWS DATA

This part of the study provides the analysis of the data which was collected in Family Life Association, Lamvelase HIV/AIDS Resource Centre, Nkamanzi area, Manzini Public Library and the Mkhobo Centre.

##### 4.3.1 NGOs data analysis and interpretation

After the information was collected through the different methods, the following steps were taken: interpretation of data which was in figures tables and in words, analysing information collected from the different resource centres and presenting it.

***(i) Family Life Association***

The researcher wanted to find out the extent to which Family Life Association collaborates with other stakeholders in the fight against HIV and AIDS. Results revealed that Family Life Association does collaborate with other NGOs especially in the rural areas. However they do not collaborate to any extent with the public library. The atmosphere in the youth section at Family Life Association was relaxed. Some of the youth members were playing games and others were reading books, many of them were in cartoon form and in pamphlets.

The study revealed that cooperation exists amongst NGO's. The results revealed that their target groups in terms of age and level of education did not limit anyone since they cater for everyone. They offer different services to youth and to adults. They classify youth from 12 to 35 years. They train youths to be peer educators in the issues of HIV and AIDS. They also reach out to truck drivers, prostitutes and the general public at large. They also go out to the regions to play games and to perform drama. They use pamphlets, billboards, posters and books for information dissemination. Their services are broadly dispersed starting from school communities, street and in homes. Internet services are limited although the officers in charge use it for themselves with information on how their services can be improved. They also have videos, drama on TV and Radio. The aim of the drama is to educate the viewers about the hazards of HIV and AIDS while providing entertainment.

However there are also challenges faced by FLAS in accessing and disseminating accurate and current HIV/AIDS information. For example they do not have enough resources such as reading material and the Internet to cater for all their clients especially those in rural areas since they rely on donations. This organization encourages the youth to be busy but they do not have enough resources to meet their goals especially in the rural areas.

***(ii) The HIV and AIDS (Lamvelase) Health Centre***

The Lamvelase Health Centre focuses on HIV and AIDS issues in Swaziland. It was established to promote communication of HIV and AIDS information to all members of society. Services offered by this institution include:

- Literature searches on the Resource Centre bibliographic database
- Internet searches for HIV and AIDS Information
- Document Delivery (electronically)
- Video viewing facilities
- Referral Services.

Methods through which they have been delivering HIV and AIDS information to rural and urban communities include the media, posters and flyers. The Information Centre's main collection consists of print material in the English language, suitable for both youths and adults who are competent in the use of English. This centre has six computers that are dedicated for Internet searches with two in reserve that can be used if all six are in use simultaneously.

During the interview the information officer said they are faced with a number of challenges in providing information through appropriate and relevant forms to communities in both rural and urban areas. They are currently planning to do a Needs Assessment Study which is hoped to give direction in serving the two sets of people. Another challenge in accessing and disseminating accurate and current HIV and AIDS information in this institution is persuading the local organizations and individuals who are creators and custodians of HIV and AIDS Information to deposit it within the Information Centre.

The government of Swaziland supports this centre through the National Emergency Response Council on HIV and AIDS (NERCHA) by allocating a share in the Global Fund and Swaziland Government Grants. This organisation is currently working on identifying potential research partners on the development of information packages to rural areas as a balance to their previous concentration on towns more in towns than in rural areas.

***(iii) The HIV and AIDS corner librarian of the Manzini Public Library***

The findings revealed that Manzini Public Library has an HIV and AIDS corner which comprises only books. They also have posters and pamphlets on HIV and AIDS which

are displayed in different parts of the library. The librarian said the corner is one year old. Members of the library make use of this information because it is easily accessible. It was revealed in the study that the library does network with Lamvelase and FLAS who deposit pamphlets and posters.

However the library is still trying to find means to reach out to the rural communities. With respect to access to the Internet it was revealed that the Internet services are available but only to those who are able to pay for the using it. The main challenge they are facing is that there is only one computer available to serve all Internet users. There is always someone at the adult library help desk to assist users with immediate questions. On current roles and responsibilities in dissemination of HIV and AIDS information in the Manzini region it was revealed that Manzini public library organises annual competitions about HIV and AIDS knowledge where results are published on the 'World Book Day' which is held in April every year. It is now five years since it has been active in the area of HIV and AIDS awareness activities outside the library.

The library staff identify HIV and AIDS information needs by noting the questions which are frequently asked by the library users. The opening of the corner was a stepping stone towards HIV and AIDS information delivery although some of the demands on HIV and AIDS information enquiry forces them to refer clients to other centres such as FLAS and Lamvelase centre. The interviewee expressed his concern in this area that the government should put more effort in the fight against HIV and AIDS by increasing the budgets so that they may improve the public library services. Another view was expressed about the huge number of their clientele. This information was based on their statistic figures. The librarian who was interviewed said the demand of HIV and AIDS material is high because this library is in a central place and it is about 500 metres from the bus rank. They need more space and more books and more library materials such as videos.

This library is not restricted to any class of persons, and it has made a contribution to education through supporting schools. However it still needs to balance their clientele by attracting the older community members and giving them the required services. This may be in the form of housebound services through the mobile services.

