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Attitude of Library Staff towards People with Visual Impairment in the Provision of Library and Information Services in University and Public Libraries in Tanzania

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ATTITUDE OF LIBRARY STAFF TOWARDS PEOPLE WITH VISUAL IMPAIRMET IN THE PROVISION OF LIBRARY AND INFORMATION SERVICES IN UNIVERSITY AND PUBLIC LIBRARIES IN TANZANIA

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Abstract

This paper investigated the attitude of library staff towards people with visual impairment in university and public libraries in Tanzania, with regard to the provision of library and information services. The study employed both qualitative and quantitative research approaches. The study population was randomly and purposively selected; and involved patrons with visual impairment, library staff, library directors, readers for people with visual impairment, institutions associated with people with visual impairment. Snowball techniques were used to select library users with visual impairment and readers for users with visual impairment. The findings revealed that the attitude of library staff towards people with visual impairment was positive. However, lack of policy on how to handle this disadvantaged group makes the service inadequate; users with visual impairment were not satisfied with the service because the environment was not conducive enough for them to be independent. The findings also indicated that libraries in Tanzania are not in a position to provide the best library and information services to people with visual impairment because there were many things to implement, correct and improve. The study concludes that, library and information services are not offered uniformly in the libraries surveyed depending on the nature and the needs of their users, mainly due budget constraints. Therefore, all the surveyed libraries need to review their policies, practices and procedures in order to make their services amenable to the needs of people with visual impairment.The study, therefore, recommends that awareness-raising programmes should be developed, and a policy should be formulated on library and information services for people with visual impairment; and both university and public libraries should devise formula to ensure reasonable budget allocation for library and information services for people with visual impairment. Moreover, there is a need for integrating special needs into Library and Information Science (LIS) curriculum.

Keywords: Attitude, library, people with visual impairment, university library, public library, Tanzania.

Introduction

Visually impaired is a common term used to describe people who are partially sighted or who are completely blind. In other words, people with visual impairment have their ability to see affected, hindered or completely lacking.People with visual impairment in the world are estimated to be 1.3 billionwith regards to distance vision 188.5 million people have mild vision impairment, 217 million have moderate or severe visual impairment; and 65% of people with visual impairment and 82 % of blind are over 50 years old (WHO, 2018). This

group may be hindered from getting library and information services, if they are not enabled to get these services.All over the world, people with visual impairment are faced by numerous difficulties as they seek to assert their position in a modern, complex and competitive world dominated by able bodied individuals (Rayin, 2017; Majinge, 2014 and Ndumbaro, 2009).Ndumbaro (2009) adds that, people with visual impairment face barriers such as ignorance, prejudice and most harmful social discrimination. Their disabilities cause many personal challenges such as economic inequality, illiteracy, cultural isolation as well as discrimination in education, employment, marriage and a broad range of negative social attitudes.

Currently across the globe Tanzania in particular there is a struggle for free, equitable and quality library and information services for all people. The universal Declaration for Human Right in 1948 declared information as an important right for every person, including people with visual impairment. Access to library and information services is one of the most important human rights, which allows individuals regardless of their disability to develop themselves and participate in a democratic society, fully exercising their rights and duties (Ndumbaro, 2009). This is promoted by the United Nations through the adoption of the convention on the Rights of the person disabilities to see that they have the same access and opportunity as everyone else to participate in all areas of public life, including jobs, schools, transport, and all public and private settings open to accommodate general public(United Nations, 2006).

In the provision of library and information services people with visual impairment are perceived differently by library staff and the entire community; and this is what constitutes attitude in this study. Attitude in this study, therefore, means library staffs' positive or negative feelings towards people with visual impairment and their influence on library and information services.

