

How public libraries in Meru County, Kenya, address the business information needs of small-scale enterprises

[Paul M Gichohi](#), [Omwoyo B Onyancha](#), [Frankwell W Dulle](#)

First Published September 7, 2016 Research Article

<https://doi.org/10.1177/0266666916667998>

[Article information](#)

Abstract

The purpose of the study was to explore how public libraries in Meru County, Kenya, address the information needs of small-scale business enterprises (SBEs) in the region. It was carried out from 2013 to 2015. A quantitative approach and survey research design were adopted to collect data from SBE traders and staff from three public libraries in Meru County. The study found that the business information needs of SBEs are myriad, sector-specific and cut across all stages of business development. These needs are fulfilled by consulting informal information resources and places. The few SBEs traders who were using public libraries for business information expressed high levels of satisfaction. The study concludes that public libraries have facilitative and functional roles of providing business information to SBEs by collaborating with like-minded stakeholders. The study recommends symmetrical dissemination of business information and the re-positioning of public libraries as community development centers by providing value-based and sector-specific business information solutions.

Keywords [business information](#), [small business enterprises](#), [business information needs](#), [public libraries](#), [Kenya](#)