*(iv) Nkamanzi area Interview Data Results*

In this area results revealed that the organizations which are involved in supplying Nkamanzi community with HIV and AIDS information include different government ministries such as The Ministry of Agriculture, and NGOs such as NERCHA, and FLAS. There was also a Christian team from Canada which assisted them in developing projects such as making gardens. Some ladies sent by the Queen Mother taught them how to take care of the chiefdoms and how to take care of orphans in that area. However information about HIV and AIDS is brought by NERCHA and FLAS usually in pamphlets, pictures, posters which they keep in their homes.

The resources are kept in the RHMs homes because they can rush to wherever there is an emergency with their bags to assist the sick person. This method of keeping tools at the RHMs homes can be a disadvantage because they may be far from home while there is an emergency somewhere and they may not reach the sick person in time. It was emphasized that provision of a resource centre to keep resources and information, where everyone can have access to could be useful to community members. They said having a resource centre can be of great help and the community can have access to information at any time. The providers of information train the RHMs for three months per year after that they are given a bag of tools including information tools on how to practise home based care in their communities.

When new information is to be disseminated the RHMs are invited to be taught first so that they may teach their community members. The CBO members are usually called to the constituency (inkhundla) where all the chiefdoms are represented by their two health motivators. On the question of how the people respond to the information they are supplied with, it was revealed that community members respond very well. After being asked to express their views on areas which the government should put more effort in the fight of HIV and AIDS they said they were starving and wished the government could provide them with fence to protect their gardens from goats. The problem was that they were taught to eat well and how to cultivate vegetables for relish but, because they do not have money to buy fencing, the goats ate everything. The radio too has a lot of information on HIV and AIDS “but sometimes we miss it because we rely on batteries

since there is no electricity and we don't always have money for batteries." They suggested building of a resource centre where they could all listen to the programmes which could help their community.

*(v) Mkhobo Centre interview data analysis*

This is an FBO interdenominational faith based organization. They teach that both physical and spiritual needs of a human being should be met. Prayer is the most important weapon to all problems. Members are encouraged to eat well. They organize traditional dinners where members bring traditional dishes which are healthier than processed food. Physical fitness is also encouraged. Members occasionally climb the nearby mountain and have prayers and a barbecue at the mountain top. Members are also encouraged to work and generate funds through selling clothes.

This particular FBO travels all over the country and keeps people informed through preaching and teaching that the youth should keep themselves pure by not indulging in sex before marriage, and married couples should be faithful to their partners. They preach that the only strength to maintain that is to adhere to the principles of the Bible. Sermons and the teachings are recorded on CDs and DVDs. They are also planning to establish a worldwide broadcasting network. Most members of this organisation are the youth; however their main aim is to reach everyone from childhood to adulthood. Their information materials on the prevention of HIV would be useful in the Manzini Public Library for the youths who visit it if it can be deposited.

#### 4.4 FOCUS GROUP DATA

The following part of this chapter discusses the data results which were obtained during the focus group discussions which were conducted in Manzini Public Library and Nkamanzi area.

*(i) Library focus groups*

Members of the Manzini library who participated in the focus group revealed that they were aware of the various sections in this library but also expressed a concern that most people are not aware that the Manzini Public Library has the HIV and AIDS section. As a result some people may not be aware of it and they were not satisfied with the services

offered in the HIV and AIDS section and the newspaper reading section because the space is not enough for people reading newspapers and for those in the HIV and AIDS corner. Another participant revealed that there is also tension inside the library because the security man is always shouting at them. The reason for that is because there is no space for discussions and people make a noise.

On the question sought to find out if the library staff was helpful in providing HIV and AIDS information on request, members said the library staff helps them find material but they need a catalogue where they can search on their own. When asked about the existing catalogue, they said that it is outdated and muddled. This was confirmed by staff who were working on it to improve its order and usability. A question was posed on how they view the HIV and AIDS incidence in Swaziland.

The answer was that no one needs to relax on information given because people are still dying. When asked about what can be done to reduce it, participants revealed that the people now know about the disease but they still need to have sessions in the library and an area for counselling should be created inside the library. There were suggestions on providing videos inside the library, more magazines, more access to the Internet at reduced charges because the current charges are high which make it expensive for them because a person is only allowed 30 minutes for E10.00 (equivalent to R10.00).

A question was asked about how the library helps the community in HIV and AIDS information dissemination. It was revealed that the library disseminates information by organizing informative plays through radio and TV. This is facilitated by the children's librarian. The school pupils gather in the library once a week for rehearsals and then they go to the radio and television stations to perform the plays. It is only a minority who benefit from the radio and the television, since some of the rural people do not have radios and TVs. It was also suggested that the public can be engaged in improving the services of the Manzini Library in disseminating HIV and AIDS information by having discussions inside the library. One of the participants expressed disappointment by saying, "We have lost hope in this library because it has been so poor for years. The government is not providing any improvement as a result we are tired of making suggestions in the suggestion boxes because nothing happens."



Other participants expressed their disappointment because there are restrictions in using laptops inside the library. If you bring a lap top you need to explain at the security desk if you are researching or performing other duties. They also felt that the staff should be friendly and the security guards trained to be more welcoming. On the question of how they view areas where government should put more effort in the fight of HIV and AIDS, it was suggested that government should organize more educational programmes on HIV and AIDS and provide Internet services, more videos, and more posters on HIV and AIDS awareness.