Literature Review

Libraries play a catalytic role in the lives of people with visual impairment by facilitating their useful participation in the society. This can be facilitated by factors such as technological advancement, legislation and changing attitude towards people with visual impairment (Zaid & Zaid, 2017). However, university and public libraries in Tanzania do not have adequate library and information services for people with visual impairment. Bhardwaj (2018) avers that library and information science professionals face inhibits in providing services to people with visual impairment because of lack of suitable equipments, maintenance/updating of assistive software and devices, time consuming scanning process and lack of awareness among people with visually impaired students about library resources and services. For this case, people with visual impairment have been deprived of their rights to access library and information services. Libraries in Tanzania, in one way or another marginalize people with visual impairment in accessing library and information services, hence leading to negative attitude. This is supported by the World Health Organization (WHO,2011), that people with disabilities are among the most marginalized groups in the

world….they have poorer health outcomes, lower education achievements, less economic participation and higher rates of poverty than people without disabilities. This can be witnessed in many cities and towns in Tanzania where by people with disabilities are begging for their livelihood, even some times they are used as a source of income for some families live with people with disabilities. According to the Tanzania Federation of Disabled People Organization, marginalization is a result of Arusha Declaration which had one of the clauses to allow people with disabilities, including people with visual impairment, not to necessary work and earn personal income; and hence the right to work andengage in various activities was frustrated. Also, cultural misconceptions that people with visual impairment are incapable of accessing library and information services create barriers and they are most frequent cause of inadequate or non-existence of services to people with visual impairment.

The study conducted by Szubielska (2018) in Poland revealed that people with visual impairment are often perceived as strange and different, and even in some societies in Africa it was like acurse in the community. Consequently, disabled people are treated as unsuccessful and unfulfilled, and not equal partners for people without disabilities. Szubielska adds that unfortunately not much has changed from that time to the present and the stereotypical opinions about who are blind are still as much as they used to be.As a result, perception may lead to people with visual impairment be excluded from getting library and information services if they are not enabled to effectively access and use the services. In addition, people with visual impairment have limited access to information, not many websites are visually impaired friendly. Sometimes, negative attitude that hinders provision of library and information services is traced from library staff, who think that a person with visual impairment may present a threat to worker's health or safety, that a person with visual impairment will take a lot of time to help and even staff members will not know how to help a person with visual impairment.Denes-Jones (2007) suggests that training courses with ongoing participation of community members can help overcome these uncertainties. In addition, library staff can do things right away that will help to improvetheir attitude towards provision of library and information services to all users. Bhardwaj (2018) adds that each library staff responsible to provide services to people with visual impairment must learn empathy so that they can help users with special needs to achieve their objectives in academic institutions. Ndumbaro (2009) asserts that library staff should be made aware of the issues concerning people with visual impairment, and training in this regard would help library staff identify barriers in library for themselves, thereby encouraging them to consider the needs of people with visual impairment more systematically. Moreover, library services should be provided equally to all types of library users. This can be achieved when library staff have knowledge of using assistive technologies, and awareness about information needs of people with visual impairment (Bhardwaj, 2018).

Library and information services are very important for every person regardless of his/her age, gender, race, economic status, as well as people with visual impairment. Library has the role of ensuring that it provides information to all people including children, youth, adults and disadvantaged groups. Rayini (2017) states that the resources and services that public and university libraries offer create opportunities for learning, support literacy education, and

help to shape new ideas and perspectives that are central to a creative and innovative society. University and public libraries are an important place where people with visual impairment can access library and information services. This is supported by the United Nations Convention on the Rights of Persons with Disabilities (CRPD), which guarantees that people with disabilities have the same access and opportunities as everyone else to participate in all areas of public life, including jobs, schools, transportation, and all public and that private settings open to accommodate the general public (United Nations, 2006).

People with visual impairment can determine the library staff's attitude through the way they communicate with them, and also the way they perceive their willingness to provide them with library and information services. In addition, attitude of library staff towards people with visual impairment in the provision of library and information services can be determined effectively in presenting empathy towards users with special needs including people with visual impairment(Bodaghi, Cheong and Zainab, 2015). These scholars add thatempathy can be considered one of the factors that can decrease the negative attitude towards people with visual impairment in the provision of library and information services in university and public libraries.In order for the library staff to have positive attitude towards people with visual impairment, it is essential to equip them with sufficient skills of communication. Library staff should be knowledgeable, friendly, polite, and provide services at the agreed time. In this regard, equipping library staff with education on people with visual impairment seems important, especially when considering their role of motivating library users to continue to access information to get the required information. Lack of library staffs' awareness of people with visual impairment prevents them from understanding the needs of people with visual impairment, hence creating negative attitude towards people with visual impairment.