*(ii) Nkamanzi focus groups data*

Participants of the focus group which was held at Nkamanzi expressed their need of a resource centre by saying, “The organisations who come to visit us usually present us with books and pamphlets and after reading them you find them flying all over and littering the place. If we had a library we would keep such material in one place for everyone to have access to it.” Another respondent said, “We would like to have a library because our nearest library is in town (about 30 kilometres away) and it can also keep our children busy instead of going to town. We also receive a lot of information from these organizations which sometimes confuses us and yet in a library the information can be organized e.g., about Agriculture, SWANEP, NERCHA, Health Motivators etc and another one said, “The library can help us because we also get HIV and AIDS information from the radio but we are poor and sometimes we don’t have batteries for our radios.”

The researcher asked them to mention the organizations involved in supplying them with HIV and AIDS information. They said there are 25 Home based Caregivers of whom only ten members are active. They also have two Health Motivators who are chosen by the community. They are trained for three months as midwives and given home nursing tools. They are given bags with medication which they keep in their homes. They teach the community people at least once a fortnight on how to keep healthy. Health motivators get the opportunity to teach the community about important issues when there is a community meeting. The type of material they are supplied with includes pamphlets and posters.

Participants were asked how they get HIV and AIDS information. Some of them said from the clinic, the reed dance ceremony and from school. One youth member explained that people from NERCHA come to teach at his school during morning assembly. Another member said in church they are given an hour every Sunday where they are taught about HIV and AIDS. They were also asked if they find the information useful. The response was that the information is appreciated by the community.

Participants were asked to present their views on what can be done to reduce HIV and AIDS in the country. The answer was that everyone should take caution from what they are taught. Another member said, “We need to pray that God may save us; He is our only hope.” On areas where the government should put effort in the fight of HIV and AIDS, they said they need mobile clinics because the clinic and hospitals are far from where they live. This group was more vocal than the Manzini library focus group. They were able to express opinions and views in a general manner without reflecting identities.

#### 4.5 OBSERVATION DATA

Observations were undertaken in the Manzini Public Library to inspect available books and other relevant materials on HIV and AIDS. The data were mainly analyzed by classification on the nature of available information and checking against the information needed by various users. The classification was done on the basis of current topical issues such as nutrition and general patient care, HIV and AIDS prevention, and general information on awareness of the HIV and AIDS pandemic. The results of observations indicated that the library had books on prevention of HIV and AIDS but it was not easy to tell if these books had been used because This was confirmed by staff who were working on it to improve its order and usability.

The results of observations indicated that the library had books on prevention of HIV and AIDS but it was not easy to tell if these books had been used because they had not been issued. It is possible that they had been consulted in the library by people who did not wish to be identified as HIV positive.

#### 4.6 SUMMARY

This chapter has indicated the perceptions of respondents about availability of HIV and AIDS information in MPL and also HIV and AIDS information provided by NGOs in Manzini region. The figures and the tables illustrate what the library has in their collection under this subject. Results indicated that the library has more information on prevention of HIV/AIDS as compared to good nutrition, treatment and testing of HIV and AIDS. It was discovered through data collection tools that the material is insufficient for the community it serves. This was also confirmed by both the librarian who was interviewed and the library users who participated in the focus group discussion. Collaboration amongst NGOs, CBOs, FBOs which is non-existent can be enforced to form a strong network to pull down the stronghold of HIV and AIDS and appropriate networks can be established. This study revealed that various stakeholders, such as the faith based organizations, contributed to changing the lives of Ugandans as Ellis (2006) confirms the power inherent in the structure of non-governmental organizations (NGOs) and Faith-based organizations (FBOs) to provide information based on morality or ethics. However it is encouraging to learn that the Lamvelase HIV and AIDS centre's key informant highlighted that their organization is currently working on identifying potential research partners on the development of information packages to rural areas since they concentrated more in towns than in rural areas.

## **CONCLUSION**

It was worthy of note to visit the different centres and to learn about the efforts made to provide HIV and AIDS information and interventions towards an HIV free society. What was most encouraging was the spirit of commitment which was encountered in all of these institutions. Although HIV and AIDS is a depressing disease all the participants were willing to contribute in this study. The researcher noted that they take the issue seriously and they all take extra measures towards the fight against HIV and AIDS. The information officers who were involved in this study proved to have not neglected the opportunity to do their best in cautioning and providing information to warn societies against this deadly disease. Although it may not bring instant change but some people who will take up the caution will decide and make up their minds whether to respond or ignore but the information providers would have used the opportunity to provide what they have in their hands at the rightful time. From this experience it is evident that with the right delivery models and with the spirit of contribution of talents fruitful results will be attained.

## **CHAPTER FIVE**

### **DISCUSSION AND CONCLUSION**

#### **5.1 INTRODUCTION**

This chapter discusses the results based on the key research questions which were raised in the first chapter. The question was to establish if aims are achieved in the delivery of HIV and AIDS information and to make suggestions to improve services if they were found to be deficient.

This chapter therefore presents the conclusions based on the data from the study by highlighting what may assist the public library in Swaziland in providing sufficient, acceptable quality information in a satisfactory manner to the citizens. This can benefit them by providing relevant and timeout information that will steer them from hazardous lifestyles. The first question of the study was to find out the kind of HIV and AIDS information which the Manzini public library has acquired.

Information gained through observations contributed in revealing the state of the Manzini Public Library and the kind of material which the library has. The study of the library stock revealed that the material which was in the form of books lacked appropriateness and there is no full utilization because of insufficient material. Information resources lack of appropriateness and are limited in number. It is important for the library staff to upgrade this by seeking to supply sources with current information and keeping these sources up-to-date.

The Manzini community is only beginning to understand the impact of HIV on its members and the threat that HIV/AIDS presents for its members; the study has indicated that the Manzini Public Library has not managed to acquire relevant information for the community. This suggests the need to revisit the acquisitions policy. This also suggests that the librarian who is in charge of the HIV and AIDS corner works closely with the organizations which specialize in HIV and AIDS. This will keep the librarian abreast on such issues. Thirdly, HIV is a demanding disease both in resources, time and effort therefore information on HIV needs to be addressed immediately. This makes books inappropriate in providing HIV and AIDS information. The pace of research on HIV and AIDS is such that new discoveries are announced frequently, which suggests the need for

more internet services so that the citizens may be updated with the everyday news on HIV and AIDS as the sole source. However budgets may not permit but something can be done. This may involve asking for donations from the business people of the area or any form of fundraising which may be established.

***(a) Lack of awareness***

A significant number 23% of library users indicated that HIV and AIDS information was inaccessible in the Manzini library while 13% did not answer the question on accessing HIV and AIDS information in Manzini Public Library; possibly they were not aware of the HIV and AIDS corner. It is evident that these library users do not use it. Another motivating factor could be the provision of computers because they attract the younger generation. The users were satisfied with the material which they use to supplement their school work.

***(b) Lack of competence***

This may be attributed to that in the schools they are given more information on HIV and AIDS as compared to the library. There is, however, a danger of information overload: receiving the same message in school and in the library may diminish its effect. What the library should offer is a complementary approach.

***Stigmatisation***

Another issue is that some people may need the information but they may not be at ease if they are found browsing for information on HIV and AIDS because of the stigma behind it. This may be solved by providing audio material which can be borrowed.

***(c) Danger of mutilation***

The HIV and AIDS corner was a bit isolated from the other sections, and most of the material was in books and magazines which may be prone to theft and mutilation. The librarian mentioned that material has been mutilated before since the Manzini Public Library does not have Surveillance cameras. Provision of this kind of equipment can also solve the problem of material theft and mutilation. More trained assistants on the use of information sources such as computers; video and similar formats can provide a more secure format for library use.

***(d) Meeting the needs and demands of library users***

The second question was intended to ascertain whether the information provided meets the needs and demands of the library users. It is evident from the study that the rural communities were neglected in the provision of HIV and AIDS information by the library. . It is recommended that Manzini Public Library can introduce its services to these communities and work together with the NGOs who are trying to reach out to rural areas. From the perspective of the library users, the study has established that lack of adequate HIV and AIDS material deters users from accessing information in the HIV and AIDS corner. Collaboration is evident between Manzini Public Library with other stakeholders such as NGOs but it needs to be strengthened so that they can reach out to rural communities in the supply of HIV and AIDS information. The responses to the question about the form of HIV and AIDS information supplied to communities in Swaziland indicates the urgent need for greater collaboration between the library and the NGOs. However these areas were mainly covered by the NGOs since they are provided with vehicles to reach to rural areas where roads are in bad conditions. As the NGOs produce the material the librarians may organize it and promote its availability to the communities.

***(e) Overcrowding***

This study has surfaced a number of issues to be addressed and amongst them is the issue of overcrowding in the reading tables caused by insufficient chairs in the HIV and AIDS corner. Chairs in this corner are shared with those for reading newspapers. This can be addressed by provision of more furniture as the clientele grows. However this can be addressed by provision of more furniture as the clientele grows. The corner may also be closed by partitioning so that those who are studying may not be disturbed from noise when videos are played.

***(f) Allocation of more Resources***

Challenges such as the limited budgets make it difficult to deliver the desired goals. It was discovered in the interview with the librarian that the existing gaps in the HIV and AIDS section is not adequately addressed by the Manzini Public Library. Due to lack of resources the library refers its clients to other institutions such as the Lamvelase HIV and AIDS Centre which are equipped with up to date and appropriate HIV and AIDS information. Resource sharing is one of the methods of cutting down on costs. Resources

sharing with the NGOs who are dealing with HIV and AIDS can also reduce the library costs. Some of the services offered by the NGOs can also be duplicated and be made to be available in the library. The results have indicated that there is a need of effective delivery of HIV and AIDS information that will lead to behaviour change. Mchombu and Mchombu (2007:6) argue that one of the complexities in information delivery comes from the overlapping roles of creators, providers and seekers of information. Mchombu and Mchombu (2007:6) say the confusion of information roles, for example, means that most of the HIV/AIDS information is published and distributed outside of traditional publishing channels, is not catalogued or indexed, and thus not found in most health collections in bookshops and libraries. However for this to be rectified it requires more funding. The problem of scarcity of resources needs to be addressed with the appropriate policy makers. The Swaziland government can be made aware of the library needs. One way to do this would be to prepare a briefing paper for the library to government departments, seek a meeting and try to convince officials of the validity of the needs and the value of the projects.