People with visual impairment need library and information services as other people do. This can be achieved by having positive attitude towards people with visual impairment. University and public libraries could provide necessary support in the provision of library and information services to people with visual impairment. However, libraries do not have relevant and supportive services to people with visual impairment. For that reason, many library users with visual impairment have been deprived of access to library and information services. Attitude towards people with disabilities, including people with visual impairment, should be changed to provide equitable library and information services to all people.

Several studies such as Zaid (2017) and Majinge (2014) have shown that people with visual impairment have been marginalized in accessing library and information services. A study by Zaid (2017) conducted in Nigeria show that people with visual impairment experience marginalization as information resources in the university libraries are designed to suit generic population.The study conducted by Majinge (2014) also states that most of libraries including those in Tanzania are designed to suit generic population. Marginalization of people with visual impairment in public and university libraries is associated with such challenges as inadequate budget, poor information and communication structure, non-

availability of adaptive technology and specialized software packages. The International Federation of Library Associations and Institutions (IFLA)(2012) asserts that for many people with visual impairment, lack of access to library and information services is the biggest barrier to full and effective participation in all aspects of life. Public and university library staff are expected to support and advocate for people with visual impairment to meet their needs.In addition, there is misconception that people with visual impairment are incapable of accessing library and information services which may create barriers resulting to inadequate information services to people with visual impairment

Negative attitude is created by fall-out of some cultural misconception that people with visual impairment are unable of any intellectual activities. Majinge (2014) revealed that libraries in Tanzania do not have conducive environment for people with visual impairment. Therefore, people with visual impairment experience barriers in their efforts to access library and information services. When people with visual impairment are not handled properly, they tend to dislike using library and information services hence depriving them their rights to information. Negative attitude that hinder provision of library and information services sometimes may be traced from library staff by thinking a person with visual impairment will take time to help a people with visual impairment. Library staff should be made aware of the issues concerning people with visual impairment, and training in this regard would help library staff identify barriers in library for themselves, thereby encouraging them to consider the needs of people with visual impairment. University and public libraries should build specific places where people with visual impairment can access library and information services. Therefore, resources and services they offer create opportunities for learning, support literacy education and help to shape the new idea and perspectives that are central to creative and innovative society.

Majinge (2014) asserts that positive attitude of library staff towards people with visual impairment is required to facilitate maximum usage and provision of library and information services. In addition, she noted that library staff need to have positive attitude towards people with visual impairment so that they can assist them in accessing library and information services without discrimination. In the same veins, Seyama (2009) noted that in order to provide effective library and information services to people with visual impairment, it is essential that all staff have appropriate attitude towards them. Training courses with ongoing participation of community members can help to overcome these doubts (Denes- Jones, 2007)

A number of studies such as Ochoggia (2003), Deines-Jones (2007),Majinge (2014), Zaid (2017) andBagandashwa (1998) have shown that library staff have neglected the needs of people with visual impairment. Bagandashwa (1998) noted that library and information services for people with visual impairment are significantly lacking in Tanzania. Zaid (2017) states that People with visual impairment experience marginalization as information resources in the university libraries as they are designed to suit generic population Deines-Jones (2007) claims that negative attitudes towards people with visual impairment stop them

from wanting to use library and information services. The Australian Library and Information Association (2005) states that in order to provide successful library services to people with disabilities, it is essential that staff have appropriate attitude towards people with disabilities. Ndumbaro (2009) adds that attitude based on ignorance or misconception creates barriers and is most frequently the cause of inadequate or non-existent service.People with visual impairment face challenges such as inadequate budget, poor information communication structure, non-availability of adaptive technology and specialized software packages. In addition, People with visual impairment face several violations of their legitimate rights such as access, privacy, safety, online security, trust, dignity, accuracy, identity thefts, intellectual property (Mutula, 2013). In the provision of library and information services, equal access is the one of fundamental principles of intellectual freedom and participation for members of the society (Zaid & Zaid, 2017).This paper, therefore, examined the attitude of library staff towards people with visual impairment in the provision of library and information services in Tanzania. In addition, the availability of library and information services to people with visual impairment is discussed in relation to the attitude of library staff towards people with visual impairment.