This can be addressed by provision of more furniture as the clientele grows. Another concern that was expressed was the huge number of library users served by the Manzini Public library. This means it needs public, government and NGO's support because this library serves many people when it is compared to the other libraries in Swaziland. This suggests the need for more books and more library materials such as videos. More space can be provided since it was raised by the library users. They need a place where they can feel free to discuss issues of concern to themselves.

The library needs to increase its Internet usage for networking with NGOs and for its clientele since it was revealed that this is what the users would like to have in the HIV and AIDS section. From the results it is evident that the Manzini Public Library serves as an institutional library; it needs to balance its services to the clientele which is already there and to potential users by attracting the older community members and giving them the required services.

One important factor which was revealed by the results is that the majority of the library users are students. The older community members do not visit the library. In order to balance the operations of this institution and to fulfil its mandate of serving the entire



community, books and other material should be provided in the vernacular language because adults prefer material written in their own language. Competitions designed for adults need to be created to get them involved.

*(g) Networking services*

It is evident that the library staff has inadequate networking standards. The library should play a more active role in reaching out to attract non library users both in town and in rural areas. It is also evident that the library does not provide services to the rural areas. These need to be addressed and it can be achieved through improving networking services with other NGOs and institutions.

This study revealed that the internet services are available but to only those who are able to pay for the service in town. However the main challenge they are facing is that there is only one computer available to serve all internet users. ICTs are important tools in HIV and AIDS information dissemination in a number of ways. Gosh (2007: 60) explains how ICTs can be useful in the public library although she was focusing on an Indian perspective. She says use of convergence technologies to spread HIV/AIDS information can be introduced in the public library. Convergence technologies are a diverse set of technological tools and resources to create, disseminate, store, bring added value and manage information. These are not restricted to the internet but include a wide gamut of other tools, which could be used individually or together with each other. She further argues that information and communication technologies (ICT), in convergence with other forms of communication, have the potential to reach those who hitherto have not been reached by any other media. Although ICT was introduced in rural development in the year 1986 in India, the policy formulated in the year 2000 contains little guidance on the development of rural libraries (Gosh, 2007: 60).

Gosh (2007: 60) says the scenario needs to change and suggests information professionals coming forward and studying the present system of operation. She says they can find a better solution to transform these reading rooms into information or studying centres where people, crippled with illiteracy or limited education, find value. She says public libraries ought to use new technologies to develop an online world to transform the lives of underprivileged rural masses in India. This need is also evident in Swaziland.

## 5.2 RECOMMENDATIONS

The recommendations are presented under six subheadings namely: training, Involvement of local and international organizations, Introduction of E-learning and ICTs, Establishing village reading rooms in rural areas, increasing competitions and finding methods of acquiring funding.

### ❖ *Training*

In this study, training is noted as one of the most important aspects in the running of an organization because training ensures an efficient service and thus bringing change to the organization, as Underwood (1990:4) says, can lead to enhanced services and improved efficiency. Training can be done in the areas where there are new services to ensure efficient service provision. This study has indicated the importance of training in a number of areas. One of the areas where training has brought change in the community is in the Midmay Centre in Kampala which offers training and palliative care to patients living with HIV/AIDS in Uganda.. The library management should encourage training of their staff members. Training of users can also be done by sending a staff member to investigate how other organizations succeed in their operations. The Southern Africa AIDS Training program in disseminating prevention information is one of the successful programs in HIV/AIDS awareness which can be approached. Staff members can also be practically involved in learning certain skills from successful organizations in countries like Kenya and Uganda so that they may teach the rest of the staff about the particular skills attained.

### ❖ *Involvement of local and international organizations*

Both local and international organizations can contribute to uplifting the standard of living in their region. Organizations usually sponsor projects with a meaningful purpose. We saw this in the case of Zambia where a visit was made in 2005 by the UN Secretary-General's special envoy to a rural community called Chibombo. An investigation can be done to find out which organizations can be willing to assist in promoting library services more especially in the development of libraries in the rural areas. Local organizations may also be asked to deposit whatever information they produce in the fight against HIV and AIDS.

### ❖ *Introducing E-learning and ICTs*

E-learning and ICTs are identified in the literature in this study as a cost effective way of spreading information across geographically dispersed libraries. E-learning on AIDS awareness may be installed in public libraries. Also where there were gaps in HIV and AIDS information delivery, an effort can be made to avail this missing information through ICT. Information on the ABC (Abstinence, Be Faithful and Condomise) model worked for Uganda. This kind of information which is also practiced by the FBO which was involved in this study can be disseminated through the library.

### ❖ *Establishing village reading rooms in rural areas*

The study has revealed the importance of village reading rooms in countries like Kenya and Tanzania. The MPL also needs to extend its services to rural communities by introducing reading rooms. This can improve the literacy level in the country if such institutions can be introduced. This study also revealed that in Uganda, within the clinic, there is an information resource centre, which serves patients, carers, staff, participants, general public, and other statutory and voluntary organizations. Establishment of such institutions bring a leisure atmosphere to members of communities.

### ❖ *Yearly competitions towards HIV and AIDS knowledge*

The public library conducts competitions during the World Book Day where school pupils participate and win prizes for their schools. This idea can be extended to include adults in the competitions. Questions may focus on HIV and AIDS to keep them abreast on this topic.

### ❖ *Increasing Funding*

The library services in general are constrained by limited funding making it difficult to stretch efforts to fight against HIV and AIDS yet the library has the potential to disseminate information to the public at large. The library administration should lobby government to appreciate its potential to disseminate HIV and AIDS information in order to increase its operational budget.

### 5.3 CONCLUSION AND SUGGESTION

In order for the Manzini Public Library to determine its potential role to effectively increase its standard in fulfilling its organizational goals the library staff should re- shape services and reach all communities. As previously mentioned, networking amongst the Swaziland government institutions and the NGOs in the fight against HIV and AIDS should be formally established. The Manzini Public Library needs to be well supported by government, NGOs and stakeholders so that the whole nation can benefit through the services. Its operations can be geared towards provision of HIV and AIDS information through ICTs and promotion of healthy lifestyles, which can also be maintained because citizens will be knowledgeable about the risks of contracting and spreading the disease. The high death rates can be reduced and the economy can stabilize. The public library should make serious effort to extend their services to rural communities. This can also improve the lifestyles of the rural people and they can appreciate being recognized as important citizens as well as helping to reduce illiteracy and having a knowledgeable society. It is suggested that the study may be extended to involve other regions and other branch libraries so that more user needs are identified in the other parts of Swaziland.

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## **APPENDICES**

### **APPENDIX 1**

#### **INTERVIEW QUESTIONS**

(This is the sample of the questions for interviewing the managers of the two NGOs in Manzini which deal with HIV and AIDS information in Swaziland).

#### **QUESTIONS FOR THE MANAGERS OF THE NGOS IN SWAZILAND**

##### ***Introduction***

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project on investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor Nassimbeni and Professor Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. What services do you render in general?
2. How old is your resource centre?
3. What are your target groups in terms of age and level of education?
4. What communication tools do you use? Do you have ICT facilities in your organization?
5. How do you reach rural communities in supplying HIV/AIDS information? (e.g., Videos, TV or radio programmes)
6. What challenges are you facing in accessing and disseminating accurate and current HIV/AIDS information?
7. In your view, which areas should the government put more effort in the fight of HIV and AIDS.

**Thank you for your cooperation.**



## APENDIX 2

### THIS IS THE SAMPLE OF THE QUESTIONS FOR INTERVIEWING THE LIBRARY STAFF

#### Introduction

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project on investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor Nassimbeni and Professor Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. What kind of information is available on HIV and AIDS in this library?
2. How old is the HIV and AIDS section?
3. Is the HIV and AIDS information utilized?
4. Does the library network with other information centers in rural and in urban communities to address this issue?
5. Do the public have access to the Internet?
6. Is there a special librarian in the HIV and AIDS section to assist users with immediate questions?
7. What are your current roles and responsibilities as a library in dissemination of HIV and AIDS information in this country?
8. How do you identify user needs with respect to HIV and AIDS?
9. What are your successes in delivering the HIV and AIDS information?
10. What are your challenges in delivering the HIV and AIDS information?
11. How has the library managed to meet the demand of HIV and AIDS information?
12. In your view, which areas should the government put more effort in the fight of HIV and AIDS.

Any general comment?

**Thank you for your cooperation.**

## **APENDIX 3**

### **THIS IS THE SAMPLE OF THE QUESTIONS FOR THE FOCUS GROUP WHICH WILL BE CONDUCTED WITH THE MANZINI PUBLIC LIBRARY USERS**

#### **Introduction**

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor Nassimbeni and Professor Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. Are you aware of the various sections in this library?
2. Are you satisfied with the services offered in these sections?
3. Is the library staff helpful in providing HIV and AIDS information on request?
4. How do you view the HIV and AIDS incidence in this country?
5. What can we do to reduce it?
6. How has this library helped your community in HIV and AIDS information dissemination?
7. How can the public be engaged in improving the services of this library?
8. Any general comment?
9. In your view, which areas should the government put more effort in the fight of HIV and AIDS.

**Thank you for your cooperation.**

## APENDIX 4

### **THIS IS THE SAMPLE OF THE QUESTIONS FOR THE FOCUS GROUP WHICH WILL BE CONDUCTED WITH THE NKAMANZI COMMUNITY**

#### *Introduction*

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor Nassimbeni and Professor Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. If you had a library or resource centre what kind of services would you want to have?
  2. Which organizations are involved in supplying you with HIV and AIDS information?
  3. What type of material do they supply you with? (e.g. pamphlets, pictures, video etc)
  4. How is the information delivered to you? (e.g. Do they visit you home to home or do they call a meeting to teach you etc)
  5. Do you find the information useful?
  6. In your view, what can we do to reduce HIV and AIDS in this country?
  7. Which areas do you think the government should put effort in the fight of HIV and AIDS?
- Any general comment?