The objectives of the study

The study objectives were;

1. To examine the attitude of library staff towards people with visual impairment in the provision of library and information services
2. To assess the availability of library and information services to people with visual impairment

Methodology

The study examined the attitude of library staff towards people with visual impairment in selected university and public libraries in Tanzania. The study employed both quantitative and qualitative approaches. The study population was randomly and purposively selected; and involved patrons with visual impairment, library staff, library directors, readers for people with visual impairment and institutions associated with visual impairment. The study was conducted in Dar es Salaam Region, whereby two university libraries and one public library were surveyed, the University of Dar es Salaam and Open University of Tanzania libraries and the Tanzania Central Library. Dar es Salaam was selected for the study because these libraries in the region were also used by people with visual impairment. The participants included 35 people with visual impairment, 28 library staff, 5 library directors and 9 readers for visually impaired persons. People with visual impairment were selected using snow ball sampling because it was difficult to find them the same location. Questionnaire and interviews were used to collect data.

Results

Socio-demographic characteristics of respondents were examined. Demographic characteristics such as library, level of education and department were likely to have some influence on the attitude of library staff towards people with visual impairment in the provision of library and information services. Examining socio-demographic characteristics also provided an indication of areas of possible intervention in terms of preparation and improving services.

Distribution of respondents by library facilities

The results in Table1 present the libraries from which the data was collected.There was a total of 77 respondents; whereby 35; 45% respondents were from the Tanzania Central Library followed by 27; 35% respondents from the University of Dar es Salaam Library and 15; 20% from the Open University of Tanzania Library.

Table 1: Distribution of Respondents by Library Facilities

Library	frequency	percent
Tanzania Central Library	35	45%
University of Dar es Salaam	27	35%
Open university of Tanzania	15	20%
Total	**77**	**100%**

Levels of education

This section provides a description of levels of education of library staff. The assumption was that education level may influence the attitude of library staff towards people with visual impairment in the provision of library and information services.

Table 2: Levels of Education (n=28)

Institution	UDSM library		OUT library		TLS		Total
Level of education	Frequency	%	Frequency	%	Frequency	%	Frequency (%)
PhD	6	21	-	-		-	6 (21)
Masters Degree	1	4	1	4	1	4	3 (11)
Bachelor Degree	4	14	2	7	1	4	7 (25)
Diploma	-	-	1	4	5	18	6 (21)
Advanced Diploma	-	-	-	-	-	-	
Secondary	1	4	2	7	3	11	6 (21)

The results presented in Table 2 show that6; 21% of the respondents were PhD holders, 3; 11% had masters degrees, 7; 25% held Bachelor degree, 6; 21% were diploma holders and another 6; 21% were secondary school leavers.

The findings revealed that university libraries have academic staff with degrees and PhDs, while public libraries mostly employ staff who have received secondary education. In the interview with directors, one of them said that some of the library staff had attended special training for people with visual impairment. The researcher noted that most of the library staff have not had special training on how to serve people with visual impairment, although they need a special course to serve people with visual impairment to meet their needs. Therefore, the Library and Information Studies (LIS) curriculum should integrate special education into their training. Onatola (2007) suggests that every library should have a distinct section or small library, a liaison needs to cater for any special needs, including people with visual impairment, and the section should be headed by a trained library professional with a background in special education. This synergy can help users with visual impairment, by advocating and carrying out staff skills training for a greater involvement in library and information science service provision in Tanzania.

Provision of library and information services to people with visual impairment
The researcher asked library staff and people with visual impairment whether libraries offer library and information services to people with visual impairment. The responses were as given in Table 3.