**Thank you for your cooperation.**

## APENDIX 5

### THIS IS THE SAMPLE OF THE QUESTIONS FOR CBO MEMBERS WHO RESIDES IN NKAMANZI COMMUNITY

#### Introduction

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor M. Nassimbeni and Professor P. Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. Which organizations are involved in supplying you with information in general?
  2. How about HIV and AIDS information?
  3. What type of materials do they supply you with? (e.g. pamphlets, pictures, video etc)
  4. Where do you keep all of the information you are supplied with? (Is it in your homes or you have a special place to keep them?)
  5. Is this a convenient arrangement?
  6. Would a resource centre to keep your resources, where Everyone can have access to information be useful?
  7. Do the providers of information train you in its use?
  8. If so how often?
  9. How is the information delivered to you? (e.g. Do they visit you home to home or do they call a meeting to teach you etc)
  10. How do the people respond to the information you supply them with?
  11. In your view, which areas should the government put more effort in the fight of HIV and AIDS.
- Any general comment?

**Thank you for your cooperation.**

## **APENDIX 6**

### **THIS IS THE SAMPLE OF THE QUESTIONS TO BE ATTENDED BY A FAITH BASED ORGANISATION MEMBER IN THE MANZINI DISTRICT.**

#### **Introduction**

My name is Joy Shabangu, a Masters student in Information and Library Science at the University of Cape Town. The questions below will be used for my research project investigating the role of NGOs in disseminating HIV/AIDS information in Swaziland, under the supervision of Professor M. Nassimbeni and Professor P. Underwood. **All information will be treated in confidence.** Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.

1. Which organizations supply you with information in general?
  2. How about HIV and AIDS information?
  3. What type of materials do they supply you with? (e.g. pamphlets, pictures, video etc)?
  4. Do you network with other organisations concerned with HIV and AIDS?
  5. Where do you keep all of the information you are supplied with? (is it in your homes or you have a special place to keep them?)
  6. Is this a convenient arrangement?
  7. Would a resource centre to keep your resources, where everyone can have access to information be useful?
  8. How is the information delivered to you?
  9. Do you find the information helpful?
  10. How do you view the HIV and AIDS information dissemination methods to your community (e.g. is it enough for your community, or is in a simple language etc)
  11. How do the people respond to the information you supply them with?
  12. In your view, which areas should the government put more effort in the fight of HIV and AIDS
- Any general comment?

**Thank you for your cooperation.**

## APENDIX 7

### Letter for the NGO manager (FLAS)

The University of Cape Town  
T. B Davey, Flat: 10  
Private Bag  
Rondebosch 7700  
Cape Town (RSA)  
2007-07-27

The Manager  
The Family Life Association  
P. O. Box 1051  
Manzini

Dear Madam

Questionnaire on: HIV and AIDS Information dissemination in your organisation.

I am a student at the above institution pursuing a Masters programme in Library and Information Science. As part of the programme, I am required to undertake a field study during which I would conduct interviews concerning the topic. I intend to call you soon to make an appointment for an interview where you could answer some questions as sincerely as possible at your most convenient time. **Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.**

The research is conducted purely for academic purposes and it is hoped that its findings and recommendations will be published in a manner that will ensure that you have access to them. Your cooperation is highly appreciated.

Thank you

J. Shabangu.

## APENDIX 8

### Letter for the chief of Nkamanzi Community

The University of Cape Town  
T. B Davey, Flat: 10  
Private Bag  
Rondebosch 7700  
Cape Town (RSA)  
2007-07-27

Honourable Chief  
Nkamanzi Community  
Manzini Region

Dear Sir

Questionnaire on: HIV and AIDS Information dissemination in your organisation.

I am a student at the above institution pursuing a Masters programme in Library and Information Science. As part of the programme, I am required to undertake a field study during which I would conduct interviews and focus groups concerning the topic. I intend to call you soon to make an appointment and arrange for the focus group discussions at the community members' most convenient time. **Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.**

The research is conducted purely for academic purposes and it is hoped that its findings and recommendations will be published in a manner that will ensure that you have access to them. Your cooperation is highly appreciated.

Thank you

J. Shabangu.

## APENDIX 9

### Letter to Manzini Public Library

The University of Cape Town  
T. B Davey, Flat: 10  
Private Bag  
Rondebosch 7700  
Cape Town (RSA)  
2007-07-27

The Librarian  
Manzini Public Library  
P. O. Box 652  
Manzini

Dear Madam

Questionnaire on: HIV and AIDS Information dissemination in your organisation.

I am a student at the above institution pursuing a Masters programme in Library and Information Science. As part of the programme, I am required to undertake a field study during which I would conduct an interview concerning the topic. I intend to call you soon to make an appointment for an interview where I would ask you to answer some questions as sincerely as possible at your most convenient time. **Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.**

The research is conducted purely for academic purposes and it is hoped that its findings and recommendations will be published in a manner that will ensure that you have access to them. Your cooperation is highly appreciated.

Thank you.  
J. Shabangu.



## APENDIX 10

### Letter to a Faith Based Organisation in Manzini District

The University of Cape Town  
T. B Davey, Flat: 10  
Private Bag  
Rondebosch 7700  
Cape Town (RSA)  
2007-07-27

The Senior Pastor  
Mkhobo Interdenominational Fellowship Group  
Lozitha  
Manzini District

Dear Sir/Madam,

Questionnaire on: HIV and AIDS Information dissemination in your organisation.

I am a student at the above institution pursuing a Masters programme in Library and Information Science. As part of the programme, I am required to undertake a field study during which I would conduct an interview concerning the topic. I intend to call you soon to make an appointment for an interview where I would ask you to answer some questions as sincerely as possible at your most convenient time. **Please note that your responses will be treated with utmost confidentiality as you are not required to indicate your name or any other identification. All information that would emerge from the study will be kept strictly confidential and names of persons will not be revealed even during publication of the final document.**

The research is conducted purely for academic purposes and it is hoped that its findings and recommendations will be published in a manner that will ensure that you have access to them. Your cooperation is highly appreciated.

Thank you  
J. Shabangu.

## APPENDIX 11

### QUESTIONNAIRE FOR LIBRARY USERS

#### QUESTIONNAIRE TO BE COMPLETED BY INDIVIDUALS FROM 12 YEARS AND ABOVE

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##### INTRODUCTION

The following information is meant to assist the researcher in carrying out a study to identify HIV/AIDS information needs in Swaziland. The information you provide will be solely used towards improving the services of the Manzini Public Library and Swaziland NGOs by working together against the fight of HIV/AIDS through dissemination of accurate and current HIV/AIDS information. Please fill in the required information as precisely as possible. **All information will be treated in confidence.** Please tick  $\surd$  or mark X in the appropriate boxes. Thank you.

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##### PART I: INFORMATION ABOUT YOU

1. Are you

- (a) Male  (b) Female

2. How old are you

- (a) 12-18 Years   
(b) 18-35 Years   
(c) 35 years and above

3. Where do you live?

- a) Ngwane Park  (b) Matsapha  (c) Fair View  (d) Nkamanzi

(e) Other (Please specify) \_\_\_\_\_

4. Are you still studying?

- (a) Yes  (b) No

5. If **YES** specify level of study:

- a) Secondary School  (b) College  (c) University

(d) If you are not studying, what are you doing currently? Please specify \_\_\_\_\_

**PART II: HOW YOU USE INFORMATION ABOUT HEALTH**

6. From which institution do you receive information about HIV/AIDS? You may select as many as are relevant.

- (a) Church
- (b) School
- (c) Community NGO
- (d) Library
- (e) Other (please specify) \_\_\_\_\_

7. Which of the following gives you information on HIV and AIDS? You may select as many as you please.

- (a) Television
- (b) Radio
- (c) Newspapers
- (d) Friends
- (e) Other (please specify) \_\_\_\_\_

8. What kind of information does the library supply in the HIV and AIDS section?

- (a) Good nutrition
- (b) Prevention of HIV/AIDS
- (c) Treatment of HIV/AIDS
- (d) Testing for HIV/AIDS
- (e) Other (please specify) \_\_\_\_\_

### PART III: VISITING THE PUBLIC LIBRARY

9. How often do you visit the Manzini Public Library?

- (a) Daily
- (b) Weekly
- (c) Monthly
- (d) Rarely

10. If you rarely come to the library what is the reason?

- (a) Family responsibilities (e.g. household chores)
- (b) Lack of suitable materials
- (c) I live far from the library

11. What is your main reason for visiting the Manzini Public Library?

- (a) Good variety of books
- (b) Good selection of magazines and newspapers
- (c) To socialize with friends
- (d) Other (please specify) \_\_\_\_\_

12. What kind of books do you usually borrow from the library?

- (a) Books to help in my school assignments
- (b) Books relating to hobbies and sports
- (c) Books that help to deal with personal problems
- (d) Books for recreational reading
- (e) Other (please specify) \_\_\_\_\_

#### **PART IV: YOUR OPINION ABOUT LIBRARY SERVICES**

13. Please state whether you are satisfied with the services offered by the Manzini Public Library?

- (a) Very satisfied
- (b) Satisfied
- (c) Neither satisfied nor dissatisfied
- (d) Dissatisfied
- (e) Very dissatisfied

14. How often do you seek assistance from the library staff?

- (a) Often
- (b) Sometimes
- (c) Never

15. How do you rate the competence of the library staff?

- (a) Very good
- (b) Good
- (d) Poor
- (e) Very poor

16. Are you able to find the HIV/AIDS information you require in the library?

- (a) Yes                       (b) No

17. If your answer is yes in question 16, which of the following reasons explain your answer:

- (a) The material is not well arranged
- (b) Library staff do not assist me
- (c) Books are not relevant to my needs
- (d) Lack of HIV/AIDS literature
- (e) Lack of Internet services

(f) Other (Please specify)

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17. What would you like to have in this (i.e. the HIV/AIDS) section? (Tick as many answers as necessary)

(a) Internet services

(b) HIV/AIDS Youth magazines

(c) HIV/AIDS Videos

(d) HIV and AIDS literature

(e) Other (please specify) \_\_\_\_\_

18. Please feel free to make further comments or suggestions in the space below. Thank you for your participation.