Table 3: Provision of library and information services to people with visual impairment (n=63)

Responses	Library staff		Library users		Total	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	22	78	29	83	51	81
No	3	11	4	11	7	11
Not responded	3	11	2	6	5	8
Total	**28**	**100**	**35**	**100**	**63**	**100**

The results in Table 3 reveal that 51;81% of the respondents agreed that library provided services to people with visual impairment, 7;11% indicated that libraries do not provide library and information services to people with visual impairment and 5;8% did not respond to the question. Based on those who did not responded to the question5; 8% and also on those who showed that their libraries do not provide service to people with visual impairment7; 11%, it can be attributed to many reasons. For example, it could be that respondents were not aware of the services provided to people with visual impairment, as it was indicated in university libraries that there is no special department to assist people with visual impairment,

instead the unit was under the Faculty of Education.For many years in Tanzania, library and information services were not provided to people with visual impairment, and this was supported by the Tanzania Library Service Board Strategic Plan Committee (2008) that:

"In Tanzania, library and information services have never been provided and are not being provided at all to any visually impaired person at any level of Education. University students at the University of Dar es Salaam have always privately hired readers who are not part of the university library. People with visual impairment at all age groups and all geographical locations (be it rural or urban) have never enjoyed the facilities of library services. Despite this incredibly desperate situation, Tanzania has got a big number of literate visually impaired persons ranging from primary education school leavers, to those who have completed both ordinary and advanced secondary education, university graduates and few holders of master's and doctorate degree".

But this was contrary to Ndumbaro (2009), who reported that, libraries such as the University of Dar es Salaam Library has provided library and information services to people with visual impairment since the 1980s. However, the services were provided by the disability units, which fall under the school of education, and materials and equipment suitable for people with visual impairment are housed in the disability unit even for the public library there was a section helping people with visual impairment. The researcher noted that there is miscommunication between Tanzania library service board and university libraries in relation to provision of library and information services.

Staff attitude towards people with visual impairment
To examine the attitude of library staff towards people with visual impairment, library staff were asked if library and information services should be redesigned to meet the needs of people with visual impairment. It was observed that 28; 100% of respondents agreed that library and information services should be redesigned to suit the needs of users with visual impairment but people with visual impairment should be made aware of the services provided. In addition, people with visual impairment were asked about the attitude of library staff to people with visual impairment; generally they said they are perceived positively. As one of the respondents said:
"Library staff and fellow library users without visual impairment perceive me positively, but sometimes it depends on the familiarity with me. Those who are familiar with me perceive me as normal person while others who are not familiar with me have got many questions to ask themselves about my condition and how I feel".

During the interview with library directors said that library staff are supportive and highly motivated in providing library and information services for people with visual impairment. This was similar to one of the respondents with visual impairment who said that:
"Library staff perceive me normal, they are free to me helps me and give me support whenever I need the service in the library, the only problem the materials available are not accessible to people with visual impairment."

The responses above concur with Chataika (2010) that, one of the big problems that people with visual impairment have is that, they need to use library and information services but libraries have no access to books which are suitable to people with visual impairment, while also most libraries have stairs that people with visual impairment have to climb. These restrict people with visual impairment from having access to library materials. Therefore library staff should understand the needs of people with visual impairment which will help to provide precise, relevant and comprehensive information to people with visual impairment (Bhardwaj, 2018). University and public libraries must offer the range of services to all people without discrimination.

The researcher asked to people with visual impairment about the attitude and treatment of library staff towards people with visual impairment. The findings showed that most respondents, 11; 31% said they were very satisfied with staff attitude and treatment, 13; 37% were satisfied, 4; 11% were dissatisfied, 1; 3% was very dissatisfied, and 6;17%did not respond. Those who said they were dissatisfied added that people with visual impairment are not treated well, library staff do not have knowledge to save people with visual impairment, and they have a negative attitude towards people with visual impairment. Figure 1 below shows the responses from people with visual impairment.
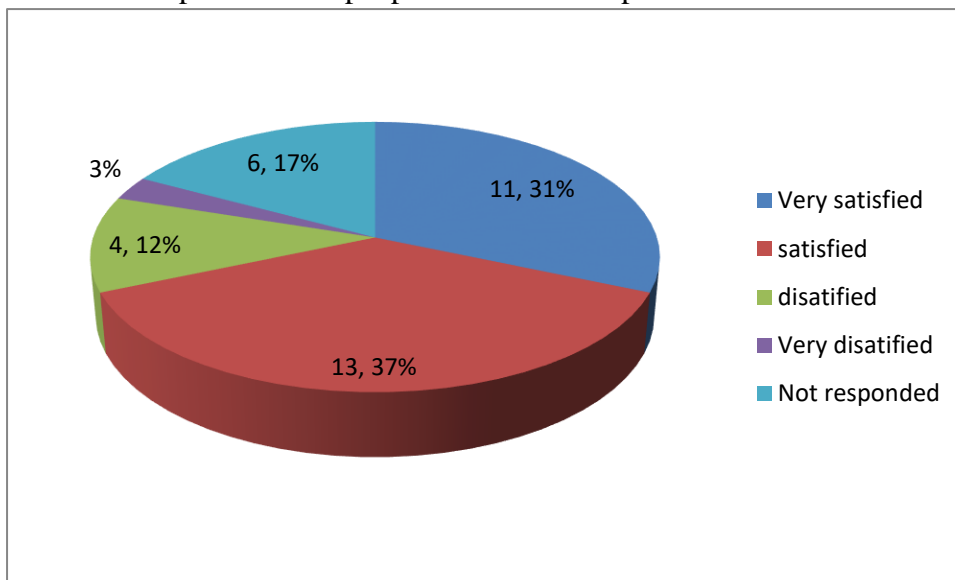

Figure 1: Library staff attitude towards people with visual impairment in the provision of library and information services (n=35)

The statistics above reveal that some library staff treated people with visual impairment like sighted people because they had no special training and facilities to serve people with visual impairment. This was proven when one of the members of library staff directed a user with visual impairment to trace library materials without assistance. Another library staff did not know how to communicate with users with visual impairment, as one of the library staff asked:

> *"How do we communicate with people with visual impairment, by using signs or which means?"*

The researcher noted that some library staff treated people with visual impairment like sighted people because they had no special training and facilities to serve people with visual impairment. Awareness and understanding of the needs of people with visual impairment in the provision of library and information services is necessary to enable them utilize fully the library resources. Bhardwaj, 2018 identifies attitude of library staff, lack of research, resources and training facilities inhibits to accessible services in university and public libraries. The people with visual impairment also require education and training on the different solution available to them to use library and information resources optimally. Involvement of the people with visual in the selection of library materials and design of library and information systems may enhance positive use of library and information services.

The researcher noted that, people with visual impairment were treated as if they do not have special needs. The researcher noted that there is miscommunication between library staff and people with visual impairment, as people with visual impairment think that there are no services which are appropriate to them, hence they opt not going to libraries. Madriaga (2007) revealed that it was not always clear to disabled students as to who were responsible for analyzing their needs. It was also not clear as to what facilities and rights were available to people with visual impairment. In this way, people with visual impairment experience stress and embarrassment, since they have difficulty accessing library and information services for various purposes, hence creating negative attitude. Sometimes this situation discourages people with visual impairment from using library and information services, hence library staff conclude there must be no any such people in the community or people with visual impairment do not want to use library which is not true. They need information as other people without impairment do for various purposes such as recreation, education and the like.

Goulding (2001) asserts that training is vital, especially as discrimination is often the result of lack of awareness and poorly informed attitudes. Awareness about disability, including visual impairment would help library staff identify barriers in the library for themselves and encourage them to consider disabled people's needs more systematically. Anatola (2007) adds that library professionals need to look inward to promote an attitude that maximizes the use of resources at hand in serving patrons who have disabilities. In addition, people with visual impairment were asked if they were involved in the selection of library materials,30; 85% said they were not involved and 5; 15% said they were involved. Furthermore, people with visual impairment explained that, they were not involved in the selection of library materials because ofpoor management system, negative attitude towards people with visual impairment, lack of commitment, negligence of people with visual impairment and staff not aware of the needs of people with visual impairment. The researcher noted that, sometimes negative attitude starts from the community where people with visual impairment live, as one of the people with visual impairment complained:

"I wanted to marry a pastor's daughter, we agreed each other. But when the girl introduced the issue to her parents...the parents were angry and rebuked their daughter and asked her "areyou crazy? How can you get married to a blind person? We don't like to be

ashamed…Really, I was very discouraged; I could not imagine that a pastor's family preaching love to everyone can have negative attitude to people with disability"

Similarly, another respondent said that;

"Library and information services in Tanzania are discriminatory, because these services were planned without considering the needs of people with visual impairment. They assume that people with visual impairment do not exist, or even if they exist, they do not need these servicesthat is why the library do not accommodate people with visual impairment; instead, people with visual impairment accommodate themselves to the available library and information services."

It was learned during the interviews with Open University of Tanzania Library Director that, according to their policy, selection of library materials is done by the responsible faculty, while for the University of Dar es Salaam, people with visual impairment are involved occasionally. For the case of the Tanzania Central Library, they consult people with visual impairment and their suggestions are taken into consideration, but the area is still new, and it thus demands a lot of expertise. Generally, selection of library materials in these libraries involves departments and not users directly.The study by Harris & Oppenheim (2003) found that library and information services for people with visual impairment were provided differently as some libraries were better equipped than others to provide library and information services since resources were already in place, and the positive attitude of senior management encourages advancements in assisting users with visual impairment. Other libraries had more work to do; and concerns about library environment, training and funding were mentioned as problems that prevent adequate provision of library and information services for people with visual impairment. In line with Majinge (2014) revealed that libraries in Tanzania are facing funds crunch to build services for people with visual impairment. Also Shunmugan (2002) highlighted that there are limited funds available for people who require special needs education in university and public libraries. This is supported by Bodaghi, Cheong, & Zainab (2016) who depict clack of training for staff in university and public libraries is the major reason that disputes staff difficulties in handling assistive tools and technologies and providing services to people with visual impairment,.

Conclusion

The study concludes that, library and information services are not offered uniformly among these libraries surveyed. The availability of services depends on the nature and needs of their users in relation to the budget of the particular library. University and public libraries in Tanzania in support with other stakeholders must ensure the equitable library and information services are available to people with visual impairment. Furthermore, library staff were not trained to provide library and information services for people with visual impairment, and there is scarce of specialized library staff who can attend people with visual impairment. So, due to lack of experience, most library staff do not consider the needs of people with visual impairment during the provision of library and information services. Library and information services are crucial to every human being, including people with visual impairment, and

therefore, libraries are supposed to provide the right information at the right time and in the right format to their users regardless of race, religion, age, sex, nationality and language. People with visual impairment in Tanzania have been marginalized for long because of the scarcity of available materials. Hence, university and public libraries in Tanzania in collaboration with other stakeholders must ensure that equitable library and information services are available to people with visual impairment. All these can be achieved when libraries review their policies, practices and procedures in order to make these services meet the needs of people with visual impairment.

Recommendations

University and public libraries in Tanzania have to develop specialized library and information services that meet the needs of people with visual impairment such as Braille books, talking books, talking newspapers, large printed materials, electronic texts, screen magnifier, Screen reader and voice recognition software. The study also recommends that, awareness raising programmes should be developed, and policy needs to be formulated on library and information services provision for people with visual impairment. Moreover, both university and public libraries should devise formula to ensure reasonable budget allocation for library and information services for people with visual impairment. Library staff need to be helpful and should communicate with other libraries and relevant institutions and organizations to establish methods of best practice, to make library and information services accessible to people with visual impairment in order to comply with standards (Harris & Oppenheim, 2003). In addition, there is need for integrating special needs education in Library and Information Studies (LIS) curriculum.Government should make policy interventions to ensure that assistive technologies allowed on the market in their jurisdictions are more open. Such policies should also make assistive technologies more affordable (Majinge&Mutula, 2018). The governments should also provide grants to the people with visual impairment to purchase the necessary tools to enable them access library and information services. There should be exhibitions of work done by people with visual impairment to raise awarenessto change attitude of the society towards people with visual impairment. Ensure budget allocation for library & information services for people with visual impairment.

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